



# Governance Tools

## Island Education Day 2018

Workshop facilitator: Sue Moorhead

# CHF BC SERVICES

CHF BC offers a full range of services to support our members be well-governed membership associations, soundly managed viable businesses and healthy co-operative communities.



## Commercial Services

Helping you and your co-op save money through group buying.



## Education

Ensuring co-ops are equipped with the knowledge, skills and supports they need.



## Communications

Keeping in touch with co-op news and fostering co-op connections.



## Planning & Renewal

Helping secure the long-term viability of co-ops and the broader co-op sector.



## Advocacy

Speaking up for and representing co-op interests.

# GOVERNANCE TOOLS

Choosing the right tool for the job makes the difference between building a house that can withstand an earthquake and one that wouldn't stand a chance. Don't use any tools and you don't have a house.

The same is true for effective governance in a housing co-op. Luckily we have tools for all the governance jobs, and we'll share how best to use these tried and tested tools!

# WORKSHOP OBJECTIVES

You will be able to:

- describe governance and list some governance activities
- distinguish between governance and management
- identify different governance tools
- assess if and how a tool can be useful in improving governance in your co-op

# OUTLINE

1. Introduction
2. Defining governance
3. Governance tools:
  - What makes it a governance tool?
  - Let's try it out
  - Let's discuss its potential in our co-op
4. Wrap up

# WORKSHOP AGREEMENT

- Value others and their right to express ideas
- Encourage everyone to participate
- Avoid side conversations
- Try to stick to the topic
- Listen to each other
- Talk about issues and not about people
- Ask if you don't understand
- Arrive on time (after breaks)

***Laugh (try to anyway), learn, and enjoy!***

# DEFINING GOVERNANCE

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Co-operative Housing Federation of British Columbia



# Your Housing Co-op



# WHAT IS GOVERNANCE?

Governance is how directors, & the members who elect them, set and control the overall direction of the co-op to ensure its success as a viable business and a co-operative community.



# GOVERNANCE VS. MANAGEMENT

**Governance: the overall direction of the co-op**

- Setting policies
- Adopting plans
- Supervising management
- Generally seeing to the well being of the co-op

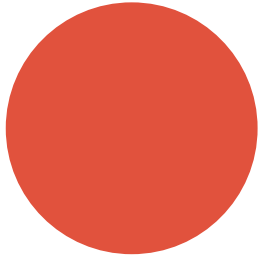
**Management: the day-to-day running of the co-op**

- Taking care of the business according to the overall direction set by the board
- Managing finances and assets, keeping co-op full, meeting legal requirements, supporting governance

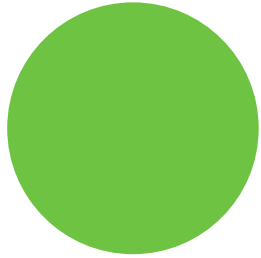
# GOVERNANCE VS. MANAGEMENT - 2

- Governance is about the ends – where you want to go
- Management is about the means – how to get there
- It's important those two roles are well balanced in your co-op.

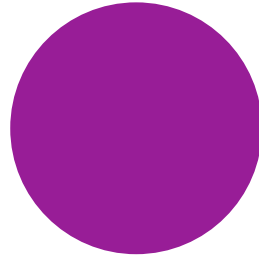
# KEY GOVERNANCE ACTIVITIES



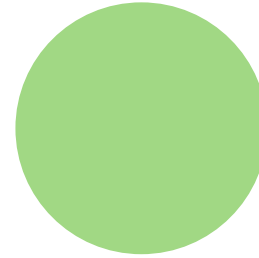
**Identifying  
goals, setting  
priorities and  
planning**



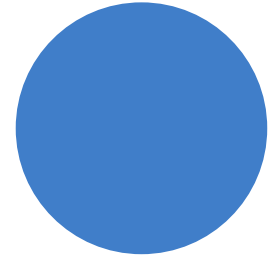
**Establishing  
rules and  
policies**



**Electing a  
board of  
directors**



**Selecting,  
supervising  
and  
evaluating  
management**



**Evaluating  
results or  
outcomes**

# GOVERNANCE TOOLS

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Co-operative Housing Federation of British Columbia

# WHAT MAKES IT A GOVERNANCE TOOL?

- Its use can contribute to successful governance and governance activities

# CHOOSING OUR TOP TEN TOOLS

- Dotmocracy
- Decide priorities

# FOR EACH GOVERNANCE TOOL

- Try it out – only long enough to understand how it works
- Discuss its potential in your own housing co-ops
  - How would you use it?
  - Would you adapt it?
  - How would it contribute to good governance?



