



Wheelchair accessible. Easy access by SkyTrain, bus or car. Free parking available.



Promoting good management and principled leadership

Promoting good management, sound governance and principled leadership

2006 Spring Education Conference

Saturday, May 13, 2006

Executive Hotel and Conference Centre Burnaby
4201 Lougheed Hwy
Burnaby, BC

Good management goes hand in hand with sound governance and principled leadership. Our education program will help you achieve all three. Whether you need help with policies, overall direction or taking care of daily business, there's something in our program for you.

Thanks to BC Housing, the BC Co-operative Association and the Canadian Mental Health Association (CMHA) Vancouver-Burnaby branch for their contribution to the Federation's education program.

Governance **M**anagement **L**eadership

Full day workshop
9:30 am to 12:30 pm and
1:45 pm to 4:45 pm

1 In pursuit of excellence: advanced board of directors **G M L**

Paul Reniers

If you're an experienced co-op director who wants to move beyond the basics, this workshop is for you. Our subject is excellence and how to achieve it. We will exchange ideas about:

- leadership on the board and in the co-op
- working with volunteers and management
- succeeding as a co-op business and a caring community, and
- how to tell what's working and what isn't.

We'll also use realistic case studies to practise the often-neglected skills of planning, goal setting and problem solving. Come to this workshop if you're ready to challenge yourself. Share your ideas and experience on co-op leadership and governance. We'll focus on the issues that matter most to you and your members.

Morning workshops
9:30 am to 12:30 pm

2 Improve your interviewing skills **M**

Wes Hosler

Are you a new interviewer, or would you like to brush up on your interviewing skills? This workshop will help you choose responsible members for your co-op community. You will look at how to develop and use your interviewing skills. You will have a chance to practice interviewing with an emphasis on learning how to listen. We'll touch briefly on the member selection process and criteria, dealing with bad credit reports, and human rights and privacy issues.

3 Show me the money! Keeping arrears down to zero **NEW M**

Sue Moorhead and Ulryke Weissgerber

Does your co-op take arrears seriously? If not, you can soon have huge problems with a mountain of unpaid housing charges.

Come and find out how to collect 100% of your housing charges on the first of every month. We'll talk about:

- the policies and procedures you need
- quick follow up when a member has not paid in full
- use of payment agreements
- the board's role in dealing effectively with arrears, and
- when termination of occupancy agreement is a necessary last resort.

4 Protecting our homes: building envelope maintenance for housing co-ops **M**

BC Housing building envelope staff

You've heard all about building envelope failure. But what about building envelope maintenance? How can we protect our homes before they leak, or after they've been repaired?

Come to this workshop if you want to learn:

- the top five construction details that fail
- how to spot them
- what to do about them
- other ways to minimize the risk of building failure
- how to build these lessons into a preventive maintenance program in your co-op.

5 Understanding mental illness **NEW G**

Facilitation provided by the Canadian Mental Health Association (CMHA) Vancouver-Burnaby branch

Dealing with a person who has a mental illness in a supportive and effective way can be challenging. Learn how to recognize the signs and symptoms of mental illness, how to be supportive, and how to reach mental health services. We'll discuss how to cope with the challenges encountered by mental illness and how to balance the needs of the co-op community with the needs of the member.

6 A question of ethics (advanced) L

Thom Armstrong

Co-op members expect their directors to provide principled leadership and live up to the highest standards of conduct. But what's the right standard? And what's the difference between directors' legal and ethical responsibilities? We'll discuss:

- what we mean by ethical conduct
- how to encourage a discussion on this issue in our co-ops
- how to educate directors about their responsibilities to the co-op and the members
- how to build members' confidence in their elected leaders
- what tools are available to help.

Afternoon workshops

1:45 pm to 4:45 pm

7 The YES nano camp NEW G

Facilitation provided by leaders from The YES (Youth Excellence Society, formerly Camp Rainbow)

Like theatre, music, snowboarding, social justice or video games? Think that they have nothing to do with housing co-ops? Come spend an afternoon figuring out where your interests fit into your housing co-op.

Join other young **co-operationistas** aka young co-op members from across BC. Young people from 12 to 17 will participate in fun and dynamic activities that will help you recognize your leadership strengths and abilities.

Limited bursaries are available to cover the entire registration fee—call us to apply. Adults can attend as long as they bring at least one teen from their co-op.

8 Beyond unit inspections NEW M

John Waldo

So you've done the annual unit inspections. Now what? How can you organize all of this information so that the work gets done? We'll explore ways to use the data you gather from unit inspections and how to avoid having the same repairs show up on a unit inspection year after year without getting fixed.

(OVER ►)



Workshop registration

Mark 1 beside your first choice and 2 beside your second choice.

Workshop limit is 20 people. Workshops with fewer than 10 people registered will be cancelled.

