



Co-op Manager

This policy supplements Organizational By-Law article 16 and other articles relevant to co-op staff.

1. In this policy, “manager” means the Co-op Manager or equivalent, and a “day” or similar measure of time, e.g., “24 hours”, refers to the customary business days, i.e., Monday to Friday except statutory holidays.
2. The needs of the co-op will vary, therefore the manager’s schedule may be irregular. The manager will endeavour to be available for a reasonable amount of time each day and for time-intensive and/or time-sensitive activities such as meetings.
3. If the manager will be entirely unavailable on any day, the manager will notify all members by sending an e-mail announcement* as early as feasible but no more than one week in advance of the expected absence.
4. The nature of the manager’s responsibilities requires that the manager prioritize some tasks over others, according to their importance and/or urgency. The manager will answer members’ calls to the co-op office telephone when feasible in the context of other priorities, and the manager will endeavour to acknowledge members’ initial requests for information or action within 24 hours.
5. For the protection of the co-op and its members, the manager may direct a member to communicate in writing instead of verbally where the matter relates to any potential or actual by-law violation.
6. For any matter referred to the Board of Directors, the manager should respond as soon as possible and indicate the matter was referred.

* Some members do not use e-mail, therefore a designated director will print and deliver a copy of the e-mail announcement to those members.

This policy approved by the board of directors on May 17, 2023.

Amendments:

- November 29: added notification re referrals to Board