

This document highlights the most significant changes in the new version of the Occupancy Bylaw.

*Comments look like this,* and *highlights of changes look like this.*

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# ARTICLE 1: ABOUT THIS BY-LAW

*This By-law states the basic rules for how the co-op is organized and run.*

## 1.1 INTRODUCTION

The purpose of Cole Road Co-operative Homes Inc. (the co-op) is to provide housing to its members at cost and without the possibility of profit, and to give its members control over the way their housing is operated.

This By-law is the framework for the governance of the co-op. It states the basic rules for how the co-op is organized.

## 1.2 REPEALS

*The following by-laws are repealed when this By-law becomes effective:*

- *The Organizational By-law (By-law No. 2015.01).*
- *The Conflict of Interest By-law (By-law No. 2015.03).*

## 1.3 PRIORITY OF THIS BY-LAW

### (a) Conflict with other by-laws

This is the order of priority in case of conflict:

- The Occupancy By-law governs this By-law and other co-op by-laws.
- This By-law governs all other co-op by-laws.
- Other by-laws can only change or govern over the Occupancy By-law or this By-law if they specifically state that they are doing so.

### (b) References to other by-laws

Sometimes this By-law refers to another co-op by-law. If the co-op does not have that by-law, the board of directors will decide on anything which could have been in it. This does not apply if the co-op has the by-law, but just uses a different name for it or if the co-op includes those things in a different by-law.

## 1.4 LAWS THAT APPLY TO THE CO-OP

### (a) *Co-operative Corporations Act and Human Rights Code*

The Ontario *Co-operative Corporations Act, 1990* (the *Co-op Act*) and the Ontario *Human Rights Code, 1990* are laws that affect things in this By-law. The co-op and the members have to follow them.

(b) **Funding program laws**

The co-op has to follow governance and organizational rules under the *Housing Services Act, 2011*.

The co-op's Service Manager also has governance and organizational rules. The co-op may also have to follow rules under other funding programs.

(c) **Changing by-laws**

If any part of the co-op by-laws breaks any laws, the board of directors will pass by-law amendments to correct the situation and submit them to the membership for approval. This could happen if there are changes in the laws or new interpretations.

## 1.5 SPECIAL MEANINGS

(a) **Co-op office**

*The co-op maintains an office on-site for the use of staff in conducting co-op business.*

*If the co-op's main office is temporarily closed for an extended period of time, the board should designate a place or person that members can use to give things to the co-op or get them from the co-op and make sure all members know about it. If the board does not do this, the person will be the president.*

*When this By-law talks about the "co-op office", members can use that place or go to that person if the co-op doesn't have an office.*

(b) **Confidentiality and Conflict of Interest Agreement**

*The co-op's Confidentiality and Conflict of Interest Agreement is Schedule B of this By-law. It must be signed by all directors, officers and committee members.*

*Staff must also sign the Agreement.*

(c) **Directors' Ethical Conduct Agreement**

*The Directors' Ethical Conduct Agreement is Schedule C of this By-law. It must be signed by all directors.*

(d) **Committee Members' Ethical Conduct Agreement**

*The Committee Members' Ethical Conduct Agreement is Schedule E of this By-law. It must be signed by all committee members.*

(e) **Government requirements**

"Government requirements" means the laws, regulations or agreements with government bodies that apply to the coop.

(f) **Coordinator**

When this By-law talks about the “Coordinator”, it means the senior staff person. It can also mean other staff members, or board members, who have been authorized to perform some of the Coordinator’s duties stated in this By-law.

(g) **Officers**

“Officers” means only the officers stated in Article 13 (Officers). It does not include any staff.

(h) **Relatives**

***This is important for conflict of interest determination.***

*In this By-law someone is considered a “relative” of someone else if:*

- *that person is related by blood, marriage or adoption; or*
- *has ever lived in the same household at the co-op or somewhere else.*

*In addition:*

- ***Groups of relatives:*** *A relative of one person is also a relative of all relatives of that person.*
- ***Related businesses:*** *Related businesses are included in the word “relative” in this By-law. A business is related to anyone who owns any part of the business or works for the business or gets any benefit that depends on how well the business does. It does not include owning stock or securities listed on a public exchange.*

(i) **Staff**

*The word “staff” in co-op by-laws means people who are hired to perform staff duties at the co-op.*

*It does not matter if they are co-op employees, people who work under a contract with the co-op, or property management companies and their staff.*

(j) **Service Manager**

*The “Service Manager” is the Consolidated Municipal Service Manager that relates to the co-op under the Housing Services Act, 2011. The Corporation of the County of Wellington is the Service Manager for the co-op.*

# ARTICLE 2: MEMBERSHIP

## 2.1 MEMBERSHIP

To become members of the co-op, applicants have to be approved by the board of directors and become residents of the co-op. The procedures in the Membership Approval By-law or other co-op by-laws must be followed.

## 2.2 QUALIFICATIONS FOR MEMBERSHIP

To become members of the co-op, applicants have to be at least sixteen years old. Applicants must also meet any other qualifications in the Membership Approval By-law or other co-op by-laws.

## 2.3 APPLYING FOR MEMBERSHIP

### (a) *Who applies*

*All members of an applicant's household have to become members or long-term guests if they intend to move into the co-op.*

*The only exceptions are children of applicants, who are under age 16. They are covered by the Occupancy By-law Article on Members' Household and Guests.*

### (b) *Signing application*

*Everyone in a household who intends to become a member has to sign a membership application.*

*Anyone else in the household (except children of the applicant under age 16) has to sign a long-term guest application. The applications have to be completed and signed using the co-op's standard forms or the co-op will not consider the applications.*

### (c) **Other applicant requirements**

Everyone in an applicant's household has to follow the process stated in the Membership Approval By-law or other co-op by-laws. This applies to everyone except children under sixteen.

## 2.4 FINANCIAL RESPONSIBILITY

### (a) *Human Rights Code requirements about income information*

*To comply with the Ontario Human Rights Code, 1990, the co-op can ask applicants for income information only if it also asks for credit references, rental history information and authorization for credit checks. The co-op can*

*consider income information only if it also considers all the other information that was obtained.*

**(b) Applicants with credit problems**

*In case of problems, the board can approve an application if the applicant has a satisfactory guarantor or co-signer or makes other special financial arrangements. Schedule D is the form to be used.*

**(c) Membership Approval By-law**

The Membership Approval By-law also applies to membership applications in addition to this section.

## **2.5 MOVING IN TO THE CO-OP**

**(a) Move-in requirements**

*Prior to move-in, new members must*

- *sign the occupancy agreement*
- *pay the membership fee*
- *pay the member deposit(s) or sign a payment agreement*
- *pay the first month's housing charge*
- *show proof that the gas, water heater, and hydro accounts have been changed to their name*
- *show proof of contents and liability insurance.*

**(b) Approved long-term guests**

*Prior to move-in, a long-term guest agreement has to be signed by the co-op, the member and any approved long-term guests as stated in the Occupancy By-law. This does not apply to children of the applicants under age 16.*

*Everyone over age 16 living full-time in the co-op has to be a member or a long-term guest. Children who turn 16 could legally rent their own housing; registering as a long-term guest or member introduces them to the realities and responsibilities of independent living as an adult.*

## ARTICLE 3: CALLING MEMBERS' MEETINGS

*We are shifting away from paper notices to electronic, to protect the environment, reduce costs, and to save staff and volunteer time. Paper copies will still be available to those who need them.*

### 3.1 ANNUAL GENERAL MEMBERS' MEETING

The board has to call an annual general members' meeting each year. The meeting has to take place not more than six months after the end of the co-op's fiscal year. It also has to be no more than fifteen months after the last annual meeting.

### 3.2 OTHER MEMBERS' MEETINGS

The board has to call at least one other general members' meeting each year. A members' meeting can also be called by a motion passed at an earlier members' meeting or as stated in section 6.5 (Requisition to Call a General Members' Meeting).

### 3.3 NOTICE OF MEMBERS' MEETINGS

#### (a) Length of notice

Notice of a members' meeting has to be given at least ten days before the date of the meeting. It can't be given more than forty-nine days before the meeting.

#### (b) Who gets notice

*Notice of a members' meeting has to be given to everyone who is a member at the time the notice is sent out. Copies will be provided electronically, on the Co-op website and/or by email, or in paper form if requested.*

*If paper copies are used, there will be one copy per unit.*

#### (c) Contents of notice

Notice of a members' meeting has to state the date, time and place of the meeting. It has to include an agenda for the meeting or state the general nature of the business at the meeting.

#### (d) Financial statements

*A copy of the financial statement and auditor's report has to be provided to each member at least ten days before the annual meeting. Copies will be provided electronically, on the Co-op website and/or by email, or in paper form if requested.*

(e) ***Proposed by-law or budget***

*A proposed by-law or budget has to be mentioned in a notice of meeting or an agenda sent out with the notice.*

*A copy of the proposed by-law or budget has to be provided to each member at least five days before the meeting. Copies will be provided electronically, on the Co-op website and/or by email, or in paper form if requested.*

## **ARTICLE 4: HOLDING MEMBERS' MEETINGS**

### **4.1 AGENDA OF MEMBERS' MEETINGS**

(a) **Annual meetings**

The agenda for each annual meeting has to include:

- presenting the financial statements
- presenting the auditor's report on the financial statements, and
- appointing the auditor for the next year.

The agenda usually includes election of directors and reports from the board.

(b) **All meetings**

The agenda for all meetings has to be approved at the meeting. The agenda can only include things referred to in the notice of the meeting or a proposed agenda sent out with the notice. Members cannot vote on anything else, although they can discuss other business without voting.

(c) **Proposed agenda**

The board has to present a proposed agenda for each members' meeting. The proposed agenda should be sent out with notice of the meeting.

It can also be sent out later or presented at the beginning of the meeting, but it can only include things referred to in the notice of the meeting.

(d) **Adding items**

Any member can have something put on the proposed agenda by sending a written request to the board. The board has to put the item on the proposed agenda for the next members' meeting.

If the next meeting is less than fifteen days after the request is received, the board will put it on the proposed agenda for the following meeting. Anything added to the proposed agenda has to be within the powers of the members as stated in section 6.1 of this By-law.

## 4.2 AUTHORITY OF MEMBERS' MEETINGS

A members' meeting can amend any by-law or budget presented to it. They can do this even if the version they pass is different from, or contrary to, what was originally sent out under section 3.3(e) (Proposed by-law or budget).

Any decision at a members' meeting must be within the powers of the members as stated in section 6.1 of this By-law.

## 4.3 QUORUM AT MEMBERS' MEETINGS

### (a) *Minimum number*

*Thirty percent (30%) of the total number of members is the minimum number that must be present for the co-op to hold a legal members' meeting.* This is called a quorum. A quorum must be present at the beginning of the meeting and at the time of any vote. If there is not a quorum, anything done has no official status.

- If there is a secret ballot, a quorum has to be present at the time the ballots are collected, but not when the result is announced.
- When counting quorum, the chair is included if the chair is a member of the co-op.

### (b) **If no quorum**

A meeting should start at the time stated in the notice of the meeting or as soon after that as a quorum arrives. A meeting has to be called off if the following apply:

- if a quorum has not arrived by thirty minutes after the time stated in the notice, or
- if a quorum is not present when it is time for a vote.

### (c) **Continuing the meeting at a later time**

If a meeting is called off because there is not a quorum, the members who are present can vote to continue the meeting between five and fifteen days later.

The agenda for the continued meeting will be the same as for the original meeting. There must be at least two days' notice of the continued meeting as stated in section 3.3 (Notice of Members' Meetings).

### (d) **Quorum at continued meeting**

*Sections 4.3(a) and (b) apply to the continued meeting, but if a full quorum has not arrived thirty minutes after the time stated in the notice of the meeting, the quorum for that meeting will be fifteen percent of the members.*

### (e) **Appeal meeting or requisitioned meeting**

If a meeting is to consider a member requisition or an appeal of a board decision that is permitted under another by-law, sections 4.3(a) and (b) apply, but the meeting cannot be continued at a later time to consider the requisition



or appeal. Sections 4.3(c) and (d) do not apply. The board does not have to call another meeting in response to the requisition or appeal.

If a meeting is continued to deal with other items, the requisitioned item or appeal will not be on the agenda for the continued meeting.

#### **4.4 ATTENDANCE BY NON-MEMBERS**

(a) **Non-members**

Non-members, including staff, can attend and speak at members' meetings only if the chair gives them permission. The members can reverse the chair's permission. Non-members cannot vote or make motions.

(b) **Coordinator**

The board will usually arrange for the Coordinator to be present at members' meetings to give their report, answer questions and provide any necessary explanations.

#### **4.5 MINUTES AND RECORD OF ATTENDANCE**

The board will arrange for the secretary or someone else to keep minutes and a record of all persons who attend members' meetings. The minutes should comply with section 21.1 (Confidentiality of Minutes).

## **ARTICLE 5: MEMBERS' MEETING PROCEDURES**

### **5.1 CHAIR**

(a) **Chosen by board**

The chair for each members' meeting will be chosen by the board. The board can choose a director or member or an outside person.

(b) **Outside chair**

If the board chooses an outside person who is not a member, the members must approve that person at the meeting. If they do not approve the outside person, the chair will be another member chosen by the board.

(c) **If the board does not choose**

If the board does not choose someone else, the chair will be the president.

## 5.2 RULES OF ORDER

*The Rules of Order are a part of this By-law; they are attached as Schedule A.*

The chair uses the Rules of Order to run members' meetings, and decides any question about procedure that is not in the Rules of Order. The members have the right to appeal the chair's ruling as stated in the Rules of Order.

## 5.3 VOTING

### (a) Right to vote

Every member of the co-op has the right to one vote at any members' meeting. Anyone can vote who is a member at the time of the vote.

### (b) Must be present

Members can vote only if they are present at the meeting. Members cannot appoint someone else to vote for them.

### (c) Secret ballot

Voting is by show of hands unless there is a secret ballot. There will be a secret ballot in the following cases:

- electing directors
- where the board decides there should be a secret ballot and states this on the agenda for the meeting, and
- where the members at the meeting decide by simple majority vote to have a secret ballot on a motion.

