

Wyndham Hill Co-operative Homes Inc.

By-law 13

Member Relations By-law (replaces By-law No. 2, Schedule B section B4/B5)

A By-law, which defines the process for dealing with conflict in the co-operative.

Passed by the Board of Directors on October 6, 2004.

Confirmed by a two-thirds majority vote of members present at a General Meeting held November 10, 2004.

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Article 1: Our Vision and Goals

1.1 Community Agreement

- (a) Wyndham Hill Co-operative Homes Inc., is a non-profit organization that provides affordable housing for people of different backgrounds, needs and talents. When we join the Co-op, we join a community. Members work toward building a caring community, which believes in the dignity and value of each person. We live side by side with other members and non-members.
- (b) The members have put in place reasonable standards to live by. These standards are in the Occupancy By-law of the Co-op. Usually our members follow these rules. We try to be good neighbours. But, sometimes conflicts can happen. Sometimes neighbours have differences that need to be sorted out. This is why we want to have a process for dealing with conflict.

1.2 Goals

- (a) We commit ourselves to be a community in which we:
 - Listen to each other and try to understand how others feel
 - Communicate with each other
 - Support majority decisions even when we disagree with them
 - Respect each other
 - Welcome and celebrate our differences
 - Agree to respect individual differences
 - Agree to act co-operatively in support of a safe co-op environment.
- (b) We support the process for managing conflict set out in this policy. The Co-op has put in place this Member Relations By-law to offer members a way to deal with problems and conflict.

Article 2: Member Relations Education

The Co-op recognizes that education is necessary if members are to live up to the goals we have set for our community. The Co-op will offer regular member relations education as part of its annual program. This education will include the following points:

- Each member will receive a copy of this By-law.
- The Co-op will give members the opportunity to attend a workshop in conflict management at least once every two years (either in or outside the Co-op).
- The Co-op will support social and educational events that celebrate the diversity in our Co-op.
- We will discuss our approach to conflict with applicants for membership.
- New members will receive a copy of the By-law.
- The annual budget will include an amount for education in member relations and for the payment of mediators (if there is no free mediation service available).

Article 3: Dealing with Conflicts

3.1 Purpose

- (a) This By-law sets out the process for dealing with conflicts that members, their families or guests may have with:
 - Other members, members' families or guests, or
 - With the Board or committees.
- (b) The Board of Directors will set up a Member Relations Committee and establish its Terms of Reference to assist this process. In the event that this committee is not operational at any time, the Board of Directors may carry out its functions.

3.2 The Role of the Member

Relations Committee

- (a) The Member Relations Committee helps members understand the importance of a good co-op community and what makes for a good community. The committee will help members to prevent and to deal with conflicts that may disrupt the community.
- (b) The committee will act as a facilitator. It will not negotiate or mediate. The Board and/or the general membership will deal with any serious breaking of the law.

3.3 Process

- (a) The parties are encouraged to resolve the matter between themselves through written communication and problem solving. The parties will forward a copy of all correspondence to the committee for information and progress purposes only.

If this fails, they will inform the Co-op Co-ordinator in writing, who will refer the matter to the Member Relations Committee. The committee will contact the parties of the complaint to help determine the urgency of the matter.

- (b) Members of the committee will meet with the parties in the dispute. If the committee decides that mediation would be helpful, the committee will ask the Co-op Co-ordinator to arrange mediation by a trained mediation service as quickly as possible. The process to this point is voluntary. If the committee decides that mediation will not be helpful, or if the mediator reports that mediation has not resolved the conflict, the Co-op Co-ordinator will refer the matter to the Board of Directors. The Board of Directors will decide how to proceed.
- (c) The Co-op Co-ordinator will refer a conflict directly to the Board of Directors if it involves:
- A threat to personal safety or Co-op property
 - A serious abuse of alcohol or drugs
 - Drug dealing
 - Serious psychiatric problems
 - Harassment of members or staff
 - Illegal acts as set out in the Co-op's Occupancy By-law, or
 - Other serious breaches of the Co-op's By-laws.

The Co-op Co-ordinator will follow Article 5.7 and 5.8 of the Co-op's Occupancy By-law (By-law No. 8).

- (d) Parties to the complaint will be informed of the outcome of the complaint (particularly if it has been referred to the Board of Directors for action).

3.4 Confidentiality

- (a) The Board will require members of the Member Relations Committee to sign a declaration of confidentiality. This declaration is a condition of membership on the committee.
- (b) Statements about conflict that do not identify any party and are general do not breach confidentiality. All other references, minutes, meetings and information about any matter the committee deals with are confidential. The Board and staff will keep confidential any information about the activities of the committee.
- (c) Meetings between the committee and the Board or staff will be confidential.

3.5 Conflict of interest

Any member of the Member Relations Committee who has a conflict of interest must declare it and withdraw from the process. The committee will refer any failure to declare a conflict of interest to the Board of Directors and ask the member to withdraw from the committee.

Article 4: The Mediation Process

4.1 Steps in the Process

- (a) One or two trained mediators will meet separately with the people involved and listen to their story. They will reassure those involved that conflict is normal and important.
- (b) The mediators encourage the parties involved to express how they feel. This happens both when the mediators meet the parties separately and when they bring them together.
- (c) The mediators work together with the parties to resolve their conflict. They insist that the parties respect each other and listen to each other.
- (d) The mediators never impose a solution. They help the parties to come to a solution that they can live with. The parties must always find their own solution.

4.2 Questions to Discuss

In order to help the parties come to a solution they can live with, the following questions will guide the discussion of a complaint:

- Who are the people involved?
- What are the interests behind their positions?
- What is the problem?
- What steps have the members taken to deal with it?
- What steps could members take to deal with it?
- What could cause this situation to go out of control?
- What can the co-op do if the members do not resolve it?

Article 5: Guidelines for Problem Solving

These are guidelines for Member Relations Committee members who are trying to find a solution to a disagreement. The members can use them when they are meeting on their own or with a mediator. The staff or the Member Relations Committee could offer them to the members involved in a dispute, either before or after a complaint is filed.

GOAL

We agree that our goal is to find and agree on solutions to the problem. It is not to blame, hurt or humiliate each other.

PROCESS

We will try to solve the problem ourselves. The committee will offer help if we ask for it, but will not mediate.

TIME

When we are ready, we will set a time to meet.

PLACE

We will agree on a place to meet that is comfortable, neutral and private.

COMMITMENT

We will not avoid the issue or run away from it. We will work together to find a solution. We will respect each other even when we disagree. We agree that our discussions will remain confidential. We will reach our own solution.

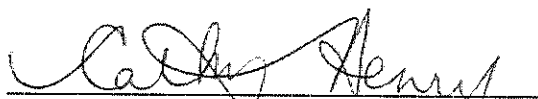
MEDIATION

If we cannot find a solution we will tell the Member Relations Committee. The committee may arrange for a mediator(s) to work with us, upon approval by the Board of Directors. We understand that the mediator will be trained and neutral.

CERTIFIED to be a true copy of By-law No. 13 of Wyndham Hill Co-operative Homes Inc.

Passed by the Board of Directors at a meeting held October 6, 2004 and confirmed by a two-thirds vote at a meeting of members held November 10, 2004.


Corporate Secretary


Director