

SPRING 2019
**education
conference**
& COCHF Annual Meeting



Saturday April 6th, 2019

**Holiday Inn Guelph
Hotel & Conference Centre**
601 Scottsdale Drive
Guelph, Ontario N1G 3E7

Conference and
AGM Outline

**REGISTRATION
FORM INSIDE!**



BUILDING STRONG COMMUNITIES TOGETHER.

CONFERENCE AT-A-GLANCE

8:00 am - 9:00 am	Conference Registration and Continental Breakfast							
<p>9:00 am - 12:00 pm</p> <p>Includes a 15min morning break at 10:30 am</p>	<p>Morning Workshops (register for one)</p> <table border="0"> <tr> <td data-bbox="415 338 678 672"> <p>A1</p> <p>Communication in Action: How to Communicate Effectively</p> <p>Carol Fleming</p> </td> <td data-bbox="685 338 948 672"> <p>A2</p> <p>Cannabis & Housing: Post-Legalization Check-In</p> <p>Safia J. Lakhani</p> </td> <td data-bbox="954 338 1218 672"> <p>A3</p> <p>Long-Term Financial Planning For Co-op Communities</p> <p>Ofelia Guanlao & David Howard</p> </td> <td data-bbox="1224 338 1487 672"> <p>A4 Morning</p> <p>IHM Full-Day Session: Delivering the Message Effectively</p> <p>Deborah Filice</p> </td> </tr> </table>				<p>A1</p> <p>Communication in Action: How to Communicate Effectively</p> <p>Carol Fleming</p>	<p>A2</p> <p>Cannabis & Housing: Post-Legalization Check-In</p> <p>Safia J. Lakhani</p>	<p>A3</p> <p>Long-Term Financial Planning For Co-op Communities</p> <p>Ofelia Guanlao & David Howard</p>	<p>A4 Morning</p> <p>IHM Full-Day Session: Delivering the Message Effectively</p> <p>Deborah Filice</p>
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12:00 pm - 1:00 pm	Buffet Lunch & Networking							
1:00 pm - 2:00 pm	2019 COCHF Annual Meeting							
<p>15min break at 2pm before afternoon workshop starts</p> <p>2:15 pm - 4:30 pm</p>	<p>Afternoon Workshops (register for one)</p> <table border="0"> <tr> <td data-bbox="415 898 678 1192"> <p>B1</p> <p>Thinking of Running for Your Co-op's Board of Directors?</p> <p>Petr Bakus</p> </td> <td data-bbox="685 898 948 1192"> <p>B2</p> <p>The Whole Meeting Package: Planning, Chairing and Minutes</p> <p>Mary Ann Hannant</p> </td> <td data-bbox="954 898 1218 1192"> <p>B3</p> <p>Federation – Where Are We Now, and Where are We Going?</p> <p>COCHF Member Consultation</p> </td> <td data-bbox="1224 898 1487 1192"> <p>A4 Afternoon</p> <p>IHM Full-Day Session: Delivering the Message Effectively</p> <p>Deborah Filice</p> </td> </tr> </table>				<p>B1</p> <p>Thinking of Running for Your Co-op's Board of Directors?</p> <p>Petr Bakus</p>	<p>B2</p> <p>The Whole Meeting Package: Planning, Chairing and Minutes</p> <p>Mary Ann Hannant</p>	<p>B3</p> <p>Federation – Where Are We Now, and Where are We Going?</p> <p>COCHF Member Consultation</p>	<p>A4 Afternoon</p> <p>IHM Full-Day Session: Delivering the Message Effectively</p> <p>Deborah Filice</p>
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4:30 pm - 5:30 pm	<p>Conference Plenary: Sharing Co-op Stories</p> <p>Board Election Results</p> <p>Retiring Board Directors Acknowledgements</p> <p>Conference Evaluation Form Collection</p> <p>Door Prize Raffle Winner Announcements</p>							