### (d) Voting by chair

The chair can vote only if the chair is a member of the co-op and only in the following situations:

- **Secret ballot:** The chair can vote on a secret ballot. If it is a tie, the chair does not get a second vote;
- **Other votes:** The chair can vote only to break a tie.

## 5.4 MAJORITY REQUIRED

### (a) Simple majority

A simple majority vote is needed to make any decision at a members' meeting unless a by-law or the *Co-op Act* has other requirements. A simple majority is more than half the votes cast, without counting abstentions. A tie vote defeats the motion.

(b) **Two-thirds majority**

A two-thirds majority vote is needed to confirm by-laws and by-law amendments. This means at least two-thirds of the votes cast, without counting abstentions and without rounding.

A two-thirds majority vote is also needed to confirm special resolutions. Special resolutions are required in certain situations stated in the *Co-op Act* and the co-op by-laws. Examples are when amending the Articles of Incorporation and when approving Major Commitments under section 24.2(a) (Approval Process – How member approval is given).

(c) **Calculating majorities**

Rule 6 (Voting) in the Rules of Order states how a simple majority and a two-thirds majority are calculated. Examples are in the Comment in Rule 6.

## **ARTICLE 6: MEMBER CONTROL**

### **6.1 CO-OP ACT REQUIREMENTS**

The *Co-op Act* states the basic requirements for member control and board of directors responsibility. These are:

(a) **Board responsibility**

The board supervises the management of the affairs and business of the co-op.

(b) **Member control**

The members do not manage the affairs of the co-op. They have final say only in the ways stated in the *Co-op Act*. In addition, the by-laws require member approval for certain actions. Examples where member approval is required are:

- electing directors;
- removing directors;
- approving the housing charges;
- approving operating and capital budgets;
- appointing the auditor;
- approving commitments as stated in section 24.1(a) (Major Commitments – When member approval is needed);
- confirming by-laws and by-law changes.

## 6.2 REQUISITIONS

If any members feel that there is a problem that requires a membership decision, they can submit a requisition. This is sometimes called a petition. Requisitions are not business as usual, but are used as a last resort in unusual circumstances where members feel they are not being served by the board.

The *Co-op Act* has detailed rules for requisitions. Members should consult the Act. The next part of this Article has explanations and additions. The last section of this Article has rules that apply to all requisitions.

## 6.3 REQUISITION TO PUT SOMETHING ON THE AGENDA FOR A MEMBERS' MEETING

Members can submit a requisition to put something on the agenda for the next general members' meeting. This may not be necessary because a single member can do the same thing under section 4.1(d) (Agenda of Members' Meeting – Adding items) of this By-law.

The requisition can also ask the board to circulate a statement about something already on the agenda. The requisition must include the exact wording of the statement. Details of this kind of requisition include:

- **Section 71:** See Section 71 of the *Co-op Act*.
- **Five percent:** The requisition must be signed by five percent of the members.
- **21 days:** A requisition to add an item must be received at least 21 days before the meeting.
- **14 days:** A requisition to circulate a statement about something must be received at least 14 days before the meeting.
- **Limits:** The agenda item must be within the authority of the members.

## 6.4 REQUISITION TO PASS A BY-LAW OR DIRECTORS' RESOLUTION

Members can submit a requisition for the board of directors to pass a by-law or resolution. The requisition must include the exact wording of the by-law or resolution. The board does not have to agree with the requisition. In that case the board calls a general members' meeting to consider the question. If the board does not do that, then anyone who signed the requisition can call the general members' meeting. Details of this kind of requisition include:

- **Section 70:** See Section 70 of the *Co-op Act*.
- **Ten percent:** The requisition must be signed by ten percent of the members.

- **21 days:** If the board agrees with the requisition, it has 21 days to pass the by-law or resolution and call a members' meeting to confirm it, if necessary.
- **General members' meeting:** If the board does not agree with the requisition, it can call a general members' meeting to decide. If the board does not call a general members' meeting within 21 days, then anyone who signed the requisition can call the meeting. The meeting has to be held within 60 days.
- **No repetition:** If the requisition failed, no new requisition is permitted for a similar by-law or resolution for two years.

## 6.5 REQUISITION TO CALL A GENERAL MEMBERS' MEETING

Members can submit a requisition for the board of directors to call a general members' meeting. The requisition must state the purpose of the meeting.

This is normally used when the board has not been calling enough meetings or members want information about something from the board.

It can also be used if members want to remove directors from the board. It does not authorize the members to pass a by-law unless the board has already passed it.

Details of this kind of requisition include:

- **Section 79:** See Section 79 of the *Co-op Act*.
- **Five percent:** The requisition must be signed by five percent of the members.
- **30 days:** The board must call and hold the general members' meeting within 30 days.
- **60 days:** If the board does not call and hold a general members' meeting within 30 days, then anyone who signed the requisition can call the meeting. The meeting has to be held within 60 days.
- **Limits:** The business for the meeting must be within the authority of the members.

## 6.6 REQUIREMENTS FOR ALL REQUISITIONS

Requisitions have to follow the requirements of the *Co-op Act*. This can be very detailed and complicated. The following rules apply to requisitions at the co-op under the *Co-op Act* and the by-laws.

- **Exact wording:** Requisitions must include the exact wording of the proposed motion, resolution, by-law, etc.
- **Original signatures:** The requisition submitted must have the original of all signatures, not photocopies. It cannot be signed or submitted electronically. Section 26.3(c) (Notices to Co-op – Electronic mail) does not apply.
- **Multiple pages:** The signatures can be on more than one page, but each page has to have the full wording of the proposed motion, resolution, by-law, etc.

- **Time limits:** All time limits start when the original requisition is given to the co-op as stated in section 26.3 (Notices to Co-op).
- **Calling meetings:** Meetings called under requisitions are called in the same way as other members' meetings and with the same notice periods and are governed by the same rules.
- **Planned meetings:** The board does not have to call a separate meeting under Sections 70 or 79 of the *Co-op Act*, but can put the requisition on the agenda for another members' meeting within the same time limits.

## ARTICLE 7: BOARD OF DIRECTORS

### 7.1 NUMBER OF DIRECTORS

The board of directors is made up of eight directors.

### 7.2 WHO CAN BE A DIRECTOR

#### (a) *Co-op Act*

Directors have to be members of the co-op who are at least 18 years old and have the other qualifications stated in the *Co-op Act*.

These qualifications are that a director may not be bankrupt or incapable of managing property under the *Substitute Decisions Act, 1992*. They apply at the time directors are elected and while they are directors.

If an existing director no longer has the required qualifications, the position on the board is automatically vacant.

#### (b) **Good financial standing**

Members who are in arrears may not be elected or appointed as directors. The rules for existing directors who go into arrears are stated in the Occupancy By-law.

#### (c) **Members of same household**

Two or more members who occupy the same unit may not be directors at the same time.

#### (d) **Management or service company staff**

A staff member cannot be a director as stated in section 18.7(a) (Management or Service Company Employee – Can't be director or officer) and the Occupancy By-law section on "Co-op Employees".

**(e) Former directors who resigned**

*A member who resigns as a director may not be on the board until the second annual election after resigning. Until then, the member cannot be elected to the board or appointed to fill a board vacancy. The member cannot run at the first annual election after resigning.*

**(f) Former directors who were removed**

*A member who is removed as a director may not be on the board until the third annual election after removal. Until then, the member cannot be elected to the board or appointed to fill a board vacancy. The member cannot run at the first two annual elections after resigning.*

**(g) Ethical Conduct and Confidentiality and Conflict of Interest Agreements**

*Every director has to sign a Directors' Ethical Conduct Agreement and a Confidentiality and Conflict of Interest Agreement. The Agreements have to be signed before the election meeting or within ten days afterwards.*

*A signed copy of each Agreement must be given to the Coordinator. If a director fails to do this, the position on the board is automatically vacant.*

**(h) Issues about qualification**

**A. Before the board elections**

*Any question about whether the member meets the requirements to be a director should be resolved before board elections, if possible. If there is a disagreement, the member can run for the board. If elected, the member will not become a director until the board decides on the question.*

**B. After the board elections**

*If a question about a director's qualifications at the time of election comes up later, the director will continue on the board until the board makes a decision about it.*

**C. Effect of board decision**

*If the decision under A. or B. is that the member did not meet the requirements, the position on the board is automatically vacant. The decision is not subject to appeal.*

**(i) Board procedure for deciding about qualification**

*The member must be given written notice of the board meeting to discuss whether the member met the requirements to be a director. The notice has to be given at least ten days before the meeting and must state the date, time and place of the meeting and the reason why the member may not have met the requirements. The member can appear and speak at the meeting. The member*

*can have a representative at the meeting. The board decides and votes without the member present.*

### **7.3 TERM OF OFFICE**

(a) **Length of term**

Directors serve for terms of two years. A term of two years means a term starting at the end of an annual members' election meeting and ending at the end of the second annual members' election meeting after that. This means that a term will not be exactly two years.

(b) **First meeting of new board**

The board must meet no more than seven days after an annual general members' election meeting or any meeting where more than forty percent of the director positions are elected. The time for the meeting can be postponed only if all directors sign a consent to postpone it.

Until the board meeting, the co-op signing officers prior to the election will keep their responsibilities under this By-law.

(c) **Staggered terms**

Directors' terms will be staggered so that in one year about half the directors will be elected for two-year terms and in the next year the other directors will be elected for two-year terms.

If there is a vacancy, the replacement will serve for the remainder of the former director's term.

(d) **Election for partial terms**

Sometimes a single election is for directors with full terms and partial terms. An example would be where a director resigned and the board did not appoint someone. At those elections the candidates with the largest number of votes will be elected to the full terms. If there is a tie for the last full term position, the board will decide. The decision will be recorded in the board minutes.

### **7.4 DIRECTOR TERM LIMITS**

(a) **One year gap**

A member who has been a director for two consecutive terms is not eligible to be a director until the next annual election after the second term ends. Until then, the member cannot be elected to the board or appointed to fill a board vacancy.

A partial term counts as a term if it is longer than one year.



(b) **Start of these rules**

The existing terms of directors will not be reduced when this By-law comes into force. This section will apply to all elections after that time.

## **ARTICLE 8: BOARD ELECTIONS**

*We need to have an Election Committee operating regularly to identify and develop candidates for the Board. Serving on committees is a great way to learn the skills needed for our Board. We will be looking for people to join an Elections committee.*

### **8.1 ELECTION OFFICER OR COMMITTEE**

(a) ***Before election meeting***

*Before a members' meeting to elect directors, the board can appoint an election committee. The committee could have only one member, who would be called the election officer. The committee members do not have to be members of the co-op. The committee is responsible for*

- *giving information about the election to the members, including educating members on the duties and responsibilities of the board*
- *finding candidates*
- *discussing qualification issues with candidates*
- *making sure the election follows the rules stated in the Co-op Act and the by-laws, and*
- *supplying ballots at the members' meeting.*

(b) ***Number of candidates***

*The election committee should try to have more candidates than the number of directors to be elected.*

(c) ***Nominations***

*The election committee can present a list of candidates to the members' meeting. Nominations are not required for those candidates.*

*Members can nominate other candidates. Members can nominate themselves. Nominations do not have to be seconded.*

(d) **Counting votes**

*The election committee supervises counting the votes and announces the results. The members' meeting should choose two or more members unrelated to the candidates to count the votes. If there is no election committee, or if the members do not choose people to count the votes, the chair will decide how the votes will be counted.*

## **8.2 ELECTION PROCEDURES**

(a) **Annual members' election meeting**

Members elect the directors at the annual meeting, but they can be scheduled for another meeting. If there are vacancies, they are filled as stated in section 12.3 (Vacancies).

(b) **Voting**

Sections 90 and 91 of the *Co-op Act* state election and voting procedures that the co-op must follow. These include:

- The election is by secret ballot.
- Members must cast a number of votes equal to the number of positions to be filled. Any ballot which has more or less votes will not be counted.
- Members cannot vote more than once for a candidate.
- Members cannot appoint someone else to vote for them.

(c) **Quorum requirements**

Members can vote only during a proper meeting. There must be a quorum present from the time the ballot boxes open until the final vote is cast. There does not have to be a quorum while the votes are being counted and when the results of the vote are announced.

(d) **Most votes**

The candidates with the most votes are elected to the board. The number of votes for each candidate or the order in which they finished should not be announced. If applicable, there will be an announcement of:

- the names of candidates tied for the last position
- the names of candidates elected for a full term and for a partial term.

(e) **Tie vote**

If there is a tie for the last position, there will be a second ballot between the tied candidates. If a quorum is no longer present, the board has to call another meeting to complete the election. Candidates can withdraw so this will not be necessary. The term of the other directors starts immediately.

(f) **Acclamation**

If the number of nominees is equal to the number to be elected or less, those candidates are elected by acclamation.

(g) **Lower number elected**

If the number of directors elected is lower than the positions available, the vacancies can be filled by the board under section 12.3 (Vacancies).

### **8.3 RECOUNT**

(a) **Immediate recount**

A member can move to have a recount immediately after the results are announced. If a quorum is still present and at least nine members support the motion, there will be an immediate recount. One of the members who supported the motion can be present during the counting.

(b) **Special recount meeting**

If there has not been an immediate recount, five percent of the members can requisition a special members' meeting to recount the votes. See section 6.5 (Requisition to Call a General Members' Meeting). This requisition must be received during the seven days following the election meeting. There will be a recount at the meeting. One of the members who signed the requisition can be present during the counting. Until the recount, the results announced at the election meeting will stand.

(c) **Used ballots**

The election committee or the chair will destroy the ballots right after a recount.

If there is no recount at the election meeting, the ballots will be kept in a safe place during the seven days following the election meeting. They will be destroyed on the eighth day unless a recount meeting has been requisitioned under this section.