# IDENTIFYING GOALS, SETTING PRIORITIES, PLANNING

1. Good governance test
2. Annual calendar
3. Checklist: first board meeting after the AGM
4. Sample board agenda
5. Minute taking template

# ESTABLISHING RULES AND POLICIES

6. Where to look quiz
7. Policies on the web table of contents
8. Meeting agreement

# ELECTING A BOARD OF DIRECTORS

9. Ethical conduct declaration
10. Board job description

# SELECTING, SUPERVISING AND EVALUATING MANAGEMENT

11. Sound management challenge
12. Governance or management quiz

# EVALUATING RESULTS OR OUTCOMES

13. Member satisfaction survey

14. Sample complaint form

# GETTING GOVERNANCE WRONG (TOP 10)

Rank	Standard	% YES
1	The board formally evaluates its performance at least once a year	20
2	Directors sign ethical conduct agreements annually	27
3	Directors attend board training when it is offered	27
4	Directors understand their individual legal duties and obligations	31
5	The board holds an annual planning session to set goals and priorities	36
6	The board holds an annual training session for directors	40
7	Directors never discuss confidential business outside of board meetings	42
8	The board reviews all co-op legal agreements annually for compliance	43
9	Directors support board decisions publicly even when they disagree	50
10	Directors always put the co-op's interests ahead of their own	54

# WRAP UP

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# NEXT STEPS

How will you take the information from this workshop back to your co-op?

What tools would you like to introduce to your co-op?



# THE ROAD

*To a thriving and prosperous future*

The Board	Governance	Management	Legal
<ul style="list-style-type: none"> <li>• Good boards</li> </ul>	<ul style="list-style-type: none"> <li>• Co-op basics</li> </ul>	<ul style="list-style-type: none"> <li>• Financial management</li> </ul>	<ul style="list-style-type: none"> <li>• Terminations</li> </ul>
<ul style="list-style-type: none"> <li>• Good directors</li> </ul>	<ul style="list-style-type: none"> <li>• Policies that work</li> </ul>	<ul style="list-style-type: none"> <li>• Budgets</li> </ul>	<ul style="list-style-type: none"> <li>• PIPA</li> </ul>
	<ul style="list-style-type: none"> <li>• Maintenance policies</li> </ul>	<ul style="list-style-type: none"> <li>• Financial statements</li> </ul>	<ul style="list-style-type: none"> <li>• <i>The Coop Act</i></li> </ul>
	<ul style="list-style-type: none"> <li>• The Co-op Compass</li> </ul>	<ul style="list-style-type: none"> <li>• Arrears</li> </ul>	
	<ul style="list-style-type: none"> <li>• Effective Meetings</li> </ul>		
	<ul style="list-style-type: none"> <li>• Sustainability</li> </ul>	<ul style="list-style-type: none"> <li>• Maintenance-savvy members</li> </ul>	
	<ul style="list-style-type: none"> <li>• Getting along</li> </ul>	<ul style="list-style-type: none"> <li>• Good members</li> </ul>	

# EDUCATION PROGRAM OPPORTUNITIES

- CHF BC Education Program: [education@chf.bc.ca](mailto:education@chf.bc.ca)
- Workshops: portable, customized, scheduled
- Consultations: board coaching, advice and problem-solving, conflict resolution, co-op compass, chair meetings.
- Model Rules 2.0, sample policies on the web, Guide to the *Co-op Act*, PIPA
- CHF BC education events: conferences, webinars, information sessions

# MEMBER INQUIRIES

We answer inquiries from members by phone, by email, and via an online web inquiry form:

**Inquiry form:** <https://www.chf.bc.ca/inquiry-form/>

**Email:** [members@chf.bc.ca](mailto:members@chf.bc.ca)

**Phone:** 604.879.5111 or toll free 1.866.879.5111

# WORKSHOP EVALUATION

Thank you for attending this workshop

Please take a few minutes to complete your evaluations

Your feedback is very important for us to learn how to improve our Education Program



For more information about the Co-operative Housing Federation of BC's Education Program please contact: [education@chf.bc.ca](mailto:education@chf.bc.ca)