

Member Relations Committee

Governance Manual

1. PURPOSE

The Member Relations Committee (MRC) shall serve as an intermediary between members and the Board of Directors for such matters as do not necessitate the Board's direct involvement. This shall include, but is not limited to:

- Mediating disputes between members
- Addressing bylaw infractions and other misconduct of members within the co-op
- Addressing infractions with regards to the Member Contribution Program (MCP)
- Assisting members who have questions or concerns about their roles and/or responsibilities within the Co-operative

2. MEMBERSHIP

In the absence of other arrangements by the Board, the Member Liaison Officer shall be the Chair of the MRC. The MRC shall without exception be chaired by a Director.

Any member of the co-op is eligible to become a member of the MRC. Members may apply by contacting the Board, and the Board shall at its sole discretion appoint members to the MRC.

All committee members must remain members-in-good-standing while they serve on the MRC. Failure to maintain good standing may result in immediate removal from the MRC at the sole discretion of the Board.

Committee members shall be awarded 2 MCP hours each month while serving on the MRC. At the discretion of the Chair, these MCP hours may be withheld from committee members who do not actively participate. The Chair may also recommend to the Board that any inactive or unproductive committee member be removed from the MRC.

3. MEETINGS

Regardless of the total number of committee members, quorum for meetings of the MRC shall be set at three (3) committee members.

Unless agreed upon by all committee members, meetings shall take place in the Meeting Room at 96 Gerrard Street East, Toronto. At the discretion of the Chair, any or all members of the MRC may participate remotely via teleconference, videoconference, or other suitable means. Similarly, meetings may be held entirely via remote means. The MRC shall set its own schedule of meetings and shall advise the Board of said schedule. At the discretion of the Chair, the scheduling of meetings and any associated notifications thereof may be delegated to the Community Development Coordinator. Meetings may be scheduled to occur by default on an agreed-upon interval and/or on an as-needed basis.

All committee members shall be notified not less than one day in advance of any meeting of the MRC, but no specific notification shall be required prior to meetings that occur on an established default schedule. If a member of the committee does not reply to notification of an irregular meeting, this shall be taken as tacit approval of the time, date, means, and location of that meeting.

The Chair shall arrange for minutes to be recorded at all meetings of the MRC, and these minutes shall be provided to the Board electronically in a timely manner. Minutes shall be designated as “in-camera” if they contain details of members’ personal lives or other confidential information. The MRC minutes shall in general not be available for review except by Directors, the General Manager, and current MRC members.

4. CONFIDENTIALITY

At the discretion of the Board, non-Director members of the MRC may be required to sign a non-disclosure agreement prior to participating on the committee.

Any confidential or sensitive business addressed by the MRC must be kept in the strictest confidence and shall only be discussed within meetings of the MRC, Board of Directors, or Executive Committee. The Chair and/or other Directors who sit on the MRC may discuss such business outside of these times if permissible and appropriate under their obligations as Directors.

5. AUTHORITY

The MRC shall have the authority to assign MCP penalty hours, and to modify previous assignments of penalty hours by other entities within the Co-operative.

The MRC shall have the authority to create performance agreements between individual members and the Co-operative, which members may be requested to sign. The Board shall be notified during its next regular meeting of any performance agreements that are signed by members.

Members retain the right to appeal any and all decisions made by the MRC to the full Board of Directors, at the next duly scheduled Board meeting.

The MRC is not trained or qualified to deal with all types of issues, and shall not review or discuss but will instead refer to the Board of Directors all matters involving any of the following:

- Sexual assault
- Domestic abuse or violence
- Suicide
- Bereavement
- Mental health
- Discrimination
- Harassment
- Human rights
- Criminal conduct
- The conduct of a sitting Director
- The conduct of an employee during their work

The MRC shall be provided monthly with summaries of all security incidents involving members of the Co-operative, except where such incidents involved one or more of the above excluded topics.

6. REPORTING

The Chair shall regularly report the following to the Board of Directors:

- Occurrence of MRC meetings and schedule of future meetings
- Meeting minutes
- Serious and/or repeated disputes or infractions
- Preparation and signing of performance agreements
- Misconduct or delinquency of committee members
- Any other business of which the Board should be aware

Committee members, co-op members, or employees of the co-op who need to interact with the MRC shall report to the Chair unless directed otherwise by the Chair.

7. CONFLICTS OF INTEREST

No member of the MRC may review or discuss matters in which they were personally involved, or which involved a family member, close friend, or other personal connection. In such situations, the affected committee member must declare a conflict of interest and recuse themselves from any related discussion or deliberations. Any such recusal must be duly noted in the meeting minutes.