# ARTICLE 9: ROLE OF THE BOARD OF DIRECTORS

*This article explains what the Board responsibilities include. Anything else is probably not a Board responsibility.*

## 9.1 DUTIES OF BOARD OF DIRECTORS

The board is responsible for the good governance of the co-op. The board supervises the management of the co-op. It can use all the powers of the co-op, unless the *Co-op Act* or the by-laws say that a members' meeting is needed to decide on something. Some of the board's duties are to:

- (a) **Members**
  - approve or refuse membership applications;
  - call members' meetings and present an agenda to the members;
  - report to the members on the activities of the board and committees;
  - pay attention to the community needs of the members;
  - make sure that education about co-operatives is available to members;
  
- (b) **Finances**
  - oversee the financial affairs of the co-op;
  - present a budget to the members;
  - make financial decisions for the co-op within the budget and by-laws;
  - arrange for long-term financial planning based on expected future needs of the co-op;
  - make sure the co-op has a current building condition assessment, a current reserve fund study and an asset management plan;
  - report to the members on the co-op's finances;
  
- (c) **Maintenance**
  - ensure that the co-op's property is well maintained and repairs are done when needed;
  - make sure that the system for responding to member work orders operates efficiently;
  
- (d) **Risk management**
  - make sure the co-op has appropriate insurance for the co-op property and for co-op liability;
  - make sure that other kinds of insurance are maintained if prudent and cost-effective, such as directors' and officers' liability insurance and employee and contractor dishonesty insurance or bonding;
  - *evaluate and review all contracts for co-op equipment and services, including maintenance;*
  - *make sure the co-op has a current disaster relief plan;*

*Disasters including fires in units or the community center, pandemics, natural or human-created disasters.*

- *make sure the co-op has a current business continuity plan;  
So that we are covered if staff members change.*
- *make sure the co-op has a current Board succession plan;  
To identify and develop future Board members and officers.*
- *arrange for all required fire plans;*
- *make sure the co-op's electronic records and data are backed up and protected;*

**(e) Organization**

- *make sure that co-op by-laws are reviewed every 5 years;*
- *have a clear outline of the responsibilities of committees and staff;*
- *direct and coordinate the activities of committees;*
- *involve the co-op in the broader co-operative movement and in the local community;*

**(f) Staffing**

- *deal with staffing as stated in Article 16 (Staffing);*

**(g) Decisions *Newly added section for clarity.***

- *to make carefully considered decisions, on behalf of the Co-op and membership, that are within the role of the Board;*
- *to utilize all available materials in making those decisions;*
- *to thoroughly and openly discuss all decisions at the Board level;*
- *to arrive at majority consensus through a vote on each decision;*
- *to support those decisions in all dealings with the membership after the Board vote.*

## **9.2 COMMITTEES AND STAFF**

*Please note the changes to committees, and the Board.*

- The board can arrange for things to be done by committees or staff. The board has to supervise them. The board has final responsibility and can overrule committees or staff.*
- Each board member will sit on at least one other committee; officers may only sit on one other committee. Board members should serve as an example of volunteering in the community, and act as mentors for other members on the committees.*
- The board member must not act as the committee chair. Having the chair's duties rotate through the committee members, as described in this By-law, allows non-board members to grow into the position as part of democratic governance.*

*d) Chairing a committee is an excellent experience to bring to future board membership, and may encourage more members to run for the board.*

### **9.3 POWERS OF INDIVIDUAL DIRECTORS**

- a) The board of directors can act only by a decision of the board as a whole.
- b) Individual directors have no authority to act except as stated in a by-law or as authorized by a decision at a board meeting.

*Please note this: outside of Board meetings, Board members are just members, unless they have been given a special role. Requests of all kinds should be made to the Board through the office, not through individual Board members.*

*Board members have 2 roles: as members and as Board members. They are required to support decisions made by Board members voting in Board meetings, as they have had a chance to express their opinions in the Board meeting. Board decisions are legal decisions.*

*Strong, united Boards lead strong, united communities.*

## **ARTICLE 10: STANDARDS FOR DIRECTORS**

### **10.1 STANDARD OF CARE**

Standards of care required for a director are stated in the *Co-op Act* and other laws. A director must:

- *act honestly, in good faith and in the best interests of the co-op rather than in the director's personal interest; and*
- *use the care, diligence and skill of a reasonably prudent person.*

### **10.2 PERFORMANCE OF DIRECTORS' DUTIES**

Each director must:

- attend all board and members' meetings unless excused by the board based on advance notice of absence or later information if advance notice was not possible,
- *prepare for all meetings by reading and understanding all materials provided for the meeting. Prepare any questions about the material.*
- comply with the co-op by-laws and with board decisions, and
- *comply with the Directors' Ethical Conduct Agreement and the Confidentiality and Conflict of Interest Agreement.*

## **ARTICLE 11: BOARD PROCEDURES**

### **11.1 BOARD MEETINGS**

#### **(a) Regular meetings**

*Meetings will be posted as Events on the website.*

- i) *Unless the board decides something else, the board will hold scheduled monthly meetings at a regular time and place set by the board.*
- ii) *The board will give notice of regular meetings, on the website and the notice board in the Community Center, so that members can attend the non-confidential part of the meeting.*
- iii) The board can consider or adopt a motion even if no advance notice of the item was given.

#### **(b) Special meetings**

- i) The board can hold special meetings. A special meeting can be called by a decision of the board, by the president or vice-president or by a quorum of directors. It can be held at any place the board approves.
- ii) A director with a conflict of interest cannot call a special meeting about the item where there is a conflict or be part of the quorum that calls the special meeting.
- iii) Each director must be given at least three days written notice. In case of emergency, less notice can be given and/or notice can be given in person or by phone or voicemail.
- iv) The notice must state the general nature of the meeting's business. An agenda should be included with the notice if possible.

v) The board can only adopt motions about things that were within the notice or on the agenda.

(c) **Email notices**

i) *Any director can agree in writing to accept notices by email. This can be done using the Directors' Ethical Conduct Agreement. E-mail can be used to give those directors notices of board meetings, agendas of board meetings and reports and other documents related to board functions.*

ii) *Highly sensitive materials should not be sent by email, but should be distributed at the meeting and all copies should be collected afterwards.*

(d) **Giving up the right to a notice**

Directors can give up their right to notice of a specific meeting. This can be done in writing or by attending the meeting.

## 11.2 QUORUM AT BOARD MEETINGS

- a) A quorum must be present in order to hold a board meeting and make decisions or transact any business.
- b) A quorum equals a majority of the eight directors stated in section 7.1 (Number of Directors). Any five of the eight board members make up the quorum.
- c) *The number required for a quorum can only be reduced by an amendment to this By-law and only if the new quorum complies with the Co-op Act. It is not reduced by vacancies, conflicts of interest or for any other reason. If the chair is a member of the co-op, the chair is included when counting quorum.*

## 11.3 PHONE OR ONLINE MEETINGS

Any or all directors can participate in a board meeting by conference phone or other equipment where all the directors can hear each other. A director participating in those ways is considered to be present at the meeting.

## 11.4 BOARD POLLS

(a) **Effect of board poll**

If no director objects, a board poll can be used to get an advance opinion from the directors. A board poll is not a legal decision. The results have to be reported to the next board meeting. The board poll becomes a legal decision if the board passes a motion to confirm it.

(b) **Procedure for board poll**

A board poll can be arranged by a decision of the board, by the president or vice-president or by the Coordinator. The poll can be conducted by email,



telephone or in other ways. All directors will be given the same information and the opportunity to state their position on the issue.

(c) **Acting on board poll**

Before the next regular board meeting, action can be taken as a result of a board poll only if:

- the result of the board poll is confirmed by a special board meeting, which could be by telephone or online, or
- the action is within the authority of the Coordinator or another person who takes the action.

## **11.5 CHAIR**

The chair for all board meetings will be the president, or the vice-president if the president is absent. The board can choose someone else. That person can be another director, a member or an outside person.

The chair can only vote in order to break a tie, and only if the chair is a director.

## **11.6 VOTING**

Each director has one vote at board meetings. A simple majority vote is needed to make any decision, unless a bylaw, or the *Co-op Act*, states something else. An abstention is not counted as a vote. A tie vote defeats the motion unless the chair is a director and votes to break the tie.

## **11.7 PROCEDURES**

*Procedures at board meetings will be the same as at members' meetings. The Rules of Order for members' meetings also apply to board meetings except when this By-law states something else.*

## **11.8 MEMBERS, STAFF AND GUESTS AT BOARD MEETINGS**

*Members, staff and guests can attend the non-confidential part of board meetings with the permission of the board. Permission can be withdrawn at any time.*

*Persons who are not directors can speak with the board's permission, but they cannot make motions or vote.*

## **11.9 MINUTES OF BOARD MEETINGS**

*The approved minutes, or brief summaries, should be made available to members as soon as possible after they are approved.*

*A copy of the approved minutes must be available to members at the co-op office during regular office hours, on the website (members-only section), and on paper or by email to any member who requests it. This does not include confidential minutes as stated in section 21.1 (Confidentiality of Minutes).*

## ARTICLE 12: EARLY ENDING OF DIRECTORS' TERMS

### 12.1 RESIGNATION OF A DIRECTOR

(a) **Submitting resignation**

A director can resign by giving written notice to the co-op. The notice must be delivered to the president or to the co-op office. The resignation will not take effect until the time stated in this section.

(b) ***If there would still be quorum***

*The board will consider the resignation at the first meeting after it is received. If the board would still have a quorum after the resignation takes effect, the board must accept the resignation at that meeting. The resignation will take effect when it is accepted.*

(c) ***If there would not be quorum***

*If the resignation leaves the board without a quorum, it will take effect thirty days after the board meeting or earlier if enough vacancies are filled so there will be a quorum. The vacancies can be filled by the board or by the members if the item is on the agenda for a members' meeting during the thirty days.*

(d) **Withdrawing resignation**

*A director can withdraw a resignation before it takes effect, but only if the board passes a motion to consent to withdrawal.*

### 12.2 REMOVAL OF A DIRECTOR

(a) **Members can remove**

i) *A members' meeting can remove any director before the end of the director's term. This can be for the reasons stated in the next paragraph of this section or for any other reason that the members wish.*

ii) *Notice that a motion made to remove a director must be given to all members at least ten days before the meeting.*

iii) *The motion must be passed by majority vote.*

(b) **Board can recommend removal**

i) The board can recommend that the members remove a director if the board decides that the director has broken Article 10 (Standards for Directors) or has not carried out the other responsibilities of a director or member.

- ii) The board can recommend that the members remove a director if the director is absent from three (3) consecutive board meetings without permission or proper excuse.

**(c) Procedure for board recommendation**

- i) The director must be given written notice of the board meeting to discuss the recommendation.
- ii) The notice has to be given at least ten days before the meeting and must state the time and place of the meeting and the grounds for the recommendation. The director can appear and speak at the meeting.
- iii) The director can have a representative at the meeting. The board decides and votes on the recommendation without the director present.

**(d) Report to members**

- i) If the board votes to recommend removal and the director does not resign, the board must report the recommendation to the next members' meeting. The members make the final decision.*
- ii) If no motion is passed at the members' meeting, the board decision is confirmed and removal is effective on the day of the members' meeting.*

**(e) Until members' meeting**

If the board votes to recommend removal, then until the members' meeting the director will not be entitled to attend board meetings as a director, count in the quorum, or receive notices or documents that go to directors.

**(f) Resignation after board decision**

If the board votes to recommend removal, the director may decide to resign before the next members' meeting. If the director submits a written resignation, it will take effect only as stated in section 12.1 (Resignation of a Director).

**(g) Removal for prohibited conflict of interest**

*The board can remove a director with a prohibited conflict of interest as stated in section 19.5(e) (Rules for Directors – If there is a prohibited situation). In that case, removal is effective immediately and does not require approval by the members.*

## **12.3 VACANCIES**

**(a) When the members remove a director**

When the members remove a director, they can elect any qualified person for the rest of the term of the former director. Article 8 (Board Elections) applies

with all necessary changes. If the members do not fill the vacancy, the board can do so.

(b) **When members do not elect enough directors**

When the members do not elect the full number of directors at an election meeting, the board can appoint a qualified person to fill the vacancy.

(c) **When vacancies occur for any other reason**

When there is a vacancy on the board and the previous paragraph doesn't apply, the board can appoint a qualified person for the rest of the term of the former director.

The appointment takes effect immediately, but the election of the director must be put on the agenda for the next members' meeting. The appointment will be considered confirmed unless the members elect someone else.

(d) **If no board quorum**

If there is a vacancy and the board no longer has a quorum, the remaining directors must call a members' meeting. If they do not do so, then the Coordinator or anyone who was an officer within the last twelve months can call the meeting. At that meeting the members elect directors to serve the rest of the terms of the former directors.

## ARTICLE 13: BOARD OFFICERS

### 13.1 ELECTION OF OFFICERS

(a) **Electing officers**

The board elects the following officers annually, or more often as needed:

- president
- vice-president
- secretary
- treasurer

(b) **Electing officers**

Officers will be elected at the first meeting after the board's election. The board can fill vacancies as necessary. The board can elect any other officers and give them any authority and duties.

(c) **Qualifications**

- i) All officers must be members of the co-op. *Only the president and vice-president have to be directors.*

ii) An office becomes vacant when the officer is no longer a member. If the president or vice-president ceases to be a director, the office automatically becomes vacant. If other officers cease to be directors, the office does not automatically become vacant.

(d) **Only one office**

Directors and other members can only hold one office at a time.

### ***13.2 CONFIDENTIALITY AND CONFLICT OF INTEREST AGREEMENT***

*All officers who are not directors must sign a Confidentiality and Conflict of Interest Agreement within ten days after they become officers. A signed copy must be given to the Coordinator.*

*People who fail to do this are automatically removed as officers.*

### **13.3 RESIGNATION OF OFFICERS**

(a) **Different from resignation as a director**

This section deals with the resignation of an officer. Section 12.1 deals with the resignation of a director. An officer who is a director can resign as an officer without resigning as a director.

(b) **How to resign**

An officer can resign by giving written notice to the co-op. The notice must be delivered to the president or to the co-op office. The resignation will take effect at the time the resignation is received or at the time stated in the resignation, if that is later.

