

MIMICO CO-OPERATIVE HOMES INC.

BY-LAW 31

MEMBER RELATIONS BYLAW

SEPTEMBER 27<sup>th</sup>, 2000

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*WHEREAS, the Co-operative wishes to promote good relations between members of the Co-op and development of the Co-op as a community;*

*AND WHEREAS, the Co-operative wishes to establish a clear process for managing conflicts within the Co-op;*

*THEREFORE, the following is enacted as a Bylaw of Mimico Co-operative Homes Inc.:*

**SECTION 1: BYLAW PURPOSE**

The purpose of this Bylaw is to:

- 1.1 Promote good relations between Co-op members.
- 1.2 Promote the development of the Co-op as a community.
- 1.3 To establish a process for managing conflicts within the Co-op.

**SECTION 2: VISION STATEMENT**

We are Co-op members with a vision of our community and a commitment to common goals:

- 2.1 We are a community based on the principles of co-operation.
- 2.2 We are a mix of families and individuals of different incomes, backgrounds, skills and needs.
- 2.3 We are a democratically run, non-profit business providing affordable housing to ourselves and our families.
- 2.4 We are a supportive, tolerant and diverse community.
- 2.5 We hold as values: trust, compassion, understanding, teamwork and courtesy.

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- 2.6 We strive to be active members of the Co-op housing movement.
  - 2.6 We strive to be responsible and active members of our local community.
  - 2.7 We strive to be good neighbours, to act co-operatively and to resolve our differences in positive and constructive ways.

### **SECTION 3: OUR COMMITMENT TO COMMUNITY DEVELOPMENT**

As members we are committed to building a strong and caring community; a community which recognizes the dignity and value of each person. Therefore we agree:

- 3.1 To develop and promote community development goals and objectives.
- 3.2 To promote and facilitate strong communications within the Co-op and amongst members.
- 3.3 To promote and organize education events which build good member relations, develop problem solving skills and improve communication.
- 3.4 To promote and facilitate democratic decision making and good meetings.
- 3.5 To promote good member relations.
- 3.6 To facilitate constructive resolutions to member conflicts.
- 3.7 To regularly evaluate the health of the Co-op as a community and our success in achieving our community development goals. To analyse the problems we find and to propose solutions as required.

### **SECTION 4: OUR COMMITMENT TO GOOD MEMBER RELATIONS**

Because of the importance of building a strong and caring community, as Co-op members, we commit ourselves to the following Code of Good Member Relations:

- 4.1 To respect each other.

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- 4.2 To respect and value our differences.
  - 4.3 To listen to each other.
  - 4.4 To communicate with each other.
  - 4.5 To be honest with each other.
  - 4.6 To try to understand how others feel.
  - 4.7 To act co-operatively and in a constructive and positive way attempt to resolve conflict.
  - 4.8 To respect majority decisions.

## **SECTION 5: OUR PROCESS FOR MANAGING CONFLICT**

We are a community and we are neighbours. We work and live side by side with each other. We recognize that from time to time differences and conflicts will occur, and that it is our responsibility to deal with these so that they do not disrupt the community. Therefore we agree to the following conflict management process:

- 5.1 The conflict management process will deal with:
  - a. conflicts between members, their families or guests *and* other members;
  - b. conflicts between members, their families or guests *and* the Board or Committees;
  3. conflicts between groups or individuals within the Co-op.
- 5.2 The Board of Directors is to establish and maintain a Member Relations Committee. The Member Relations Committee is a committee of the Board and accountable to it. The purpose of the Committee will be to administer and facilitate the Co-op's conflict management process, promote good member relations, and promote the development of the Co-op as a community. All Co-op members in good standing are eligible to join the Member Relations Committee.
- 5.3 Each year following the Annual General Meeting, the Board will appoint two (2) to

four (4) qualified Co-op members to the Member Relations Committee who will serve as Member Relations Facilitators. The purpose of the Member Relations Facilitators is to facilitate the Co-op's conflict management process. The Member Relations Facilitators will be appointed for a term of one (1) year. They may be re-appointed.

5.4 When a conflict occurs these are the steps which will be followed:

- a. Members or groups of members who are in conflict must try to resolve the matter between themselves.
- b. If this fails, they must advise the Co-op Co-ordinator in writing of the issue(s) involved and what they have done to resolve it themselves. The Co-ordinator will then refer the matter to the Member Relations Committee who will assign two (2) Member Relations Facilitators.
3. Two Member Relations Facilitators will meet with the parties as soon as possible to determine if mediation by a professional mediation service would be helpful. If they conclude mediation would be helpful, they will have the Co-op Co-ordinator arrange for this.
- d. If the Member Relations Facilitators conclude that mediation will not be helpful or if the mediator reports that mediation has not resolved the conflict(s), the matter will be referred to the Board of Directors for a decision on how to proceed.
- e. Member Relations Facilitators will keep a written record of all contacts or meetings with members involved in the conflict management process.

5.5 Any serious violation of the Co-op's Bylaws or any illegal acts will not be dealt with by the Member Relations Facilitators. It is the obligation of all members as well as staff to report any illegal act (s) to the police or other appropriate public authority. The Co-ordinator will refer a conflict directly to the Board if it involves a serious violation of the Co-op's Bylaws or illegal acts (for example: threats to personal safety or property, drug dealing, harassment of members or staff, spousal or child abuse).

5.6 The Member Relations Facilitators will not mediate or arbitrate conflicts nor ever take sides.

SECTION 6: OUR COMMITMENT

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6.1 All information and activities which deal with conflict between members will be treated in the strictest of confidence.

6.2 All Member Relations Facilitators will be required to sign an agreement of confidentiality.

6.3 Any Member Relations Facilitator who breaks his or her agreement of confidentiality will be removed by the Board of Directors.

#### SECTION 7: OUR RULES ON CONFLICT OF INTEREST

7.1 A Member Relations Facilitator who has a conflict of interest must declare it and must withdraw from the conflict management process.

7.2 A Member Relations Facilitator who fails to report a conflict of interest will be removed by the Board of Directors.

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*Passed by the Board of Directors of Mimico Co-operative Homes Inc. at a meeting properly held on September 27<sup>th</sup>, 2000, and confirmed by at least two-thirds of the votes cast at a general meeting of the members of the Co-operative properly held on September 27<sup>th</sup>, 2000.*

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President

c/s

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Secretary