

Co-op Housing Education Conference

Fall 2016

Saturday, October 22



MORNING WORKSHOPS 9:30 AM TO 12:30 PM

1 Maintenance 101 NEW
You do need skilled professionals to get great maintenance results, but there is still a critical role for members in looking after your property and buildings. Come along to understand this role, including what is (and isn't) a member's responsibility, how to recognize preventative and routine repair needs, and how to use a maintenance calendar.

2 From outsider to insider: getting new members off to a great start
Activate one of your co-op's greatest assets by getting new members off to the best start possible in their first year. Through hands-on, practical learning, this workshop will give you new ideas and strategies to take back to your co-op.

3 How to communicate co-operatively NEW
In a housing co-op it is easy for the communication train to 'jump the track'. Get back on track with this highly interactive session which will cover the essential communication skills that can be used in discussions and decision-making when emotions are running high.

4 Leadership that earns involvement
We all prefer activities we find rewarding — it's human nature. It's no different in co-ops. If our experience in a co-op community is rewarding, we want to stay involved. Creating that kind of experience for our members is a big challenge but the good news is that we can do it. Join us to find out how.

5 Ask the lawyers
Bring your toughest legal questions for our team of experienced co-op lawyers. Get the answer to that question you've always had about the Co-op Act, model rules, human rights, privacy, membership termination, governance, etc. Win a prize for the workshop's toughest question!

6 Fostering understanding and acceptance in our communities NEW
Is someone you know showing signs of cognitive changes? Would you like to know how to help? Join us to learn what dementia is and how to recognize common signs of the disease. We'll share examples of common situations your co-op may face and discuss strategies for dealing with them.

LUNCH 12:30 PM TO 1:45 PM

PLENARY 1:45 PM TO 2:30 PM

For the first time in a CHF BC education conference, we are scheduling a session with the full delegation in attendance. Worried you won't get to finish your coffee and dessert? No need. If you register for the full day or the half-day afternoon, stay in your seats and participate in a dynamic and entertaining 45 minutes of housing co-op sector debate and action!

AFTERNOON WORKSHOPS 2:45 PM TO 4:45 PM

7 From insider to multiplier: keeping members engaged NEW
So, your new members are off to a great start, but what happens after the first year? What can you do to nurture their continued involvement and re-motivate the disengaged? Come along to this workshop and explore the potential role of a member engagement committee.

8 Organize it! NEW
Get your office in order and make your documents live again: capture the stories they tell, the histories they record, the important decisions and milestones they contain. Gain an understanding of what records are meaningful, useful and legally required as well as ideas for reviewing and reorganizing your co-op's documents.

9 Your co-op's true colours NEW
Co-ops pride themselves on accepting different viewpoints and encouraging diversity of ideas. But do we really? Does it feel like your board is discussing the same issue, but speaking different languages? Take the True Colours Test! Learn self-awareness, how your board can communicate effectively and tackle challenges together. What colour are you?

10 Supported decision-making for older co-op members NEW
Wondering what else your co-op can do to recognize and respond to the changing needs of co-op members as they age in place? Join us to learn how "supported decision-making" can help members stay active and involved as the years roll by.

11 Meetings that earn involvement
If meetings are poorly managed, why would any sensible person who values their time and peace of mind agree to attend? Learn how to conduct and lead meetings that are productive, positive, and attractive to members in order to earn their ongoing involvement.

12 The duty to accommodate UPDATED
Are you confused about your co-op's responsibility to accommodate its members' needs? It's important that this basic right, along with others contained in the Human Rights Code, are dealt with using sound legal knowledge and best practices. Come along to find out about the common pitfalls and how to avoid them!

Full workshop descriptions and facilitator bios at: www.chf.bc.ca

Please post



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Executive Hotel and Conference Centre Burnaby

4201 Lougheed Hwy, Burnaby



Register online at www.chf.bc.ca

For more information contact
Debbie Van Kuyk: education@chf.bc.ca or
604.343.2359 (toll-free 1.866.879.5111 ext. 135)

7 BRAND NEW WORKSHOPS AND 1 UPDATED

12 WORKSHOPS IN ALL TO CHOOSE FROM!

CHF BC MEMBER DISCOUNTS

- Early**
Register by Friday, **October 7** and save \$10 off each full-day registration fee.
- Island**
Each Vancouver Island co-op receives a \$75 travel discount.
- Free**
Member co-ops in Thompson Okanagan, Northern BC and Kootenay regions are eligible for two free registrations and one free hotel accommodation.
- Buy 5 get 1 free.**
For every five full-day registrations, get one full-day registration free.

FEES PER PERSON, INCLUDES LUNCH

FULL-DAY RATES (9:30am – 4:45pm)

\$165

HALF-DAY RATES (9:30am – 1:45pm OR 12:30pm – 4:45pm)

\$115

GST will be added.

CHF BC will invoice your co-op after the conference. When you register online, you will be asked to confirm that your co-op has authorized your registration.

CANCELLATION

Cancel by **12 noon on Friday, October 14** — if not, we will invoice your co-op.

Workshops with fewer than 10 people registered may be cancelled.

For non-member rates visit:
www.chf.bc.ca/learn-more/fees

CONFERENCE AT A GLANCE

9:00am – 9:25am:	continental breakfast and registration
9:30am – 12:30pm:	workshops
12:30pm – 1:45pm:	lunch and registration
1:45pm – 2:30pm:	plenary
2:45pm – 4:45pm:	workshops

CHF BC PAPER POLICY

Participants will have easy access to material from all workshops on our website after the conference.

“If you want to go fast, go alone; if you want to go far go together.”

The number of housing co-ops due to exit their operating agreements will peak in 2017. This will mean challenges and opportunities in financial and asset management. To meet these challenges and make the most of the opportunities, the strength of your housing co-op’s governance will be put to the test. This autumn’s education conference offers a plenary debate and a selection of workshops to support the development of effective communication and leadership, the pillars that support strong governance.

PORTABLE AND SCHEDULED WORKSHOPS

Can’t make it to the conference? Ask us to bring a workshop to your co-op, come and attend a scheduled workshop at the CHF BC office on Commercial Drive, or attend a webinar: www.chf.bc.ca/education

Thanks to CHF Canada, K&A Flooring and CD Contract, for their contributions to the Federation’s education program.