Important Details for 2019 Annual Meeting

- **In order to be eligible to vote:** Meeting delegates forms can be submitted to the federation ahead of time, when the conference registration forms are sent in. Signed forms can also be received on the day of the AGM at the sign-in table.
- **Election of 4 directors:** Co-ops that are nominating someone for the COCHF board must submit a completed nomination form to the federation by Thursday April 4th 2019. Nominees will be invited to speak for a few minutes about why they would like to be on the COCHF board at the 2019 Annual Meeting.
- **2019 Annual Meeting Agenda:** Presentation of 2018 Audited Financial Statements, 2018 Annual Report, Election of COCHF Directors

A4 IHM Full-Day Session: Delivering the Message Effectively

Creating mutually respectful relationships begins with the first interaction and ongoing conversations that we have with potential members. In property and people management, outlining mutual responsibilities, discussing expectations and explaining limitations will help to prevent future disappointment and frustration. And from a performance perspective, as we successfully navigate the systems that we work in, it enhances our own personal resilience when we are able to draw on self-care strategies.

By taking control and recharging our energy and purpose, we will experience desired positive outcomes, apply effective problem-solving techniques and improve our professional performance. If these statements ring true, join in to learn and share how to:

- effectively manage those tough situations we encounter,
- acquire the skills to achieve consensus in dispute resolution,
- communicate accountability for actions,
- move the conflict to co-operation, utilize constructive communication skills; and practice professionalism and achieve workplace success.

Instructor Bio:

Deborah Filice FIHM is the CEO of the Haldimand Norfolk Housing Corporation and responsible for the management of four additional Non-Profit Corporations. As a Humber College and Conestoga College part-time Professor, she has the privilege of exchanging knowledge with many housing professionals. Deborah has worked and volunteered in the Housing sector for 33 years, previously as the Director of Housing Services, Brant/Brantford and the Manager of Operations for CityHousing Hamilton. Deborah is a current IHM Board Member and Past President.

NOTE: Attending three (3) IHM full-day sessions offered through the COCHF education conference will count towards one elective credit for individuals working towards their AIHM accreditation. This session is limited to co-op staff/managers.



A1 Communication in Action: How to Communicate Effectively?

A value that often gets high priority in our culture today is to win, to be number one or to beat out someone else. Competition can result in high achievement, but often overlooks the concept of synergy. Synergy is the concept that the whole is greater than the sum of individual parts. By collaborating in planning, problem solving, implementation etc., a group can generate products or ideas that are often better than those of any individual member. Competition can create not only some winners, but also a number of powerful losers.

We will explore synergy and other forms of communication through skill practice and have fun doing various activities such as the communication matrix, the rumour mill and Lost at Sea.

We will also debate and explore technology and the effect it has on how we communicate today. Participants will be able to identify their own communication style and debate with others effective forms of communication using cell phones and social media.

Instructor Bio:

Carol Fleming has worked in the co-operative system for many years. She has held various positions working in credit unions, the provincial central and CUETS. Carol's background in training and education has provided many opportunities to facilitate workshops for all levels of staff, management and boards of directors, most recently as the Director of Business Development and Strategic Partnerships at Momentum Credit Union.

One of the most rewarding aspects of Carol's career has been the opportunity to work with the Co-operative Young Leaders program. As a camp facilitator, Carol has had the opportunity to bring back to her co-operative, the insight needed to meet the needs of youth members, as well as a better understanding of leadership, and a renewed sense of how important and relevant the co-operative principals are in today's world. Carol is married and lives in Hamilton where she enjoys spending time with her family, working to help her community and travelling.

Workshop Descriptions

A2 Cannabis & Housing: Post-Legalization Check-In

This workshop will provide an overview of the federal and provincial laws around cannabis as they relate to housing, and consider shifts in this conversation since October 2018.

It will also consider the intersection of the rights of members and housing providers with respect to both recreational cannabis and medicinal marijuana, and provide participants with an opportunity to consider case studies that deal with competing rights.

Instructor Bio:

Safia Lakhani is a lawyer at Iler Campbell, and part of its litigation team. She works on a range of matters from construction law and employment law to corporate governance matters, and has presented on this topic, and other topics related to employment law. Safia is presently the chair of the Board of CERA, the Centre for Equality Rights in Accommodation an organization dedicated to promoting human rights in housing and ending housing discrimination.