### **13.4 REMOVAL OF OFFICERS**

(a) **Different from removal as a director**

This section deals with removing an officer separate from removal as a director. Section 12.2 deals with removing a director. When a director is also an officer, removal as a director does not automatically include removal as an officer except in the case of the president or vice-president.

(b) **How to remove an officer**

The board can remove any officer at any time and for any reason. At least three days' written notice of a motion to remove an officer must be given to all directors and to the officer, if not a director.

The officer can appear and speak at the meeting. The board decides and votes without the officer present. If the officer is removed, the board can immediately fill the vacancy.

# ARTICLE 14: BOARD OFFICERS' DUTIES

## 14.1 THE PRESIDENT

*The president*

- *gives leadership to the co-op*
- *represents the co-op to the outside world unless the board has appointed someone else for a specific event or purpose*
- *chairs meetings of the board unless the board chooses someone else*
- *follows the decisions approved at board and members' meetings*
- *acts as the co-op's representative in ongoing dealings with staff unless this duty is given to another officer*
- *coordinates the work of the board, committees, members and staff, and*
- *reports about board activities at every members' meeting.*

## 14.2 THE VICE-PRESIDENT

*The vice-president performs the president's duties in the absence of the president and generally works with the president in carrying out the president's duties.*

*The president and vice-president review their roles regularly to make sure that they are carrying out all their responsibilities.*

*The role of vice president is excellent training for the role of president.*

## 14.3 THE SECRETARY

### (a) **Role of staff**

*Staff are responsible for performing regular secretarial duties for the co-op. The Coordinator must see that all the staff duties are done and that legal requirements are met.*

*The secretary will be familiar with staff secretarial duties and report to the board if staff are not adequately performing them.*

*The secretary will perform any secretarial duties that are not part of staff responsibilities.*

### (b) **Duties**

*The secretarial duties are:*

- *giving all required notices of board and members' meetings*
- *providing all necessary documents for board and members' meetings*
- *ensuring that co-op minutes and minute books are properly kept up and meet appropriate standards, including:*

- *minutes of board and members' meetings include all motions and the results of the motions*
  - *minutes of board and members' meetings include all tasks assigned to Committees, Board members, and staff*
  - *all reports, resolutions, by-laws and other things submitted at a meeting are attached to or included with the minutes*
  - *minutes of board and members' meetings are duly signed by two signing officers and inserted in the minute book*
  - *the minute book is kept up to date, and*
  - *minutes of all board and members' meetings are distributed before the next meeting.*
- *making all necessary corporate filings with the government, and*
  - *arranging for a copy of all new by-laws to be given to the members as soon as possible after they are confirmed.*

#### **14.4 THE TREASURER**

##### **(a) Role of staff**

*Staff are responsible for the day-to-day financial management of the co-op.*

##### **(b) Treasurer's duties**

*The treasurer must understand and review the co-op's finances and report on them to the board and the members and any financial committees.*

*The treasurer will report to the board if staff is not adequately performing its duties in relation to finances.*

*The treasurer will report to the board with respect to any financial problems and issues.*

*The treasurer will:*

- *act as the co-op's representative in dealing with the auditor beyond what is normally done by staff;*
- *work with staff and the auditor in implementing and monitoring internal financial controls;*
- *when available, sign cheques on behalf of the co-op along with one other signing officer;*
- *each month, review the reconciliation of the co-op's bank accounts; performed by staff, sign the reconciliation statement to show the review has been performed and report to the board on any problems;*
- *work with staff in preparing an annual budget and any capital budget and present the budget to the board; and*

- *receive a copy of any management report from the auditor as soon as possible, report to the board on it and work with staff and the board in implementing its recommendations.*

## **ARTICLE 15: MEMBERSHIP IN FEDERATIONS**

### **15.1 MEMBERSHIP IN FEDERATIONS**

The co-op should be a member of the Co-operative Housing Federation of Canada (CHF), the Central Ontario Co-operative Housing Federation (COCHF), and other co-operative federations and bodies which support and promote co-operative housing.

### **15.2 BOARD APPOINTS**

- a) The board will appoint delegates to the Co-operative Housing Federation of Canada, the Central Ontario Co-operative Housing Federation (COCHF), and other bodies as necessary, and define their duties and authority.*
- b) Delegates must be members of the co-op, but do not have to be directors or officers. Article 13 (Officers) will apply to them in the same way as to officers.*
- c) The same member can be a delegate to more than one body.*

### **15.3 FEDERATION DELEGATES**

Each federation delegate:

- represents the co-op at meetings of the federation;
- informs the board and the members of what the federation is doing;
- informs the federation of the views and concerns of the co-op; and
- votes at federation meetings. The delegate should get direction from the board on important issues.

### **15.4 EXPENSES**

The co-op will pay the reasonable expenses of delegates and other members appointed to attend federation activities.



# ARTICLE 16: STAFFING

## 16.1 STAFFING THE CO-OP

*The board is responsible for co-op staffing. This includes:*

- (a) recommending amounts for staffing in the budget presented to the members;*
- (b) hiring employees, or arranging contracts with property management or service companies or others;*
- (c) negotiating management fees, salary and employment terms, as applicable;*
- (d) making sure there is an adequate contract for all staffing services including a description of duties, responsibilities and authority;*
- (e) following the Occupancy By-law section on “Co-op Employees”; and*
- (f) making sure that education about cooperatives is available to staff.*

## 16.2 DEALING WITH STAFF

### (a) **Board responsibility**

The board is the final authority for the co-op in relation to staff. This includes:

- dealing with property management or service companies;
- supervising the staff;
- employee and/or property management company job performance must be reviewed annually by 30 June of each year. The review process will commence by April 1 of each year;
- considering increases in fees or salaries when desirable;
- dealing with complaints and problems relating to property management companies and employed staff, and;
- terminating staffing contracts when needed.

### (b) **Coordinator**

The board can give authority to the co-op Coordinator to deal with some of its responsibilities in relation to other staff.

## 16.3 CONFIDENTIALITY AND CONFLICT OF INTEREST AGREEMENT

*The board must make sure that all contracts for staffing include an agreement that the staff will follow the confidentiality and conflict of interest requirements of this By-law. This could be in employment contracts or contracts with property management or service companies or other contracts.*

*The board must arrange for all staff to sign a Confidentiality and Conflict of Interest Agreement, Schedule B, when they become staff. A signed copy must be kept with staff contracts.*

## **16.4 STAFF INFORMATION**

### **(a) Confidential staff information**

- i) The co-op will respect the right of staff to privacy in their relations with the co-op and in personal information. Confidential staff information includes staff salaries, fees for staff, employment contracts, management contracts, records of reviews and complaints, personal information and personal health information.*
- ii) Employee records shall be kept in the Co-op office in a locked file cabinet.*
- iii) Access to Employee records shall be limited to the Board of Directors and the Human Resources Committee. Employee records shall be kept confidential by the Co-op and shall be used only for employment purposes.*

### **(b) Access to confidential staff information**

- i) The board can have access to confidential staff information as necessary to make any decisions about staff. Individual directors can have access only as authorized by the board. They must keep the information confidential.*
- ii) The general membership cannot have access to confidential staff information .*

### **(c) Review by new directors**

- i) Directors must have all significant information about the co-op's contracts and obligations in order to do their job.*
- ii) Within thirty (30) days after they are elected or appointed, each new director should review all the co-op's employment contracts, management contracts, staff salaries, benefit payments, fees and related materials.*

### **(d) Detailed review by new officers**

- i) The officers that are mainly responsible for staff need to have more detailed knowledge of staff information.*
- ii) Within thirty (30) days after they are elected, the president, the treasurer and any other officer designated by the board, will review the complete co-op file for the last year on all staff.*
- iii) If there are any active complaints or other issues outstanding when they are elected, the retiring officers will give them all relevant information.*

(e) **Backup copies**

*The board must ensure that complete copies of all staffing contracts and important documents relating to staffing are sent to the co-op's lawyer or auditor.*

## **16.5 RESOLUTION OF CO-OP STAFFING CONCERNS/DISCIPLINE**

- a) Every attempt will be made to handle difficulties without recourse to the disciplinary process. Disciplinary measures are intended to identify performance levels expected by the Co-op and assist the staff person in meeting those expectations.

### ***If a member has an issue with a staff member:***

- b) *Any grievance against the staff person or dispute with the staff person shall be submitted in writing to the Human Resources Committee or the Board of Directors.*
- c) *Any complaint referred to the Human Resources Committee or the Board of Directors shall be in writing and shall include:*
- *the name and position of the person making the complaint;*
  - *the date of the events giving rise to the complaint;*
  - *a brief description of the matter causing the complaint and why this is a problem for the Co-op or the member; and*
  - *the remedy sought.*
- d) *The Board has the right to discipline the staff person. Procedures are detailed in the Human Resources Bylaw, and the Employee contract.*

## **ARTICLE 17: COMMITTEES**

***Committees will be run differently, with rotating leadership and Board involvement. Members will sign a Code of Conduct to ensure that meetings run smoothly. Committee members will be able to vote to remove others if there are problems.***

### **17.1 CREATING COMMITTEES**

- a) *A committee can be created by the board or by a members' meeting. Committees may be permanent or ad hoc.*

- b) *The board decides on the membership and duties of all committees.*
- c) *The board decides when the work of the committee is finished or when a committee is ended.*

## **17.2 COMMITTEE MEMBERSHIP**

- a) *The board can appoint members to a committee. Committees can also appoint members unless the board states that they can't.*
- b) *Membership of most committees is open to all members. Long-term guests can join committees with the permission of the board. The Human Resources Committee is an exception, as its members are appointed or elected.*
- c) *The board can remove members from a committee whether the committee was created by the board or by a members' meeting.*

***Please note the following changes: no member will be a “permanent” committee chair. Current Board members will not chair committees.***

- d) *Each committee will elect a chair for a 1-year term from among its membership. After their term ends, former chairs will be eligible to serve as chair again after at least one (1) year has passed.*
- e) *Current board of directors members cannot serve as the committee chair. This will provide each non-board member with the opportunity to learn governance and gain new skills. Board members and previous chairs can provide mentoring to newer members and chairs.*
- f) *Committee members can remove other members of the committee, or the committee chair, by a majority vote and with the approval of the board of directors.*
- g) *Committee members are expected to attend all committee meetings. Members who miss three consecutive meetings without cause may have their term on the committee reviewed. The Chair will approach the Member to see why they have missed the meetings. If the Member continues to be absent from the Committee they could be removed from the Committee.*

## **17.3 COMMITTEE AGREEMENTS**

*All committee members must sign a Confidentiality and Conflict of Interest Agreement (Schedule B), and a Committee Members' Code of Conduct Agreement (Schedule E), within ten days after they become members. A signed copy must be given to the Coordinator.*

*People who fail to do this are automatically removed from the committee.*

#### **17.4 ROLES IN COMMITTEES**

- (a) *The committee chair should report to the board at least quarterly. Committees must have authority from a motion passed by the board to:*
- *spend any money*
  - *authorize any expense*
  - *enter into any contract*
  - *commit the co-op to anything.*
- (b) *The secretary records all committee meeting minutes, which should include all motions passed or rejected, and all tasks assigned to committee members. They can also include names of movers and seconders and information on the discussions, but they do not have to.*
- (c) *The treasurer (if needed) keeps track of all authorized spending by the committee.*

#### **17.5 DUTIES OF COMMITTEE CHAIRS**

- a) *The chair of a committee performs all the duties involved in scheduling and chairing the committee meetings.*
- b) *The chair can only vote in order to break a tie.*
- c) *The chair of the committee is responsible for providing regular updates of committee activities and concerns to the board of directors.*
- d) *The chair can assign committee duties, including secretary and treasurer, to other committee members, or ask for volunteers.*
- e) *The chair is responsible for connecting with any co-op members or long-term guests that indicate an interest in joining the committee.*

#### **17.6 HUMAN RESOURCES COMMITTEE (FORMERLY PERSONNEL COMMITTEE)**

*The Human Resources Committee is responsible for supervising the co-op staff, and making recommendations to the board of directors about human resource issues.*

*See the Human Resources Bylaw for information about this committee.*

*The Bylaw Committee is currently working on the Human Resources By-law, as well as others.*

## **ARTICLE 18: PAYMENT OF DIRECTORS AND OFFICERS**

### **18.1 NO PAYMENT FOR BEING A DIRECTOR OR OFFICER**

*Directors and officers must serve without payment of any kind for being a director or officer.*

### **18.2 NO OTHER PAYMENT TO DIRECTORS OR OFFICERS**

*Except as stated in this Article, directors and officers and their relatives cannot receive any pay, remuneration or compensation from the co-op.*

### **18.3 AUTHORIZED EXPENSES**

- i) Directors and officers may be reimbursed for reasonable travel or other expenses while doing business for the co-op. The board of directors must authorize these expenses. These expenses must meet guidelines and limits set by the board.
- ii) *The co-op cannot compensate directors or officers for income that was lost because they were spending time at co-op meetings or doing things for the co-op.*

### **18.4 CONTRACTS WITH CO-OP**

*Except as specifically permitted in this By-law, directors and officers and their relatives cannot enter into any contracts with the co-op other than contracts that are generally available to other members, such as occupancy or performance agreements.*

### **18.5 ON-CALL**

*Directors and officers and their relatives can be on-call committee members if the total on-call payment for the director or officer and all relatives is no more than \$100 per month.*

### **18.6 ONE YEAR GAP**

*One year must pass after someone is a director or officer before that person or any of their relatives can be a paid employee or contractor of the co-op.*

*Current co-op members cannot be an employee or contractor, unless they fall under one of the exceptions in the Occupancy Bylaw, section 17.4.*

### **18.7 MANAGEMENT OR SERVICE COMPANY EMPLOYEE**

- (a) *Can't be director or officer*

*A member cannot be a director or officer if the member or a relative is employed by a company that provides services to the co-op.*

*This also applies if the member or a relative is related to the business as defined in section 1.4 (g) (Special Meanings – Relatives).*

**(b) Making contract**

*The co-op may make a contract with a property management or service company or business even though one of its employees or a relative was a director or officer of the co-op within the prior year if all of the following are true:*

- *The company was selected after a fair competitive process.*
- *The director or officer did not take any part in the selection or contracting process, either on behalf of the co-op or the company [see section 19.5 (Rules for Directors)].*
- *The director or officer resigns from the board or the office before the contract starts.*
- *The company does not employ the director or officer or their relatives at the co-op for one year after the contract starts – even if it would be permitted under the Occupancy By-law section on “Co-op Employees”.*

## **ARTICLE 19: CONFLICT OF INTEREST**

***Major changes in the definitions of Conflict of Interest for all Committee members, Board members, and Staff.***

### ***19.1 PURPOSE OF THIS ARTICLE***

*The rules in this Article are to help avoid conflicts of interest and to have fair ways to deal with them. They apply in addition to the requirements of the Co-op Act and other legal and government requirements.*

*The first part of this Article explains conflict of interest. The second part of this Article states rules for different situations.*

*The definition of relatives is also important [section 1.4 (h) (Special Meanings – Relatives)].*

## 19.2 UNDERSTANDING CONFLICT OF INTEREST

People who make decisions on behalf of the co-op should make the decisions in the best interests of the co-op – not in their personal interests. This includes directors, officers, committee members and staff.

