



**Orchard Heights  
Homeowners' Association**

**CODE OF CONDUCT FOR BOARD OF DIRECTORS**

The purpose of this document is to create a harassment free environment for all current Board of Directors (BOD) of the OHHA and to outline conduct that is required by the BOD. This official document will guide the BOD and each Director will be asked to sign it to confirm agreement of complying with our Code of Conduct.

The Orchard Heights Homeowners' Associations' (OHHA) mission is to monitor, protect and improve the quality of life in the community. In pursuing its goals, the OHHA serves the interests of those who reside within the Orchard Heights borders. The following Code of Conduct (or the Code) is designed to ensure the OHHA preserves its long tradition of integrity and credibility with our residents, government representatives, other Ratepayers associations and within our own Association. The Code directly applies to all current serving Board of Directors and immediate past president if serving in an active role on the board.

The Board of Directors is committed to teamwork and decision making that supports the best interest of the Orchard Heights community, the OHHA mission and vision. Toward this end board members will adhere to The Code as outlined in the following categories:

**Service**

Act with fairness, honesty, integrity and openness. Respect the opinions of others and treat all OHHA members, OH residents and others we interact with while conducting OHHA business with equality and dignity without regard to gender, race, colour, creed, ancestry, place of origin, political beliefs, religion, marital status, disability, age, or sexual orientation.

Promote the mission and objectives of the OHHA in all dealings with the public on behalf of the OHHA.

## **Communication**

Communication on behalf of OHHA business should be done using one of the official OHHA email accounts or using OHHA letterhead. This includes communication to Orchard Heights residents, OHHA members, third party vendors, government representatives or any other members of the public.

All external communication must go through the OHHA Communications committee and adhere to the processes defined by that group and the Governance committee. This includes postings to the official website and official social sites. Board members are expected to adhere to this rule to ensure OHHA maintains the integrity of our brand.

## **Complaints Resolution Policy**

The values of the OHHA is to support our mission and vision and to serve and make decisions for the Orchard Heights community.

From time to time the Board of Directors may receive a complaint from a member regarding a particular issue. Examples may include issues about: OHHA policies, events, fees, behaviour of a member or non-compliance with by-laws. The Board of Directors is committed to resolving the conflict in a fair and respectful manner.

Any complaint received from an OHHA member will be directed to the President and forwarded to the Governance committee. Once assessed a report will be submitted to the remaining board members outlining the issue and recommendations for resolution and/or next steps. If the complaint is regarding another member of the Board of Directors who also serves on the Governance Committee, including the President, that director must recuse themselves from the discussion and any board vote related to the issue.

Complaints must be received in writing. If the complaint is concerning a board member, it is the responsibility of the President to inform the board member that a complaint has been brought forward against them and by whom, and that an investigation from our Governance committee will commence.

When deemed appropriate both parties involved in the complaint, along with the President and members of the Governance committee, may have a conflict resolution meeting in an attempt to resolve the issue. Based on the outcome of that meeting, the President or Vice President will suggest a resolution. If the parties involved are not satisfied, the resolution will be brought to the Board of Directors for a vote.

## **Internal Board Conflict Resolution Policy**

All members of the board are to communicate with each other respectfully in all circumstances.

It is important to have diverse opinions and engage in productive debate on the issues impacting our community. However, diverse opinions and productive debate does not include attacking others for their opinion. Combative, aggressive, or passive aggressive responses to others is not a style of communication that fosters cohesion and teamwork. Dissenting responses are to be focused on disagreement with a person's opinion, not on the person.

All internal communication about board member issues should remain internal and not posted on public sites, including our official social sites and website.

If after fulsome discussion regarding a topic resolution cannot be reached, the board will conduct a vote and all board members will be required to respect the decision made.

### **Accountability**

Act with honesty and integrity and in accordance with this Code and the OHHA by- laws.

BOD members, including Officers may not express their personal opinion in public as an official OHHA position.

Respect items that are voted on and approved by the BOD even if you disagreed with the vote.

### **Conflict of interest**

Conflict of interest arises when a person participates in a decision about a matter (including any contract, leasing, sale or provision of goods and services) which may benefit or be seen to benefit that person because of his/her direct or indirect monetary or financial interests affected by or involved in that matter.

Examples of conflicts of interests are:

- You will/or will be perceived to be personally benefiting from a Board Decision
- Your duty to your organization/group competes with a duty or loyalty outside of the group
- An immediate family member/close friend will gain an advantage or will be shown a preference with the Board Decision
- Gifts/Gratuities that are accepted and applicable to the Vote

It is the duty of any person taking part in the operations of the OHHA to not be in a conflict of interest position at all times. In the event that such a matter arises, the board member shall

formally disclose the interest, refrain from attempting to persuade or influence other board members participating in the decision, and shall not cast any vote on the matter.

As a general practice the OHHA will review all agreements prior to entering into any contracts to ensure there is no conflict of interest present. Also prior to any agreements being signed by the authorizing parties (to be declared) a declaration at the monthly meeting and included in the minutes will be announced.

### **Confidentiality**

Confidentiality for the purposes of this document refers to all information pertaining to the interests of OHHA members. Any personal information relating to an OHHA member is to be kept confidential and not to be shared publicly -- this includes email addresses, home addresses or phone numbers. We will use member email information for conducting OHHA business and if any third party is engaged to help with such business, a non-disclosure agreement will be executed.

When a board member is seeking information or guidance and consults with a past board member or other OH resident or member of another ratepayer's association who has specialized expertise, they must ensure the person engaged understands that any information shared is confidential and not to be disclosed to anyone else. Any such conversations must be disclosed to the board.

It is expected that all BOD business should be kept confidential amongst the board members until the information is deemed public information and disclosed to the community.

### **Personal or Sexual harassment**

Sexual harassment is any conduct, comment, gesture or contact of a sexual nature that one would find to be unwanted or unwelcome by any individual, or that might, on reasonable grounds, be perceived by that individual.

Personal harassment means any conduct whether verbal or physical that is discriminating in nature, based upon another person's race, colour, ancestry, place of origin, political beliefs, religion, marital status, physical or mental disability, sex, age or sexual orientation. Personal harassment also includes any form of bullying in person or online.

It is discriminatory behaviour, directed at an individual, that is unwanted or unwelcome and causes substantial distress in that person.

The OHHA has a zero tolerance policy with respect to Personal /Sexual Harassment with respect to board members behaviour with other board members and with the public while performing OHHA responsibilities.

## Implementation

Strict observance of the Code is fundamental to the activity and reputation of the Orchard Heights Homeowners' Association. It is essential that all members of the Board of Directors adhere to this Code. They will certify their agreement by signing below and declaring that they have read, understand and will abide by the OHHA Code.

I, \_\_\_\_\_ (name – please print), have read, understand and agree to abide by the Code of Conduct of the Orchard Heights Homeowners Association and I understand that such adherence is a condition of being a board member. I understand that a violation of the Code of Conduct may be grounds for removal as a member of the Board of Directors.

Signed this \_\_\_\_\_ day of \_\_\_\_\_, 20\_\_\_\_\_.

\_\_\_\_\_ (Board Member- Signature)