

## BIA Board Policies

[Imagine Canada](#) works to strengthen Canadian charities and nonprofits so they can better serve individuals and communities. They offer free tools and resources to assist with managing, developing and overseeing nonprofit and charitable organizations. They offer a Standards and Accreditation program focussed on good governance practices.

The Imagine Canada Standards Program recommends the following key Board policies:

### Code of Conduct for Board members

A written Code of Conduct is a set of expectations around professional behaviour for members to follow within an organization. By providing a structure of proper practices regarding organizational behaviour, a Code of Conduct facilitates objective and ethical decision-making by its members.

Code of Conduct standards are set out in the Code of Conduct for Members of Local Boards (By-Law No. 2018-399). To ensure the highest standards of conduct from members of BIA Boards, the BIA Board of Management may elaborate upon the municipal code to account for unique membership considerations around heightened integrity and ethics, and/or to outline an internal set of guidelines specific to the BIA.

A highly effective Code of Conduct provides both internal and external stakeholders a transparent link between the standards of professional conduct expected by BIA Board members and the BIA's organizational values and principles.

### Confidentiality/Privacy Policy

To ensure respect for the confidentiality of information gained as a result of BIA Board membership, it is beneficial to have in place a Confidentiality and/or Privacy Agreement in place. A Confidentiality Agreement clarifies the expectations for board members around release or disclosure of sensitive information pertaining to members of the public or members of the Board and provides a basis to govern future decision-making or actions. The members of a BIA Board of Management are subject to the Municipal Freedom of Information and Protection of Privacy Act, 1990.

### Conflict of Interest Policy

A Conflict of Interest Policy outlines a specific procedure in the event a board member has a conflict of interest that has the potential to hinder the board member's ability to act in the best interests of the BIA membership. The Policy should outline for board members the procedure for disclosure of a conflict position, and the result of non-disclosure leading to a breach of policy.

The provincial standard with respect to conflicts of interest are outlined in the Municipal Conflict of Interest Act, R.S.O. 1990, c. M.50.

### Complaints Policy

A complaints policy recognizes the need to be accountable to members and the wider community and should address any expression of dissatisfaction aimed at a BIA: staff, volunteers, contracted service providers or anyone acting on behalf of the BIA. Receiving feedback from and responding to complaints from stakeholders should be an important part of the BIA's accountability.

The complaint policy, and procedure for filing a complaint, should be easily accessible, outline the process for receiving, reviewing and addressing complaints, as well as the mechanism for reporting on complaints.