A3 Long-Term Financial Planning For Co-op Communities

As operating agreements come to an end, housing co-ops have to juggle aging buildings, new-build projects and limited funds. Now more than ever, long-term planning plays a critical role in sustaining our aging co-op housing stock. We've developed tools and expertise to help your co-op address these needs. We'll provide you with an in-depth look into asset and financial planning to help you ensure the long-term success and viability of our co-op buildings and communities.

Instructor Bios:

Ofelia Guanlao is a Program Manager, Asset Management Services, at Cooperative Housing Federation of Canada. Ofelia holds a certification as a Project Management Professional (PMP) and is an active member of the Project Management Institute (PMI). She is also a Certified Building

Operator (CBO) by the Northwest Energy Efficiency Council (NEEC). Ofelia has over 13 years of experience in energy management, property management, and building operations of multi-residential buildings. Recently, she has added asset management planning services in her area of expertise. Ofelia holds a degree in Master of Business Administration (MBA).

David Howard is currently the Program Manager: Financial Planning Services at the Co-operative Housing Federation of Canada and works closely with co-op boards and staff to identify financial needs and develop long term plans to address them. Coordinating with CHF Canada's asset management team, consultants, and lenders he has helped many co-ops apply and qualify for new financing where needed. Previously, Dave worked at The Agency for Co-operative Housing as Manager, Operations.

B1 Thinking of Running For Your Co-op's Board of Directors?

Co-op managers/staff, board directors, and individual co-op members all have a role to play for making the co-op's board recruitment a welcoming process. This workshop will offer perspectives from the board's point of view and will also look at the experience of co-op members interested to run for their co-op's board of directors. In addition to discussing what co-op members should consider before putting their name forward as a board candidate, this workshop will also explore tips for co-ops to encourage members to run for their board. Some of the questions that workshop participants will look at include:

- Is board recruitment in our co-op a painless procedure and/or a cumbersome process?
- How can our co-op make the experience of running for the board an inclusive and learning opportunity?
- Does our co-op's board recruitment strategy offer member training?

- What are the barriers and/or ways we can make it easier for co-op members to run for the board, from the members' perspective?
- What strategies can our co-op implement to make sure board directors are being renewed continually, so every couple of years governance leadership is being cycled?

Instructor Bio:

Petr Bakus has been active in the local co-op housing movement since 1997. He is a workshop leader, neutral chairperson, has served on the COCHF Board and resides at a local housing co-op. He works for Victoria Park Community Homes as the Manger of Resident and Property Services.

B2 The Whole Meeting Package: Planning, Chairing and Minutes

Meetings are a key part of the democratic functioning of a co-op. Good meeting help to build community. Bad meetings can trigger conflicts that get out of control. In this workshop, we will discuss:

- how to plan for a good meeting,
- some tips for good chairing, and
- what should go into the meeting minutes.

Our goal is that we hold meetings where members will feel that they have all the information they need to make good decisions and that their time is well spent.

Instructor Bios:

Mary Ann Hannant is a Co-op Advisor at the Co-operative Housing Federation of Toronto. With over 30 years of experience, Mary Ann has been to a LOT of meetings!

B3 Federation – Where Are We Now, and Where are We Going?

This member consultation will be facilitated by the COCHF Board of Directors. We are approaching this consultation as a thinktank for members to inform the development of the member needs/wants survey questions. Co-op board directors and managers/staff who would like to brainstorm ways to strengthen the federation and share feedback

about the services COCHF provides to our member co-ops are encouraged to attend.

By learning about the issues that are important to your housing co-op, this member consultation will help identify how the federation can be used as a resource that aspires to inspire networking between co-ops.

We Heard You!

Thank you to the participants of the 2018 Fall Conference who submitted an evaluation form. This feedback has encouraged us to approach the event organization with a fresh pair of eyes.

We are happy to announce the following improvements for the 2019 Spring Conference:

Parking & Conference Signage

Feel free to drive to the back of the Holiday Inn Guelph and park near the rear door, which will be right next to our conference registration table.

We will be having a lot more signage at the event to make it easier to navigate the conference venue.



Networking opportunities are important!

We've changed the conference itinerary to avoid having presentations during the lunch.



