

# Fall Education Event

Saturday, October 25th, 2014

Venu 1008, 1008-14th Street SE, Calgary, AB (Inglewood)



## REGISTRATION

Register before October 20th and receive \$10.00 off each registration.

A late penalty of \$10.00 will apply to registrations received after noon on Monday October 20th, 2014.

SACHA is offering a \$100 travel bursary per member co-op for co-ops more than 100 kms from Calgary.

**TO AVOID CANCELLATION DUE TO INSUFFICIENT REGISTRATIONS, PLEASE REGISTER WELL BEFORE THE DEADLINE DATE.**

## HOW TO REGISTER

Contact your co-op's office or board for your co-op's policy on funding and registration process. The co-op will submit the registrations to SACHA. Most co-ops have an education budget that allows the co-op to pay for members training and education. Individual members can pay for their own registration if your co-op does not have funds available.

## CANCELLATIONS AND REFUNDS

Workshop fees are not refundable unless the workshop is cancelled by SACHA due to insufficient registrations. If a person cannot attend, their co-op should find someone else to attend in their place.

If you have any questions about this event please contact Brenda or Colleen by phone at (403) 233-0969 or by e-mail: [brenda.sacha@shaw.ca](mailto:brenda.sacha@shaw.ca) or [colleen.sacha@shaw.ca](mailto:colleen.sacha@shaw.ca).

## ABOUT THE WORKSHOP FACILITATORS

**JOANNE CROUSE** has lived in co-op housing for the past 32 years in Calgary. During that time she has been involved at all levels of governance within the housing co-op sector, locally, provincially and nationally. She is currently the chair on her own co-op Board as well as the chair of the SACHA Board of Directors.

### **CAROL A. DAW, BA, BSW, MSW**

Carol has been working in Calgary in the social service and human rights fields for over 35 years. Carol is a clinical social worker as well as a family and divorce mediator. She also mediates employment disputes and is co-owner of Bow Valley Counselling and Mediation.

**JACKY DURRIE** has lived in housing co-operatives in both Calgary and Winnipeg for 16 years. She comes from a background based in architecture and design with degrees from both the University of Calgary (architecture) and the University of Manitoba (environmental design). Her passion for affordable, safe, and accessible housing, as well as a keen interest in sustainability, fuels her interest in co-operative housing.

**SUSAN FARMER** is a consultant with SACHA and a 2020 facilitator. She holds a bachelor degree with a minor in Organizational Development and Human Resources Development. Her background is in co-op procedure and member and Board education. Susan has been a housing co-op member for thirty years.

**PATRICIA MATTHEWS** is one of SACHA's workshop leaders and consultants. She lives in a housing co-op and serves on a variety of committees and boards of directors during her 26 years of serving the housing co-op sector in Southern Alberta and Canada.

**DAVID SPACKMAN** is the Program Manager of Co-operative Services with the Co-operative Housing Federation of Canada. David has been involved in the co-op housing sector for many years and currently has specific responsibility for housing co-operatives located in Newfoundland, Northern Ontario, Manitoba, Saskatchewan and Alberta.

## WORKSHOP FEES

**Half Day:** SACHA Member \$110 Non-Member: \$210

**Full Day:** SACHA Member \$140 Non-Member: \$270

Coffee and a light breakfast will be served starting at 8:30 AM.

### AM WORKSHOPS - 9:15 TO 12:00 (Choose one)

#### 1. STEPS TO SELECTING SUCCESSFUL MEMBERS: DOES YOUR CO-OP'S MEMBER SELECTION PROCESS NEED A TUNE-UP? Facilitated by: Joanne Crouse & Susan Farmer

A Good Member Selection Process:

- Helps prevent vacancy loss
- Lowers unit turn-over costs
- Is flexible and easy to administer
- Treats applicants fairly and respects their rights
- Educates applicants about co-op living and co-op principles

Working together we will develop a fresh approach to finding members who will be involved in building a successful co-op community. We explore what works and what doesn't, brainstorm ideas about what we are looking for from our members and craft a process for selecting successful members. Successful members will ensure that our co-op communities are sustainable and vibrant.

Co-ops are a life-style choice, not simply 'cheap' housing. The selection process is where Co-ops begin to educate the public and prospective members about the expectations and responsibilities of members and the advantages of co-op living.

#### 2. UNIT INSPECTION WORKSHOP Facilitated by: Jacky Durrie & Patricia Matthews

Unit inspections are at the heart of any well-run co-op. A good unit and exterior inspection allows the co-op board, committees and staff to:

- Get a snap shot and document unit conditions and detect any potential or existing problems
- Put together an effective maintenance plan
- Plan for capital replacements
- Form and shape the replacement reserve fund to pin point accuracy
- Detect any problems members may be experiencing in abuse, neglect or physical and mental status
- Assess any safety and liability problems that could affect the members and co-op as a whole
- Move-in and move-out inspections, protecting the co-op and member's finances

Follow-up inspection recommendations, a little more time now could save thousands of dollars and reduce risk to the co-op.

### LUNCH - 12:00 TO 1:00

### PM WORKSHOPS - 1:00 TO 4:00 (Choose one)

#### 1. CAPITAL PLANNING AND ASSET MANAGEMENT Facilitated by: David Spackman

Housing co-operatives want to provide safe comfortable and affordable homes for their members and be viable communities over the long term. But, co-op boards face a range of challenges as their buildings age, the needs of their members change and commitments from government come to an end.

Join us while we discuss how long term Asset Management Planning can asset your co-op to meet these challenges and help your co-op maintain quality housing for years to come. We will review:

- Maintenance planning to make current homes last longer
- Assessment of your buildings current condition
- Capital planning and reserve fund forecasts
- Long term financial planning and the role of refinancing
- Member education and support for long term plans

#### 2. CONFLICT RESOLUTION: WHAT HELPS AND WHAT HINDERS Facilitated by: Carol Daw

This workshop looks at the nature of conflict and how our responses to it either contribute to the conflict or help to resolve it. We look at some of the strategies and skills used that are effective in contributing to a positive workplace or home life – such as self-awareness, emotional maturity and effective communication. A variety of conflict resolution styles are outlined and the opportunity provided to determine our own primary style. The benefits and drawbacks of each style are discussed and the opportunity is given to understand these different styles better, through a workshop exercise. We review the essentials of good communication, how to avoid confrontation, and how to increase mutual understanding by the way in which we communicate.