Full Day _____ 1 In pursuit of excellence: advanced board of directors
9:30 am – 4:45 pm

OR - - - - -

Morning _____ 2 Improve your interviewing skills
9:30 am – 12:30 pm
 Mark your 1st and 2nd choices.

_____ 3 Show me the money! Keeping arrears down to zero NEW

_____ 4 Protecting our homes: building envelope maintenance for housing co-ops

_____ 5 Understanding mental illness NEW

_____ 6 A question of ethics (advanced)

Afternoon
1:45 pm – 4:45 pm
 Mark your 1st and 2nd choices.

_____ 7 The YES nano camp NEW

_____ 8 Beyond unit inspections NEW

_____ 9 Ask the lawyers NEW

_____ 10 Privacy primer for housing co-ops—PIPA

_____ 11 Protect your co-op against fraud

Participant information and fees

_____ Co-op

_____ First name Last name

_____ Street address City Postal code

_____ Phone: Home Work Fax

_____ Email

Fees

Per person, includes lunch	Non-member	Member	
Full day rates (two half day workshops)	\$ 405	\$ 135	_____
Received by April 18		- 10	_____
4th full-day/first-time participant		- 50	_____
Half day rates	255	85	_____
Island co-op travel discount		- 50	_____
The YES nano camp discount (ages 12-17)		- 25	_____

Subtotal _____
 + 7% GST _____

Total enclosed _____

Registration information

Register early – workshops fill up quickly.

Complete the registration form now and forward with cheque to:

CHF BC
200-5550 Fraser Street
Vancouver BC V5W 2Z4

Or you can fax your registration form to: 604.879.4611 or toll free 1.877.879.4611 or e-mail registrar@chf.bc.ca and mail your cheque. The quickest and easiest way to register is online using our website at www.chf.bc.ca.

Discounts (for member co-ops only)

Early registration: Register by April 18 and save \$10 off each full-day registration fee.

\$50 discount **Fourth full-day registration:** If three people from your co-op have registered for a full day (full-day workshop or two half-day workshops), save \$50 on your fourth full-day registration.

First-time co-ops: If this is the first time your co-op has sent someone to our conference, save \$50 off one full-day registration.

Island co-ops: Each co-op will receive a \$50 travel discount.

Free registration Co-ops in Thompson Okanagan, Northern BC and Kootenay regions are eligible for two free registrations if they are CHF BC members. Your participation is important to us!

The YES nano camp Young people from 12 to 17 save \$25 off one registration. Limited bursaries are available to cover the entire fee—contact us to apply.

Other workshops

Can't find the workshop you need? Can't make it on May 13? Ask us about our portable workshops. We can tailor a workshop to meet your needs and bring it right to your co-op. Up to 20 members can attend. What could be more convenient?

For information about portable workshops, see our website at www.chf.bc.ca. Call Maria dela Cruz at 604.879.5111 (toll free 1.866.879.5111), ext. 140 or email mdelacruz@chf.bc.ca.

Some groups are under-represented at co-op events. We'd like to change that. Encourage everyone in your co-op to come to the workshops— young people, new Canadians, seniors or new members. Make our co-op movement stronger by inviting everyone to participate.

Afternoon workshops (cont'd) 1:45 pm to 4:45 pm

9 Ask the lawyers **NEW G M** *Geoffrey Dabbs and Grant Haddock, co-op lawyers, David Lach, moderator*

This is your chance to talk with lawyers Geoffrey Dabbs and Grant Haddock. They have many years of experience and interesting stories to tell.

Topics will be largely up to you, but could include:

- how are members protected if injured doing volunteer co-op work?
- new Rules—does your co-op really need them?
- when hiring a handy person, what does the co-op need to have in place? a written agreement? WCB coverage? Should the person be bondable?
- what contracts should you refer to your lawyer before signing?
- what is the co-op's liability if it fails to protect individual privacy?

10 Privacy primer for housing co-ops—PIPA **G** *Ulryke Weissgerber*

How can you protect members' right to privacy while running your housing co-op effectively? What is the role of the co-op privacy officer? (And no, they do not have access to confidential information!) This practical workshop will help your co-op comply with the 2004 Personal Information Protection Act (PIPA). CHF BC's privacy tools for co-ops are on the Members' Section at www.chf.bc.ca. You will learn how to adapt and implement these tools for your co-op. With more than two years' experience with PIPA, we'll share common problems that co-ops have resolved.

11 Protect your co-op against fraud **M** *Halina Kuras*

How can you tell if your co-op is fully protected against fraud? What should you look for if you suspect that you might already be a victim? This workshop will focus on fraud prevention. We will draw on real case histories to show you how to protect your financial assets. We'll cover the key financial controls you need to prevent fraud and the procedures you need to implement them. And we'll give you a checklist of things to watch for.

Don't wait until it's too late to think about this important subject.