Decisions at a members' meeting are governed by section 19.9 (Members' Conflict of Interest).

## 19.3 WHAT IS A CONFLICT OF INTEREST?

Three things create a conflict of interest:

- someone takes part in a decision on behalf of the co-op; and either:
- the decision benefits that person, a relative, or a friend in a way that is different from most co-op members;
- or
- decisions made by a director, employee or agent, while carrying out duties on behalf of the co-op, which would likely have an adverse effect on the co-op.

### (a) Taking part in a decision

People who take part in a decision on behalf of the co-op include:

- directors voting on a motion;
- committee members making a decision or recommendation;
- staff making a decision or giving advice to the board about a decision.

### (b) Benefits of a decision

Benefits of a decision include:

- direct or indirect benefits;
- actual, perceived, or potential benefits;
- benefits to relatives or friends;
- non-financial benefits.

## 19.4 CONFLICT SITUATIONS

Two kinds of situations can become conflicts of interest:

- manageable situations; or
- prohibited situations.

### (a) Manageable situations

Manageable situations are part of the ordinary operation of the co-op. They could become conflicts of interest if the person getting the benefit takes part in the decision. Examples:

- A director puts in a work order for major renovations to their unit.
- A friend of a director is given a Notice to Appear.



- *An employee requests a pay raise.*

**(b) Prohibited situations**

*Prohibited situations are things that do not happen in the ordinary operation of co-ops. They are often illegal. Examples include:*

- *A director gets a reduced price on carpeting from the same company that is contracting for carpeting for the co-op.*
- *A property management company or an employee receives an incentive or commission in connection with a contract signed by the co-op.*
- *A director is a partner or shareholder in a company that is bidding on the co-op's snow shovelling contract.*

## **19.5 CONFLICT OF INTEREST AVOIDANCE**

*The co-op's responsibilities for avoiding a conflict of interest situation include the following:*

- and*
- to*
- The board of directors of the housing provider ("the board") must create and promote fair and open best practices in its purchasing, hiring and contracting;*
  - The board must closely monitor all purchasing, hiring and contracting ensure that a perceived, potential or actual conflict of interest does not exist;*
  - All directors, employees and agents associated with housing providers must sign a conflict of interest declaration annually;*
  - The board must provide an opportunity to have conflict of interest declarations as a standing item on every board meeting agenda. This opportunity to declare and its responses must be included in the board meeting minutes.*

## **19.6 ADDRESSING A CONFLICT OF INTEREST**

*All conflicts of interest are required to be addressed to the satisfaction of the Service Manager. The required steps to addressing a conflict of interest situation are:*

- 1. If a director, employee or agent associated with a housing provider identifies a perceived, potential or actual conflict of interest, the person in the identified conflict must immediately notify the board chair verbally or in writing.*
- 2. The chair must ensure that the individual in the conflict of interest removes themselves and remains isolated from the decision-making process.*
- 3. The chair must address the conflict of interest at the first board meeting after the notice of a perceived, potential or actual conflict of interest is received by the chair.*
- 4. The board must review the available options and make a decision which best represents the interests of the co-op.*

5. *The board meeting minutes must include the following information when a conflict of interest is declared:*
  - *Who declared the conflict of interest;*
  - *What was the nature of the conflict of interest;*
  - *What were the options available to the board;*
  - *Who was present for the discussions and final decisions;*
  - *How the board resolved the conflict;*
  - *How the board's final decision was in the best interest of the co-op.*
6. *All conflict of interest notices and meeting minutes must be stored, maintained and easily accessible for a minimum of seven years.*

### **19.7 CONFLICT OF INTEREST REPORTING TO SERVICE MANAGER**

- a) *All declared conflicts of interest shall be reported to the Service Manager. The report must be in writing and submitted to the Service Manager before the next board meeting after a conflict of interest has been identified.*
- b) *The report is required to include the board meeting minutes as described in Section 19.6 Addressing a Conflict of Interest, Step 5.*
- c) *The Service Manager will provide a written response to the declared conflict of interest report. The co-op is required to comply with all requirements noted in the Service Manager's written response.*

### **19.8 RULES FOR DIRECTORS**

**(a) Declaring**

*If a director has a conflict of interest or is involved in a situation that could become a conflict of interest, the director must declare it in writing before the next board meeting. If the director learns about it at a board meeting, the director must declare it at the meeting.*

**(b) If in doubt, declare**

*If a director is not sure whether something would be a conflict of interest, the director must report it to the board in the same way as stated in the previous paragraph. If other directors or members think a director could have a conflict of interest or is involved in a situation that could become a conflict of interest, they should also report it to the board.*

**(c) Deciding**

*The board has to decide if there is a conflict of interest and what to do about it. It should be considered at the first meeting after it is declared or reported or the next one after that. The persons who might have a conflict cannot participate in the process of deciding. They cannot be present while the*

*decision is being made. The conflict declaration and the board decision must be recorded in the minutes of the meeting. This could be in the confidential minutes if appropriate.*

**(d) If there is a manageable situation**

*If there is a manageable situation, the person with the potential conflict*

- *cannot vote or participate in any decision-making relating to the item*
- *cannot be present at a meeting while the item is under discussion*
- *cannot see any of the documents or materials relating to the item, either before or after the decision is made*

**(e) If there is a prohibited situation**

*If there is a prohibited situation, the circumstances have to be changed so the prohibited situation no longer exists.*

*It may not be enough for the director to leave the board since the director may have learned something that would give an advantage to someone, such as a bidder on a contract.*

*Steps to be taken could include one or more of the following:*

**A. Resignation**

*The person involved can resign as a director.*

**B. Removal**

*The board can remove the person involved from the board. Despite section 12.2 (Removal of a Director), removal under this section is effective as soon as the board passes the motion.*

*There is no appeal to the members. If there is enough time, the director should be given written notice of the board meeting to discuss removal including the time and place of the meeting and the grounds for removal. The director can appear and speak at the meeting. The board decides and votes on the removal without the director present.*

**C. Deal with someone else**

*If the situation involves bidding on a contract with the co-op or selling something to the co-op, the co-op can reject the bidder or seller that is involved.*

**D. Change the situation**

*The situation that created the prohibited conflict can be changed in other ways so there will not be a prohibited conflict.*

**(f) Government requirements**

*Individual directors and the board as a whole must also follow the Service Manager reporting and procedural requirements about conflict of interest.*

## **19.9 RULES FOR OFFICERS**

*Officers have to follow the same rules as directors, including any officers who are not directors.*

### **19.10 RULES FOR COMMITTEE MEMBERS**

**(a) Declaring**

*Committee members must declare conflicts of interest and situations that could become a conflict of interest to the committee in the same way as directors declare them to the board.*

*In addition, a copy of all conflict declarations should be given to the board, including those made during a committee meeting.*

**(b) Deciding**

*A committee has to decide about conflict of interest in the same way as the board.*

*In addition, the chair of the committee has to give the board a written report on the situation no later than three days after the committee meeting.*

**(c) Dealing with committee conflicts**

*A committee has to deal with conflict of interest in the same way as the board.*

*The board can make a decision about a committee conflict of interest. The committee has to follow the board decision.*

### **19.11 RULES FOR STAFF**

**(a) Declaration by Coordinator**

*If the Coordinator is an employee of the co-op and has a conflict of interest, or is involved in a situation that could become a conflict of interest, the Coordinator has to give a written report and explanation to the board president as soon as possible. This has to be presented to the board at the next meeting.*

**(b) Declaration by other staff**

*Other co-op employees who have a conflict of interest, or are involved in situations that could become conflicts of interest, have to report it to the Coordinator immediately.*

*The Coordinator will give any immediate directions that are needed and give a written report and explanation to the board president as soon as possible. This has to be presented to the board at the next meeting.*

**(c) Declaration by property management company**

*If the co-op has a contract with a property management company, that company has to declare conflicts of interest and any situation that could become a conflict of interest by giving a written report to the board president as soon as possible. This has to be presented to the board at the next meeting.*

*This could be a conflict of interest or situation involving the property manager's staff at the co-op or involving the company or its owners or personnel who do not work at the co-op. The written report should state proposed steps to deal with the situation.*

**(d) Service companies or others who are not employees**

*Service companies and others who are not employees have to follow the same requirements as property management companies under (c).*

**(e) Board action**

*The board will decide if there is a conflict of interest and what steps to take.*

## **19.12 MEMBERS' CONFLICT OF INTEREST**

*At members' meetings, all members can discuss and vote as they wish, even if they have a conflict of interest. Members are encouraged to declare the conflict of interest before taking part in the discussion.*

*Members should try to act in the best interests of the co-op as a whole.*

## **19.13 PROOF**

**(a) When required**

*The board can ask someone for evidence to prove that there is no conflict of interest or that the conflict of interest rules have been followed. It does this when deciding if there is a conflict of interest or investigating compliance with conflict of interest requirements.*

**(b) Response**

*Members, staff, and contractors must give complete proof and details in response to a request under this section. This may require showing documents and getting sworn statements from everyone involved. Failure to provide proof under this section is a breach of this By-law. Also, failure to provide proof can be evidence of non-compliance with conflict of interest requirements.*

# ARTICLE 20: CONFIDENTIAL INFORMATION

*This is important because it deals with your privacy.*

## 20.1 CO-OP CONFIDENTIALITY POLICY

The co-op has information about co-op members and the members themselves deal with and control that information while carrying out duties for the co-op.

The co-op's policy is to protect that information and only use or disclose it as necessary or appropriate. The rules in this part of the By-law are to outline co-op systems to do this. They apply in addition to all legal and government requirements.

## 20.2 KINDS OF INFORMATION

### (a) *Confidential information*

*Confidential information is:*

- *personal information;*
- *confidential co-op information; and*
- *confidential staff information.*

### (b) *Personal information*

Personal information is information about an individual. The information can be recorded on paper, electronically or in other ways. It also includes information that has not been recorded in writing.

*Personal information may be known to other people and not confidential. That does not affect the co-op's duty to treat it under the personal information rules in this By-law.*

### (c) *Confidential co-op information*

*Confidential co-op information is information about the co-op or co-op business which should be kept confidential to protect the co-op.*

### (d) *Confidential staff information*

*Confidential staff information is confidential information about co-op staff. It includes property management fees, staff salary and benefits except as presented in a general way in the co-op budget. It also includes property management and individual staff contracts.*

## 20.3 BASIC RULES

*The following basic rules govern how the co-op deals with personal information. They are subject to all government and legal requirements and the other parts of this By-law.*

- (a) **Personal information**
  - *The Co-op will only collect personal information that is needed for the co-op's operations.*
  - *Personal information will only be kept as long as it is legally needed or still relevant.*
  - *Members and staff have a right to see personal information about them that the co-op has and to correct any errors.*
- (b) **All confidential information**
  - *Confidential information will only be shown to people on a need-to-know basis or as permitted or required by government and legal requirements or co-op by-laws.*
  - *Confidential information will be used and stored in a way that protects confidentiality.*

## **20.4 LIMITING COLLECTION**

*The co-op will only collect personal information that is necessary to perform the co-op's functions under the co-op by-laws and government requirements. This can include:*

- *credit, reference and other information for new applicants, members applying for an internal move and applicants for long-term guest status;*
- *reference and other information about applicants for work at the co-op;*
- *household income and household composition information for households who apply for or receive subsidy and any other information needed under government requirements;*
- *household composition information for all members in order to know who is living in a unit and to enforce the co-op by-laws;*
- *information about the condition of a member's unit;*
- *information about payment of housing charges;*
- *information about possible breaches of co-op by-laws;*
- *information about performance by co-op staff.*

## **20.5 LIMITING DISCLOSURE**

### **(a) Board of directors decides on confidentiality**

*If there is any doubt, the board of directors will decide whether any information is confidential and whether confidential information should be disclosed.*

*The Occupancy By-law states when information can be disclosed in certain situations. Other co-op by-laws can also deal with confidential information.*

### **(b) Obligations apply to everyone and do not end**

- i) *All co-op members and staff must follow the requirements of this By-law and the Occupancy By-law about disclosing confidential information.*

- ii) *It does not matter how anyone got the confidential information. It could be by serving on the board or a committee, by a statement at a members' meeting or even by accident.*
- iii) *The requirements of this By-law continue to apply even after someone no longer has the position under which they got the information or even after they are no longer members or co-op staff.*

**(c) Breaking obligations**

***Important!***

- i) *Unauthorized disclosure of confidential information is serious and could be grounds for eviction under the Occupancy By-law, removal from the board of directors, termination of employment without notice, or other legal actions.*
- ii) *In deciding what to do about any unauthorized disclosure, the board will consider factors like the sensitivity of the confidential information, how often it was disclosed and who received it.*

## **20.6 ACCESS TO PERSONAL FILES AND ACCOUNTS**

**(a) Right to see file**

Members have the right to see their own personal files and financial accounts during co-op office hours. Members may have to make an appointment.

