

# Staff Education Event

Wednesday, March 11, 2020

9:30 a.m. to 4:30 p.m.

Oakham House, 55 Gould Street, Toronto

CoAction Staff Association and the Co-operative Housing Federation of Toronto are teaming up to offer the 3rd annual Staff Education Event. This promises to be another energizing day of workshops and networking opportunities for co-op staff.

We will begin with a continental breakfast.

In the morning, choose between a workshop that will help you if you need to go to small claims court and a workshop about preventative maintenance.

During lunch, we will focus on wellness. This will include a presentation about the Employee Assistance Plan (EAP) that is included in the Co-operators benefit program.

After lunch, choose between a workshop about co-op by-laws and a workshop that will help you deal with angry people.

Be sure to visit with our Co-op Cost Cutter partners during the breaks. They will talk to you about the wonderful products and services they supply and they will also have souvenirs for you to take home.

Register before the early bird deadline of February 26 to save money. Check the registration form for all of the discounts available.

Fill out the attached registration form and return it to Mary Ann Hannant at [maryann@coophousing.com](mailto:maryann@coophousing.com) or fax it to 416 465-8337.

Thank you to Alterna Savings for sponsoring this event.



**COACTION**  
STAFF ASSOCIATION



Serving co-ops in Durham, Toronto and York Region.



## Workshops

### 1a. Using small claims court to a co-op's advantage

9:30 a.m. — 12:30 p.m.

Co-ops sometimes use small claims court to collect money when members leave owing arrears or a damaged unit, or to pursue monies owing from contractors or third parties. This workshop will walk you through the Small Claims process, discuss the benefits of settling out of court, and advise on best practices. We will also discuss the basics of defending a claim, in the event that the co-op is served.

Workshop facilitator: Safia Lakhani

### 1b. Preventative maintenance

9:30 a.m. — 12:30 p.m.

This workshop will look at how to build and maintain an inventory of assets that need regular preventative maintenance. We'll also discuss ways to schedule, perform, record and evaluate preventative maintenance work.

Workshop facilitator: Rod Layman

### 2a. Dealing with angry people

2:00 p.m. — 4:30 p.m.

Office and maintenance staff sometimes have to deal with members who are unhappy with the message we need to deliver. We will begin this workshop with some reflection on our personal approaches. Then we will discuss the benefits of an interest-based approach. We will talk about how to center yourself and how active listening can help in difficult situations. We will end with some tips on how to deliver difficult messages and how to set boundaries.

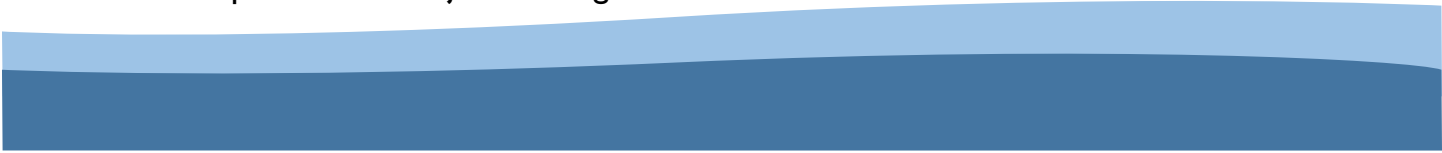
Workshop facilitator: Shawn Conway

### 2b. By-law basics

2:00 p.m.— 4:30 p.m.

Your by-laws form an important part of the legal structure of the co-op. Do you know where to find things in the by-laws? Are your by-laws up to date? Do you know the process to amend by-laws? What is the staff's role in helping the members pass new by-laws or amend existing ones?

Workshop facilitator: Anjala Kulasegaram



# Registration form

Scan this form and e-mail to [maryann@coophousing.com](mailto:maryann@coophousing.com)  
or fax to 416 465-8337.

Co-op Name: \_\_\_\_\_

Phone: \_\_\_\_\_ E-mail: \_\_\_\_\_

## Participants

(Please photocopy for additional participants)

Indicate which workshop you wish to take in each time slot

Name: \_\_\_\_\_

Phone: \_\_\_\_\_ E-mail: \_\_\_\_\_

\_\_\_\_\_ 1a Using small claims court to a co-op's advantage \_\_\_\_\_ 1b Preventative maintenance

\_\_\_\_\_ 2a Dealing with angry people \_\_\_\_\_ 2b By-law basics

Any special needs (dietary restrictions, accessibility, etc)? \_\_\_\_\_

Name: \_\_\_\_\_ Age (if under 35) \_\_\_\_\_

Phone: \_\_\_\_\_ E-mail: \_\_\_\_\_

\_\_\_\_\_ 1a Using small claims court to a co-op's advantage \_\_\_\_\_ 1b Preventative maintenance

\_\_\_\_\_ 2a Dealing with angry people \_\_\_\_\_ 2b By-law basics

Any special needs (dietary restrictions, accessibility, etc)? \_\_\_\_\_

	Early bird (before Feb 26)	Regular (after Feb 26)	Non-members
First participant	\$120.00	\$140.00	\$280.00
Additional participants	\$70.00	\$90.00	Members only
Members under age 35 (after first paid registration)	Free	Free	Members only

*Please add 13% HST*

Mail cheque to the Co-operative Housing Federation of Toronto  
658 Danforth Avenue, Suite 306, Toronto, ON M4J 5B9