Wheelchair Accessibility

Our conference registration forms have a new checkbox to identify use of assistive devices. Arrangements will be prepared ahead of time to ensure conference participants can access workshop rooms & meeting spaces easily.



Diversity of Food Options

Gluten-free, vegan, and vegetarian options will be built into the main menu for all meals & snacks served at the conference. As opposed to preparing a separate meal to individuals with gluten-free allergies, we are making the parts of the menu served to everyone gluten-free!



Travel Assistance

Our conference is being held in Guelph this time round, and if your co-op is experiencing a barrier due to travel, please contact the COCHF office. The federation can provide assistance to make travel arrangements upon request.



Name of Housing Co-op: _____ Co-op Office Email: _____

Co-op Office Contact: _____ Co-op Phone Number: _____

Co-op Office Hours: _____

Participants Information

Complete the information requested for each participant. Choose one workshop in the morning and one in the afternoon if attending the full day. Select only one workshop if attending for half a day. Photocopy page 2 if your co-op is registering more than 6 attendees.

1 Name: _____
 Email: _____
 I have food allergies: _____
 I use assistive devices: _____

Morning Workshop – Circle One

A1 *Communication in Action: How to Communicate Effectively*
A2 *Cannabis & Housing: Post-Legalization Check-In*
A3 *Long-Term Financial Planning For Co-Op Communities*

Afternoon Workshop – Circle One

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Fee Calculation Table

Enter the appropriate fee as listed below for each participant and then calculate the total.

Make cheques payable to COCHF and include invoice number. **Early Bird Rates are available until Tuesday March 26th, 2019.**

A. Fee for 1st registration only

	Full day	Half day
COCHF Member	\$135 or \$125 Early Bird	\$90 or \$80 Early Bird
CHF Canada member	\$150	\$110
Non-member	\$250	\$170

B. Fee for 2nd and 3rd registrations

	Full day	Half day
COCHF Member	\$115 or \$105 Early Bird	\$80 or \$70 Early Bird
CHF Canada member	\$130	\$95
Non-member	\$250	\$170

C. Fee for 4th, 5th, 6th and additional registrations

	Full day	Half day
COCHF Member	\$90 or \$80 Early Bird	\$80 or \$70 Early Bird

Youth rate

We are offering a \$80 youth rate for conference participants between ages 16 and 30 years old.

Refer to Fee Calculation Table for each registrant **Participant Registration Fee**

A	Participant 1 First Name	\$
B	Participant 2 First Name	\$
	Participant 3 First Name	\$
C	Participant 4 First Name	\$
	Participant 5 First Name	\$
	Participant 6 First Name	\$
TOTAL AMOUNT PAYABLE		\$

Cancellation Policy for Education Conferences:
 COCHF must be notified 48 hours before the event for a refund, less a \$20 administration fee.

Proper code of conduct is required of persons attending the event, on behalf of co-op.
 Meeting delegates are ambassadors who are representing their housing co-operative. As such, conference participants are expected to treat each other with respect, refrain from cross-talking, treat others with respect, and maintain a positive attitude in workshops. Our workshops are about figuring out how your co-op can navigate difficult situations and we rely on participants to focus the workshop conversations constructively.

The federation organizes education conferences on behalf of our member co-ops.



The COCHF Education Conference Planning Committee

You can be part of the planning process!

It's important that we listen to participant feedback, and in order to plan an event that is enjoyable for everyone we are making the conference organization process more inclusive.

Volunteering for the conference planning committee is your chance to get involved and help us:

- Trouble-shoot problems from previous conferences;
- Think of different ways to make the conference event fun, useful, and an experience people will want to repeat.

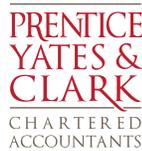


The conference planning committee meets 3-4 times leading up to the 2019 Spring Education Conference & COCHF AGM. This is a volunteer position, and the federation can reimburse any travel-related costs, plus you get a free hotel room for the night before the event!

For more information, contact the Central Ontario Co-operative Housing Federation office today.

SPRING 2019 education conference & COCHF Annual Meeting

The COCHF education conferences are made possible with the support of the following sponsors:



BUILDING STRONG COMMUNITIES TOGETHER.