**(b) Notes and copies**

Members who look at their files can take notes. They can make photocopies of materials in the file. They must pay any photocopying charge normally charged by the co-op for personal photocopies. Staff may decide to make the photocopies for them.

**(c) Exclusions**

*Letters to and from the co-op's lawyers about a member, complaints or investigations relating to a member, confidential board minutes related to a member and similar things are not part of a member's personal file. These may be kept in a separate legal file. The same applies to electronic information. If there is any issue about whether a member can see these items, the co-op will get legal advice.*

**(d) Written statements by members**

Members can put written statements in their files.

**(e) Errors**

If a member believes that there is a factual or other error in their personal file or accounts, staff should try to correct the problem. If the member is still not satisfied, the member can make a complaint under Article 23 (Confidential Information Complaints).



## 20.7 STAFF ACCESS TO HUMAN RESOURCES FILES

Co-op staff will have the right to see their Human Resources files as stated in their contracts with the co-op. Access that is not dealt with in a staff contract will be decided by the board. The board will be guided by the principles applicable to members' access in this Article.

# ARTICLE 21: CONFIDENTIALITY SITUATIONS

## 21.1 CONFIDENTIALITY OF MINUTES

*Note this change: Your attendance at Members' meetings will not be part of the next meeting's minutes. It is your responsibility to check that your attendance has been recorded properly.*

(a) **Record of attendance**

*The record of attendance at members' meetings should not be part of the minutes. It should be kept separately in a separate confidential minute book.*

*The record of attendance at board and committee meetings should be part of the minutes.*

(b) **Motions**

*Minutes should record all motions passed or rejected. They can also include names of movers and seconders and information on the discussions, but they do not have to. This applies to members' meetings and board and committee meetings.*

*At the request of any director, minutes of board meetings should state whether that director voted for or against something.*

(c) **Confidential board minutes**

When the board discusses things involving confidential information or members' personal information, the minutes of these discussions must be kept in a separate confidential minute book. This includes any reports or documents and any motions or decisions.

Only directors and staff can see the confidential minutes unless the board decides to let someone else see them. Directors cannot see confidential minutes where they would have a conflict of interest.

(d) **Right of membership to information**

*The board must decide which items go in the confidential minutes. They should remember that the members have the right to be kept fully informed about the co-op's business. The board must have a good reason for keeping something confidential.*

(e) **Committee business**

*Committees have to follow the same rules as the board. If there is any doubt, the committee should report to the board and the board will decide.*

## **21.2 TAPING OF MEETINGS**

(a) **Recording co-op meetings**

*People present at a co-op meeting can take notes but are not allowed to record the meeting, whether by tape or any other device. This includes members' meetings, board meetings and committee meetings.*

*It includes the participants in the meeting, such as directors or committee members, and also members and guests. It applies whether the people are present in person or by conference phone or other equipment.*

(b) **Board authorization**

*The board can authorize taping or recording of meetings to help in minute-taking or for other reasons.*

*Only the board can give the authorization, whether it is for a board, members' or committee meeting. The motion to authorize taping or recording must be recorded in the minutes of a board meeting.*

*The board is responsible for the security of the recording and any confidentiality concerns.*

## **21.3 ELECTRONIC ENTRY AND SECURITY SYSTEMS**

***In 2015 we didn't have security systems; now we do, and the records must be confidential.***

(a) **Electronic records**

*The co-op has security cameras, key fobs or other systems that automatically create records. These are called electronic records in this section. They are considered confidential information under this By-law.*

(b) **Approval at a members' meeting**

*The installation of any new electronic records system, or any major change in an existing system, requires approval at a members' meeting. The board can approve other changes, such as relocation or addition of a security camera.*

(c) **Location of security camera screens**

*Live monitors, computer or television screens that show images from security cameras will be placed so that only authorized staff can see them. A motion at a members' meeting can decide something else. This does not apply if the co-op has arranged for direct viewing on a cable or similar channel.*

(d) **Checking electronic records**

*Electronic records will be checked as necessary by authorized staff, or someone appointed by the board. No one else can see them except as stated in this section.*

(e) **Discarding electronic records**

*The board will decide on a normal time frame for discarding or recycling each kind of electronic record unless one of the following applies:*

- *The Coordinator is aware of an incident or situation where the records may shed light on the problem in the future.*
- *Someone has submitted an incident report or complaint where the Coordinator believes the records could be relevant.*
- *The Coordinator feels the records could be relevant in a legal proceeding.*
- *The Coordinator has received an indication that the records should be kept as evidence.*

## **21.4 INCIDENTS**

(a) **Use of records**

*When the Coordinator is reporting to the board on any incident, complaint or situation, the Coordinator should report to the board on what is shown by relevant paper, electronic and other records. The Coordinator may show the record itself.*

*Records will be made available to the police under a warrant and may be made available without a warrant when the board thinks it is appropriate.*

(b) **Disputes between members**

*Paper, electronic and other records may be requested by someone who is having a dispute with someone else. The following apply:*

- *The records will be kept if the Coordinator is given notice that they may be needed.*
- *If the records show information about someone not related to the matter, they will not be shown without that person's written consent.*
- *If both sides consent in writing, records may be reviewed by those involved or their lawyers or representatives.*

- *A member can submit a written request to see the records to the board. If the board decides to permit this, the records will be available to people on both sides of the dispute.*
- *Despite the above, the records will be shown or delivered in obedience to any subpoena or court order.*

**(c) Legal action**

*Paper, electronic and other records may be shown or sent to the co-op's lawyers or anyone investigating or dealing with an incident or complaint on behalf of the co-op.*

*Paper, electronic and other records may be used in connection with any eviction or procedure in Court or at the Landlord and Tenant Board.*

## **ARTICLE 22: ENSURING PRIVACY**

### **22.1 PRIVACY OFFICER**

*The president will be the co-op's privacy officer unless the board chooses someone else. The name, business address and business telephone number of the privacy officer will be made available on request.*

*The privacy officer must sign a Confidentiality and Conflict of Interest Agreement for this position.*

### **22.2 DUTIES OF THE PRIVACY OFFICER**

- The privacy officer will work with the Coordinator to review the co-op's confidential information procedures and consult with the Coordinator on specific situations, concerns and issues raised by the Coordinator, including the ones in Article 21 (Confidentiality Situations).*
- The privacy officer will be accountable for the co-op's compliance with confidentiality requirements. The privacy officer can report to the board on any specific situation and on any recommendations for improvements in the co-op's confidential information practices and procedures.*

### **22.3 LIMITS ON PRIVACY OFFICER**

*The privacy officer will not have authority to give directions or orders to staff, board or committees or to incur any expense. The privacy officer can point out the problem and the person responsible should correct it. If they do not do so, or if there is any disagreement, the privacy officer can report the situation to the board. The board's decision will be final.*

## **ARTICLE 23: CONFIDENTIAL INFORMATION COMPLAINTS**

### **23.1 MAKING COMPLAINTS**

*Any member, staff member or other person can make a complaint to the privacy officer about confidential information. Complaints should be in writing signed by the person making the complaint. No special form is needed. The privacy officer should assist in putting the complaint in writing, if necessary.*

### **23.2 INFORMAL ACTION**

*Depending on the nature of the complaint, the privacy officer may try to resolve the situation informally, such as by consulting with the member and staff and assisting them to come to an agreement on the issue.*

### **23.3 REFERRAL TO BOARD**

*If a complaint is not resolved informally, the privacy officer will refer the complaint to the board of directors.*

*The privacy officer will always refer a complaint to the board if the privacy officer feels an investigation could hurt anyone's rights, if staff is involved, or if legal advice is needed.*

### **23.4 INVESTIGATING COMPLAINTS**

*The board will decide whether an investigation of the complaint is needed. An investigation could be done by the privacy officer or someone else. The board will determine the procedure. The board can decide to get legal advice.*

### **23.5 BOARD REPORT**

*After completing the investigation, the investigator will give a written report to the board. The report should summarize the position of the parties to the complaint, the investigation process and the investigator's conclusions and recommendations. It should include a copy of the complaint, any written response and any relevant documents.*

### **23.6 BOARD ACTION**

*The board will decide what steps to take as a result of the report.*

### **23.7 CONFIDENTIALITY OF COMPLAINT PROCESS**

- a) *The complaint, all materials related to the investigation and the report will be considered confidential information. If the complaint is about someone, that*

*person will be shown the complaint or a summary and given an opportunity to comment.*

- b) The board may decide to permit the person who complained or anyone complained about to see the report and to give comments. The board does not have to do this.*
- c) The board will decide whether the report or any materials relating to the complaint should be inserted in the file of the party who complained or the party complained about or neither.*

## **ARTICLE 24: FINANCIAL**

### **24.1 MAJOR COMMITMENTS**

#### **(a) When member approval is needed**

The following actions are called “Major Commitments” in this By-law. They can be taken by the board of directors on behalf of the co-op, but only if they have been authorized by the members under this Article or are within the exceptions in (b):

- borrowing money;
- mortgaging co-op property or giving any kind of security for a loan or payment of a debt through a charge, mortgage, pledge or other security interest in real or personal property of the co-op;
- issuing, selling or pledging securities of the co-op;
- investing co-op money as stated in section 24.3(e) (Investment of Co-op Money – Alternatives);
- acquiring real estate by purchase, lease or in other ways;
- selling, transferring, leasing or disposing of real estate;
- entering into agreements that will involve charges to the members for items that were not included in the most recent approved budget;
- entering into non-residential leases for space that was not leased before;
- entering into agreements with government bodies that may require changes in the co-op by-laws;
- entering into any agreements or commitments with a term of more than ten years or where the other party can renew the term so the total is more than ten years.

#### ***(b) When member approval is not needed***

*Despite the previous paragraph, the following actions are not considered Major Commitments and the board can take them without member approval:*

- *borrowing money without security as long as the total unsecured borrowing of the co-op will be less than \$30,000;*

- *renewing or refinancing an existing loan without increasing the principal, including a loan secured by mortgage or in other ways;*
- *entering into any agreements or commitments that can only continue for ten years or less (including renewals);*
- *renewing or extending non-residential leases or signing new non-residential leases of the same space.*

(c) **Optional member approval**

The board can request approval from the members for any action that is not within the definition of Major Commitment. If the board requests approval, it must follow the decision of the members' meeting.

(d) **Authority to spend**

- i) When the members approve borrowing under this Article, they are not automatically giving the board authority to spend the borrowed money.
- ii) Spending authority has to be requested separately as stated in the Occupancy By-law and Spending By-law. That can be requested at the same members' meeting or another members' meeting.

## 24.2 APPROVAL PROCESS

(a) **How member approval is given**

- i) Member approval for Major Commitments has to be given by special resolution. The board has to pass a resolution and the members have to approve it, with or without changes, by a two-thirds majority vote at a members' meeting.
- ii) Member approval is needed for the action, but not necessarily for the specific documents required for the action.

(b) **Board approval process**

- i) Before the board passes a resolution to go to the members on a Major Commitment, a report must be given to the board. The report has to include a summary of the proposal, and a letter from the co-op's lawyer or the auditor commenting on it.
- ii) Each director has to read the basic documents before approving. For example, each director must read a mortgage commitment letter, but only the signers have to review the mortgage itself.

(c) **Requesting member approval**

- i) When requesting member approval, the board must give a report to the members. The report has to include a summary of the proposal and a letter from the co-op's lawyer or auditor commenting on it.
- ii) The actual documents have to be available for members to review before the meeting. If any parts of the report or documents have to be kept

confidential or are not yet available, they must be explained orally at the members' meeting.

(d) **Optional approval process**

If the board requests approval under section 24.1(c) (Major Commitments – Optional member approval), only a simple majority vote will be needed at the members' meeting.

(e) **Conditional commitments**

The board can sign a commitment to something requiring member approval if the commitment is conditional on obtaining member approval.

### **24.3 INVESTMENT OF CO-OP MONEY**

(a) **Government requirements**

The board has to invest co-op money as stated in government requirements. This includes the *Housing Services Act, 2011* or the co-op's Operating Agreement, as applicable.

(b) **Other investments**

Where government requirements do not apply, the board can invest co-op money in:

- government bonds, treasury bills or other securities guaranteed or insured by the governments of Canada or Ontario or a crown corporation or agency;
- investments under a program where oversight is provided or arranged by the Ontario Housing Services Corporation, the Co-operative Housing Federation of Canada or a local co-op housing federation;
- investments under a bulk-investment program that is part of the services of the Co-operative Housing Federation of Canada or a local co-op housing federation.

(c) **Investment By-law**

If the co-op has a separate Investment By-law, the board can invest co-op money in other investments that are permitted under the Investment By-law if it follows the procedures stated in the Investment By-law.

(d) **Deposits**

The board can deposit funds with a Canadian credit union, chartered bank or trust company.

(e) **Alternatives**

The board may not invest or put co-op funds in any investment, security or deposit other than as stated in the earlier paragraphs of this section unless it is approved by the members as a Major Commitment.



(f) **Reserves and special funds**

If there are any reserve or special funds, money earned on them will be put back into the funds.

## **24.4 FINANCIAL YEAR**

The financial year runs from July 1 to June 30. The financial year (fiscal year) of the co-op will be decided by the board. The board can change the financial year.

## **24.5 AUDITOR**

(a) **Appointed by members**

The members appoint an auditor at each annual members' meeting. The auditor can be either a chartered professional accountant or a chartered professional accountant firm.

The auditor stays in office until another auditor is appointed as stated in the *Co-op Act*. The *Act* states how to remove an auditor and appoint a different auditor. The board will arrange for payment of the auditor.

(b) **Work of auditor**

The auditor must have access to the co-op's books, accounts and vouchers at all reasonable times. Directors, officers and staff must give any information or explanations that the auditor requests.

## **24.6 INDEMNIFICATION**

(a) **Obligation to indemnify**

The co-op will indemnify all directors and officers, and their heirs and legal personal representatives, to the maximum extent permitted by the *Co-op Act*.

