

Member Relations Committee

Purpose

The Member Relations Committee provides voluntary, in-house facilitation to help resolve conflicts within the Co-op community, using Member skills and experience in conflict resolution or other related experience. The committee's goal is to empower members to resolve problems in a supportive environment.

Background

An earlier Conflict Resolution Committee consisted of two members from the Membership Committee. They would respond, in person and in writing, to Members who requested assistance in negotiating conflicts within the Co-op. The committee disbanded after several years in 2012 and responsibility reverted back to the Board. Paloma Members live well together, but the Board made a proactive decision in 2022 to revive the committee to have a resolution mechanism in place if Members wanted to engage it.

Source of Authority

1. Member Relations Committee members are volunteers from the Paloma Housing Co-op.
 2. The Member Relations Committee is accountable to the Board and the general membership.
 3. The Member Relations Committee acts collaboratively and has no single Chairperson.
 4. Committee members are appointed by the Board.
 5. The Member Relations Committee reports to the Board and the general membership.
 6. Member Relations Committee members may be removed by the Board.
 7. The Committee will consist of a minimum of 4 and a maximum of 6 members.
 8. The term of office shall be one year with no limit on the number of terms.
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Committee Roles

The committee acts collaboratively to carry out the traditional duties of the chair and secretary:

1. Setting meeting dates and times.
2. Ensuring agendas and minutes have been prepared and delivered.
3. Ensuring meetings are focused, timely, and efficient.
4. Liaising with other committees as needed.
5. Preparing meeting agendas.
6. Recording meeting minutes.
7. Sharing meeting minutes with committee members.
8. Sending reminders about upcoming meetings.

Committee Member

1. Signs committee code of conduct and reads committee policies thoroughly upon joining the committee.
2. Participates in committee meetings by:
 - a. Attending all meetings of the committee, or as many as possible. The committee reserves the right to remove a member who fails to attend three consecutive committee meetings.
 - b. Asking clarifying questions.
 - c. Raising concerns.
 - d. Proposing ideas.
 - e. Being aware of how much space they are taking up in discussions.
 - f. Disrupting the beginning of any toxic, inequitable, or conflict-oriented talk with cooperative discussion.
 - g. Insisting on the clarity of proposals, especially when votes are taken.
3. Prepares and works on committee business between meetings by:
 - a. Reading minutes and reports in advance of meetings.

- b. Completing assigned tasks (within any specified deadlines).
- c. Being willing to serve on subcommittees.
- d. Suggesting items that should be included on the next meeting's agenda.
- e. Raising concerns with those who can take corrective action.
- a. Offering to help get pre-meeting assignments completed.

Duties and Responsibilities

Respond to Member Requests for Support and Collaborative Resolution

The Member Relations Committee responds to requests for support at [<memberrelations@palomacoop.ca>](mailto:memberrelations@palomacoop.ca) in an effort to facilitate a collaborative resolution process between Paloma Members. The committee will provide prompt acknowledgment of emails and provide a plan for next steps.

Follow Policies and Procedures

The Member Relations Committee will follow established policies and procedures for supporting Paloma Members to resolve conflicts with other members.

Establish Member Consent, Safety, and Confidentiality

The Member Relations Committee will act with care and maintain confidentiality while supporting Members to resolve conflict. The committee will endeavour to create a safe space for all participants at all times during the process. The committee will work with Members who refer themselves, are referred by the board, or engage as part of a process initiated by another Member. In all cases, participation is voluntary.

Document Cases and Resolution Process

The Member Relations Committee will document the resolution process to ensure continuity of support and to ensure clarity of issues and agreements by all parties.

Refer Unresolved Issues Back to the Board

In cases where there is no resolution, the Member Relations Committee will refer the issue back to the Board with recommendations, which may include engaging an external mediator.



Resources

- Paloma Housing Co-op Occupancy Agreement
- Co-op rules agreement of the CHFBC (of which Paloma Housing Co-op is a signatory)
- Member Relations Policies and Procedures