(b) **Insurance**

The board of directors may purchase insurance to cover this liability, subject to reasonable limitations and deductibles.

# **ARTICLE 25: SIGNING ON BEHALF OF THE CO-OP**

## **25.1 COMMITTING THE CO-OP**

This Article governs committing the co-op. This includes ordering anything, writing any cheque, creating any obligation or making any other commitment. It does not

matter if this is done through a formal contract or document, orally, by email, or in other ways. These are all called “documents” in this Article.

## **25.2 BOARD APPROVAL**

Board approval must be given before anyone is authorized to commit the co-op to anything or to sign any document. Member approval may also be needed as stated in section 24.1 (Major Commitments). Whoever signs any document must be sure that these approvals have been given.

## **25.3 SIGNING**

### **(a) Signing officers**

The president, vice-president, secretary and treasurer will be signing officers.

### **(b) Signing specific documents**

When approving a document, the board can decide who is authorized to sign on behalf of the co-op. The board can authorize one or more of the signing officers or anyone else to sign.

If the board does not decide something else, documents must be signed by two signing officers.

### **(c) Form of documents**

When authorizing a document, the board can decide its exact form. If it does not, the signer or signers can approve the final document.

### **(d) Kinds of documents**

The board can authorize one or more officers, directors or staff members to sign specific kinds of documents for the co-op.

### **(e) Cheques**

All cheques or other negotiable documents must be signed by two authorized signers. No one is authorized to sign a blank cheque, or a cheque to one of the signers or a relative.

Before signing, the signers must make sure that the expense has been properly approved. Invoices must be checked for accuracy prior to payment.

## **25.4 STAFF AUTHORITY**

Staffing contracts can give spending and signing authority to staff members. This includes employment contracts and property management contracts.

When the board approves the staffing contract, it is also approving the spending and signing authority stated in it and no additional approval is needed unless approval of the members is required. See section 24.1 (Major Commitments).

## **25.5 APPROVAL MOTIONS**

All board approvals and decisions mentioned in this Article must be made by a formal motion passed by the board and recorded in the minutes of a board meeting.

# **ARTICLE 26: GIVING NOTICES**

## **26.1 SCOPE OF THIS ARTICLE**

*“Notices” in this Article includes legal documents. Notices relating to an eviction are governed by the Occupancy By-law. This Article is about other kinds of notices.*

## **26.2 NOTICES**

### **(a) Number of notices**

*Only one notice or one copy of a document needs to be given for each unit.*

### **(b) Delivery**

*Notices and legal documents can be :*

- *handed personally to the member;*
- *left with an adult in the member’s unit;*
- *left in the mailbox where mail is ordinarily delivered to the person, if possible;*
- *slid under the unit door or through a mail slot in the door.*

*Notices that are not legal documents can be put in the member’s mailbox by their door.*

*Delivery of legal documents must only be done by a trusted adult over the age of 18.*

### **(c) Mail**

*Notices and legal documents can be sent by ordinary mail to members at their co-op unit, or the last known address where the member lives or works.*

*Notices and legal documents that are sent by mail are considered delivered on the fifth day after the day of mailing.*

### **(d) Electronic mail**

*Members can sign a form consenting to notices by electronic mail. The form must state an email address. Notices and legal documents can be sent to those members by email.*

*Notices and legal documents sent by email are considered delivered at the time of sending.*

*Members can change their email address by notice to the co-op.*

*Members may cancel their consent to receive email notices.*

## **26.3 NOTICES TO CO-OP**

### **(a) Delivery**

*Notices and documents can be given to the co-op by delivery to the co-op office. If the co-op does not have an office, see section 1.4(a) (Special Meanings – Co-op office).*

### **(b) Mail**

*Notices and documents can be given by ordinary mail to the co-op addressed to the co-op office. Notices and documents that are sent by mail are considered delivered on the fifth day after the day of mailing.*

### **(c) Electronic mail**

*If the co-op has arranged for email notices under section 26.2(d), members can give notices and documents to the co-op by e-mail at an address set by the co-op. Notices and documents by e-mail are considered delivered at the time of sending.*

## **26.4 DEFECTS IN NOTICE**

*A minor error or omission in any notice will not affect any decision made by the board or members. This includes accidentally failing to give notice or a document to someone.*

*It also includes someone not receiving a notice or document that has been delivered or sent.*

# **ARTICLE 27: STARTING DATE**

## **27.1 STARTING DATE FOR THIS BY-LAW**

This By-law will go into effect on the date when it is confirmed by the membership.

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## *SCHEDULE A: RULES OF ORDER*

These are the rules of order for members' meetings. These rules replace any other rules such as Robert's Rules of Order. There are also comments that explain the meaning of some of the rules. The comments are part of the rules.

### *RULE 1: CHAIR*

In these rules of order, the "chair" means the person chairing the meeting at the time that the rule applies.

1. **Choosing chair:** The chair is chosen as stated in section 5.1 of the By-law (Chair).
2. **Role of chair:** The chair makes sure that meetings run smoothly. The chair tries to make sure that members have a chance to discuss every item on the agenda fully and fairly and that the meeting comes to a clear conclusion.
3. **Participation by chair:** A chair who wants to discuss a motion must step down until the meeting has dealt with all matters concerning the motion. Another person approved by the members can chair the meeting in the meantime. This applies whether the chair is a member or non-member.
4. **Voting by chair:** Section 5.3(d) of the By-law (Voting – Voting by chair) states when the chair can vote.

### *RULE 2: MOTIONS*

1. **How to deal with things:** A meeting can deal with an item of business on the agenda in three ways:
  - The member who asked that the item be put on the agenda can ask the members to approve a proposal by "moving" it. If the member does not want to make a motion, another member can make one.
  - The chair can present an item on the agenda and ask if any member wishes to make a motion.
  - A member can present an item on the agenda for discussion without making a motion. The chair decides if a motion is needed. If so, the chair asks for a motion.
2. **Second needed:** Another member must "second" a motion. If there is no seconder, members cannot discuss the motion.
3. **One motion at a time:** Members can only discuss one main motion at a time.

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*Comment: A main motion tells members what the proposal is. It's helpful if the motion can be written and sent to members before the meeting. If possible, get motions written, given to the chair, and written on a flipchart or whiteboard for members. The secretary reads the motion to the members before a vote is taken.*

## ***RULE 3: SPEAKING***

1. **Speaking on a motion:** Members can discuss a motion after it has been moved and seconded. The chair controls the discussion. Members speak as follows:
  - They can ask questions for information. The chair or the member who moved the motion can answer the questions.
  - They can speak for or against the motion.
  - They speak to the chair.
  - Each speaker speaks for 3 minutes or less. The chair can set a longer or shorter time limit.
  - Members can speak more than once on an item only after all others who want to speak have done so. The chair can make exceptions.

*Comment: All those who want to speak should raise their hands. The chair may keep a speakers' list and call members to speak in order if they have not already spoken. The chair may rule speakers "out of order" if their comments are off-topic. Speakers must stop speaking when their time is up.*

## ***RULE 4: AMENDMENTS***

1. **Motion to amend:** When a member is speaking, the member can suggest a change to a main motion. The member does this by moving an amendment. The motion to amend must be seconded like any other motion.
2. **Majority needed:** An amendment must have the same majority as the motion that it amends. This means that an amendment to a proposed by-law requires a two-thirds majority vote to pass.
3. **When not permitted:** An amendment cannot in the opinion of the chair:
  - be unrelated to the main motion; or
  - be contrary to the meaning of the main motion.

*Comment: Members cannot amend a motion by moving a whole new motion, or by an amendment that is directly against the meaning of the main motion. A member who wants something contrary to the main motion can:*

- *speak against the motion*
- *ask the mover and seconder to withdraw the main motion*

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- *ask the members to defeat the main motion so a different motion can be moved.*
4. **Friendly amendments:** A member can ask that the mover and seconder of the main motion accept a change to their motion. If they accept the change, it becomes part of the main motion.
  5. **Withdrawal of a motion:** The member who moved a motion can withdraw it at any time during the discussion if the seconder agrees. If any members still want to vote on the motion, they can move and second the same motion themselves.

*Comment: The mover might decide that this is not the right time to make a decision, or might feel that someone else has a better motion to present.*

## ***RULE 5: PROCEDURES FOR AMENDMENTS***

1. **Discussion on amendments:** After an amendment has been moved and seconded, speakers can only speak about the amendment. They continue to do so until the amendment has been voted on. The chair will keep a separate speakers' list for the discussion on amendments.
2. **After amendment:** After the amendment has been voted on, discussion can continue on the motion as amended or the original motion if the amendment was defeated.
3. **Only one amendment:** Only one motion to amend can be on the floor at one time. After the meeting deals with that amendment, members can move other amendments if they wish.
4. **Chair can authorize more than one:** Despite the above, the chair can authorize more motions to amend before earlier ones have been voted on. This would only apply if the later amendment would change the terms of the first one. Amendments are discussed and voted on in reverse order from when they were moved. This means that only the current amendment can be discussed until it is voted on.

*Comment: Usually only one amendment at a time should be under consideration. Members can easily become confused if there are several amendments being discussed at once. If the chair decides there can be more amendments, there should be great care taken to see that members understand what the current amendment is.*

## ***RULE 6: VOTING***

1. **When to vote:** The chair calls for a vote
  - after every member who wishes to speak has spoken

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- at a fixed time that the members decided the vote would take place
  - after the members pass a motion to call the question
2. **How to vote:** Voting is by show of hands unless the *Co-op Act* or the co-op's by-laws say that a vote will be by secret ballot. See section 5.3(c) of the By-law (Voting – Secret ballot).

*Comment: A vote by ballot may be better if the item is a sensitive one. But it often takes a lot of time.*

3. **Counting:** The chair counts the votes and rules on whether or not the motion has passed unless the co-op's by-laws say something different. See By-law sections 8.1 (Election Officer or Committee) and 8.2 (Election Procedures).
4. **Recount:** For election of directors, recount rules are stated in section 8.3 of the By-law (Recount). In other cases, a member can request a recount immediately after the results are announced. If a quorum is no longer present, the results that were originally announced will stand. If a quorum is still present, then
- if the vote was by show of hands, there must be an immediate recount.
  - if the vote was by ballot and four other members support the request, there must be an immediate recount with scrutineers.
5. **Majority:** Motions are decided by simple majority unless the *Co-op Act* or the co-op's by-laws say something else. See section 5.4 of the By-law (Majority Required).

*Comment: A simple majority is more than half of the votes cast. A two-thirds majority is at least two-thirds of the votes cast. Abstentions and spoiled ballots are not considered votes cast. Examples:*

- *Simple majority:*
  - *31 members present and 25 vote*
  - *a simple majority is 13 (more than  $25/2 = 12\ 1/2$ )*
  - *it is not 50% plus one (more than  $12\ 1/2 + 1 = 13\ 1/2$ ), which would be 14.*
- *Two-thirds majority:*
  - *31 members present and 26 vote*
  - *a two-thirds majority is 18 (at least  $2/3 \times 26 = 17\ 1/3$ )*
  - *it is not 17, because it has to be "at least"  $17\ 1/3$*



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## ***RULE 7: MOTIONS ABOUT PROCEDURE***

1. **Calling the question (Vote immediately):** When a member is speaking, the member can ask for an immediate vote by saying “I call the question” or “I move to end the debate”. There must be a seconder. The chair will immediately ask the members to vote on whether they want to finish the discussion at this point. A two-thirds majority vote is needed. The vote is by show of hands.
  - If the motion to call the question is carried, the members then vote on the main motion or amendment.
  - If the motion to call the question is defeated, members can continue the discussion.

*Comment: A motion to call the question should be used when members seem to be ready to vote and when speakers are not saying anything new. It should be used carefully because it may take away someone’s right to speak.*

2. **Motion to postpone:** When a member is speaking on a motion or amendment, the member can make a motion to postpone any decision. There must be a seconder to the motion to postpone. A simple majority is needed. The vote is by show of hands. There are three kinds of motions to postpone.
  - (a) **Defer the motion:** This means to put off discussion to another time. The motion can be discussed before voting on it. The motion must state the time or how the time will be decided. Examples:
    - until 9:30 p.m. during the same meeting
    - until after item ... on the agenda for the same meeting
    - until the next meeting
    - until a special meeting to be called by the board.
  - (b) **Refer the motion:** This means to refer the motion to the board or a committee for a recommendation. They will bring the issue back to the members at a later time. The motion can be discussed before voting on it.
  - (c) **Table the motion:** This means to put off the motion for an indefinite time. It is usually used when members don’t want to discuss something, or to express their opinions. There is no discussion or debate before voting on the motion.
3. **Motion to take from the table:** When a motion has been tabled, it can be brought back to the members by a motion “to take from the table”. This must be on the agenda if it is at a different meeting. There must be a seconder to the motion to take from the table. It can be discussed before voting on it. A simple majority is needed. The vote is by show of hands.

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4. **Motions that waste time:** The chair can rule a motion out of order on the grounds that it is absurd or wasting time and not worth the members' attention.

## ***RULE 8: INTERRUPTIONS***

1. **Limits:** Members cannot interrupt another speaker or speak out of turn except in the specific situations stated in this rule. In all cases the interruption must be as brief as possible and not part of a debate. Members who want to interrupt under this rule should stand up and politely say what their interruption is about.
2. **Point of order:** Members can raise a point of order if they think that the meeting is not following the correct procedure or there is not a quorum at the beginning of a meeting or at the time of a vote. The chair rules on the point of order and takes any action that is necessary.
3. **Question of privilege (point of privilege):** Members who feel that there is a risk to the rights, safety or comfort of the members (or of one member) can raise a question of privilege. It may be a simple thing, such as the need for better ventilation, or for the use of a microphone. The chair rules on the question of privilege and takes any action that is necessary.
4. **Point of information:** Members can raise a point of information if they have an important piece of information or question and dealing with it will save time in the discussion. A point of information must be very brief. The chair rules on whether it is a point of information and what action should be taken.
5. **Appeals from the chair:** Members can appeal when they think a ruling of the chair is not correct. The appeal must be made immediately after the ruling. There must be a seconder.

Both the member who appealed and the chair can give their reasons. There is no other debate or discussion. The chair does not step down.

The question: "Do we confirm the decision of the chair?" is put to the vote. The chair does not vote. If the vote is tied, the chair's ruling is confirmed.

*Comment: The chair does not have to resign if an appeal is supported by a majority of members. Members have the right to decide how their meetings should run. An appeal is not a vote of confidence. It is simply a way for members to control their meeting.*

## ***RULE 9: UNACCEPTABLE BEHAVIOUR***

1. **Vote of members:** If a member's behaviour is unruly or inappropriate in a significant way that interferes with the conduct of a meeting, the member may

# Cole Road Co-operative Community Inc.

be ejected from the meeting by vote of the members present. There is no discussion or debate. A simple majority is needed.

2. **With or without motion:** The chair can put the question to the members without a motion. A motion can also be made by anyone who is speaking on a motion or amendment, but only if the chair permits it. The motion needs a seconder.
3. **Refusing to leave a meeting:** If a member does not leave the meeting after a motion has been passed to eject the member, the member will be considered in breach of the Organizational By-law.

Repeated breaches are grounds for eviction under the Occupancy By-law. In addition, the chair or the meeting may take any other measures that are appropriate to remove the member from the meeting.

# Cole Road Co-operative Community Inc.

## *SCHEDULE B: CONFIDENTIALITY AND CONFLICT OF INTEREST AGREEMENT*

*I am signing this Agreement as a director, officer, committee member or staff member of the co-op.*

### *CONFIDENTIALITY*

- 1. I understand that this Agreement applies to*
  - (a) Personal information about co-op members and applicants.*
  - (b) Confidential information about co-op staff.*
  - (c) Confidential information about the co-op or co-op business.*
- 2. I understand that the above is considered confidential information even if I learn about it from a source unrelated to my position with the co-op and even if it is publicly available.*
- 3. I will not tell anyone any confidential or personal information*
  - that I know through my position with the co-op*
  - that I learn at meetings related to my position with the co-op, or*
  - that I know about in any other way.*
- 4. I will not disclose, or permit disclosure of, any confidential or personal information in any other way.*
- 5. I will safeguard confidential or personal information that I may have.*
- 6. The only exception is when I am authorized by the board or the co-op by-laws to disclose the information. If I am not sure whether information should be kept confidential, I will ask the board for a decision about it.*
- 7. I agree that the above obligations apply while I have my position with the co-op and after I no longer have that position or any connection with the co-op.*
- 8. I will always give the board any information requested by the board. When I no longer have my position with the co-op, I will return all co-op papers and property to the co-op.*
- 9. While I have a position with the co-op, I will not gossip about the co-op or its members or employees.*

# Cole Road Co-operative Community Inc.

## **CONFLICT OF INTEREST**

10. *Whenever I am involved in a decision or action of the co-op, I will put the best interests of the co-op ahead of my personal interests and the interests of my relatives and friends.*
11. *A conflict of interest is where I take part in a decision that benefits me, a relative or friend in a way that is different from most co-op members.*
12. *I understand that some conflicts of interest are prohibited and some situations are manageable as stated in the Organizational By-law.*
  - **Prohibited conflicts.** *I will not become involved in any conflict of interest that is prohibited.*
  - **Manageable situations.** *If I am involved in a potential conflict that is manageable, I will follow the applicable rules as stated in the co-op's Organizational By-law.*
13. *I promise that I will declare any conflict of interest or situation that could become a conflict of interest as stated in the Organizational By-law. If there is any doubt, I will report the situation to the board, or any committee that I am on, and they will decide if it is a conflict of interest.*
14. *I promise that I will abide by the conflict of interest rules and definitions in the Organizational By-law. I promise to ask if I have any questions, or if there is anything I don't understand.*
15. *I also agree to abide by any legal and government requirements about conflict of interest that are not included in co-op by-laws.*

## **GENERAL**

16. *I understand that this Agreement is a binding legal document and I have had the opportunity to obtain legal or other advice before signing it.*

Date: \_\_\_\_\_

Position: \_\_\_\_\_

Name (printed): \_\_\_\_\_

Signature: \_\_\_\_\_

# Cole Road Co-operative Community Inc.

## ***SCHEDULE C: DIRECTOR'S ETHICAL CONDUCT AGREEMENT***

*I agree to be a director of the co-op and to do my best to forward the interests of the co-op, the members, and the other stakeholders in the co-op.*

### ***BOARD PROCEDURES***

1. *I agree that any director can participate in a board meeting by conference telephone or other communication equipment where all the directors are able to hear each other.*
2. *CHECK ONE:*
  - (a) I will accept notices to directors by electronic mail.*
  - (b) I will **NOT** accept notices to directors by electronic mail.*

### ***DUTIES OF A DIRECTOR***

3. *I will perform my duties as a director honestly, in good faith and in the best interest of the co-op rather than in my personal interest.*
4. *I will use the care, diligence and skill of a reasonably prudent person in performing my duties as a director.*
5. *I will sign and comply with the co-op's Confidentiality and Conflict of Interest Agreement and all legal and government requirements about confidentiality, privacy and conflict of interest.*
6. *I will always give the board any information requested by the board. I will return confidential papers to the co-op when requested. When I am no longer on the board, I will return all co-op papers and property to the co-op.*
7. *I will attend all board and members' meetings unless excused by the board based on advance notice of absence.*
8. *I will prepare for board meetings and act constructively at all board meetings.*
9. *I will participate in all training programs as decided by the board.*

### ***ACTING AS A BOARD***

10. *I understand that the board acts as a whole. If I disagree with something the board is considering, I will say so at a board meeting. Once the board has made a decision, I will support that decision or remain silent.*

# Cole Road Co-operative Community Inc.

## *Schedule C: Director's Ethical Conduct Agreement*

11. *I understand that directors can act only by a decision at a proper board meeting. Between meetings I have no authority unless the board has given me authority to do something, such as to sign a document.*
12. *I understand that even if the board has given me responsibility for something, the final authority and responsibility stays with the board.*
13. *I understand that, if I am an officer or a member of a committee, my duties must be performed as directed by the board and within any limits set by the board.*

### **RESPECT FOR OTHERS**

14. *As a director I will remain open to other points of view and options. I will not act defensively when directors or members question or disagree with my point of view.*
15. *I will do my best to work together with the other directors for the good of the co-op.*
16. *I will not let personal likes, dislikes, or grudges affect my conduct or decisions.*
17. *I will never make statements which in any way harm, put down or show a lack of respect for other directors, members or staff. I will not use profanity when acting as a board member.*
18. *I will never make statements, take actions or harass anyone in any way that is prohibited under the Ontario Human Rights Code, 1990.*
19. *I will make any complaints I may have about the co-op or the co-op's staff only to other directors. I will bring any concerns I may have to the attention of the board.*
20. *I will support the co-op's staff as they carry out their duties and not say or do anything that might cause them to lose respect among the membership or other staff.*

### **DUTIES OF A MEMBER**

21. *I will perform my duties as a co-op member. I will comply with the by-laws of the co-op.*
22. *I will not be in arrears while I am a director.*
23. *I will serve on at least one other committee, to demonstrate my commitment to community service, and to mentor other members.*

# Cole Road Co-operative Community Inc.

## *Schedule C: Director's Ethical Conduct Agreement*

*I have read and understood this Agreement and I agree that I will follow it.*

*I understand that, if I break this Agreement, the board of directors can follow the procedure stated in the Organizational By-law to remove me as a director.*

*Date:* \_\_\_\_\_

*Signature:* \_\_\_\_\_

*Name (printed):* \_\_\_\_\_



# Cole Road Co-operative Community Inc.

## *SCHEDULE D: CO-SIGNER AGREEMENT*

**Co-signer(s):** \_\_\_\_\_

*[Include address, phone,  
e-mail, if available]*

**Applicant 1:** \_\_\_\_\_

**Applicant 2:** \_\_\_\_\_

*I wish to assist the applicant(s) to obtain housing at the Co-op. My relationship to the Applicant is:*

*[Insert relationship, such as "The 1st Applicant is my* \_\_\_\_\_

*"The Applicant is my son" or*

*"The Applicant is my friend."]* *The 2nd Applicant is my* \_\_\_\_\_

*I understand that the Co-op may accept the Applicant as a member if I agree to be responsible for the Applicant's financial obligations.*

*In consideration for the Co-op accepting the Applicant as a member and permitting the Applicant to live at the Co-op, I agree to pay all housing charges and other financial obligations of the Applicant to the Co-op when due.*

*I understand and agree to the following points:*

- *I am directly and principally responsible for these obligations. I am not merely a guarantor or surety.*
- *The Co-op can do any of the following things without my consent, without notice to me and without releasing me from my obligations under this Agreement:*
  - *change the terms of the membership or occupancy of the Applicant*
  - *allow the Applicant to move to a different unit with a different housing charge*
  - *change the amount payable by the Applicant because of changes in the housing charges for the Applicant's unit*
  - *change the amount payable by the Applicant because of changes in the Applicant's income if the Applicant receives geared-to-income assistance or subsidy*
  - *extend time to the Applicant for payment or performance of obligations*
  - *take or not take steps to enforce payment of money or performance of obligations by the Applicant*

# Cole Road Co-operative Community Inc.

## *Schedule D: Co-signer Agreement*

- *The Co-op does not have to bring legal action or exercise other remedies against the Applicant or any other person before requiring payment of money or performance of obligations by me. I will remain responsible both before and after the Co-op does this.*
- *I cannot cancel or revoke the obligations I have agreed to in this document.*

*I agree that the co-op can receive, through its employees or agents, credit information about me from any credit agency or other source.*

*I acknowledge that I have had the opportunity to obtain legal advice and I have obtained any legal advice I wish prior to signing this document.*

### ***Signed:***

*Date:* \_\_\_\_\_

*Co-signer Signature:* \_\_\_\_\_

*Witness:* \_\_\_\_\_

*Print Name:* \_\_\_\_\_

*I authorize the Co-op to give the Co-signer any information it may have about me at the present time or in the future. I agree that I cannot cancel or revoke this authorization.*

### ***Signed:***

*Date:* \_\_\_\_\_

*Applicant Signature:* \_\_\_\_\_

*Print Name:* \_\_\_\_\_

*Witness:* \_\_\_\_\_

***Note:*** *To be signed by all persons in the Applicant's household sixteen or older, including members and non-member occupants. **Note:** Adjust above if the applicant is already a member and is asking for a new unit or a separate unit (such as the child of an existing member).*

# Cole Road Co-operative Community Inc.

## ***SCHEDULE E: COMMITTEE MEMBERS' ETHICAL CONDUCT AGREEMENT***

*I agree to be a member of the co-op \_\_\_\_\_ committee, and to do my best to forward the interests of the co-op, the members, and the other stakeholders in the co-op.*

### ***COMMITTEE PROCEDURES***

1. *I agree that any committee member can participate in a committee meeting by conference telephone or other communication equipment where all the committee members are able to hear each other.*

2. *CHECK ONE:*

*(a) I will accept notices to committee members by electronic mail.*

*(b) I will **NOT** accept notices to committee members by electronic mail.*

### ***DUTIES OF A COMMITTEE MEMBER***

3. *I will perform my duties as a committee member honestly, in good faith and in the best interest of the co-op rather than in my personal interest.*

4. *I will use the care, diligence and skill of a reasonably prudent person in performing my duties as a committee member.*

5. *I will sign and comply with the co-op's Confidentiality and Conflict of Interest Agreement and all legal and government requirements about confidentiality, privacy and conflict of interest.*

6. *I will always give the committee any information requested by the committee chair. I will return confidential papers to the co-op when requested. When I am no longer on the committee, I will return all co-op papers and property to the co-op.*

7. *I will attend all committee meetings unless excused by the committee chair based on advance notice of absence.*

8. *I will prepare for committee meetings and act constructively at all committee meetings.*

9. *I will participate in all training programs as decided by the committee.*

# **Cole Road Co-operative Community Inc.**

## *Schedule E: Committee Members' Ethical Conduct Agreement*

### **ACTING AS A COMMITTEE**

10. *I understand that the committee acts as a whole. If I disagree with something the committee is considering, I will say so at a committee meeting. Once the committee has made a decision, I will support that decision or remain silent.*
11. *I understand that committee members can act only by a decision at a proper committee meeting. Between meetings I have no authority unless the committee has given me authority to do something, such as to complete a task.*
12. *I understand that even if the committee has given me responsibility for something, the final authority and responsibility stays with the committee.*
13. *I understand that, if I am an officer of a committee, my duties must be performed as directed by the committee and within any limits set by the committee.*

### **RESPECT FOR OTHERS**

14. *As a committee member I will remain open to other points of view and options. I will not act defensively when other members question or disagree with my point of view.*
15. *I will do my best to work together with the other members for the good of the committee and the co-op.*
16. *I will not let personal likes, dislikes, or grudges affect my conduct or decisions.*
17. *I will never make statements which in any way harm, put down or show a lack of respect for other members or staff. I will not use profanity when acting as a committee member.*
18. *I will never make statements, take actions or harass anyone in any way that is prohibited under the Ontario Human Rights Code, 1990.*
19. *I will bring any concerns I may have to the attention of the committee.*
20. *I will support the co-op's staff as they carry out their duties and not say or do anything that might cause them to lose respect among the membership or other staff.*

### **DUTIES OF A MEMBER**

21. *I will perform my duties as a co-op member. I will comply with the by-laws of the co-op.*

# Cole Road Co-operative Community Inc.

## *Schedule E: Committee Members' Ethical Conduct Agreement*

*I have read and understood this Agreement and I agree that I will follow it.*

*I understand that, if I break this Agreement, the committee can follow the procedure stated in the Organizational By-law to remove me as a committee member.*

*Date:* \_\_\_\_\_

*Signature:* \_\_\_\_\_

*Name (printed):* \_\_\_\_\_