

2011 CHASEO

2011

*The Year of Getting  
Governance Right*

Your meeting place  
for information,  
Trade Show  
& AGM

# Spring Congress

Supporting good  
governance and  
principled leadership

**Saturday May 7**

Residence Inn by Marriott  
161 Laurier Avenue West  
Ottawa

...NETWORK

...PARTICIPATE

...LEARN

# Lead, Innovate and Celebrate!

Join us for an exciting day of workshops to help you on the road to becoming a 2020 co-op.

For lunch, it's all about **networking!** Choose from the Networking Lunch Subject List and add it to your registration form.

The **Trade Show** is an opportunity to meet your suppliers and learn about the products and services they offer with promotional items to be handed out! Suppliers from across Ontario will be available to learn more about what you're looking for in your co-op. The Trade Show Passport Program is your chance to win great prizes

**Take a look at what's in store for you at the Spring Congress...**

## OPENING PLENARY

(9:00am – 9:30am)

The theme for the day is becoming a 2020 Co-op to support the year of Getting Governance Right. Harvey Cooper, CHF Canada Ontario Region Manager of Government Affairs, will be our key note speaker.

## WORKSHOP SESSIONS

(9:30am–12:00pm)

### 1 BCA – WHAT'S THE FUSS ALL ABOUT? (9:30am – 12:00pm)

Join us for an interactive discussion about Building Condition Assessment and Capital Forecasting. This workshop will cover everything you ever wanted to know about BCA's. We'll start from the reasons you should have one done to understanding your final product so you can use it as intended. Expect to leave ready to undertake the tendering process, understanding the different types of audits, what it should cover and how to use it. A must for Coops who don't have a BCA and Capital Forecast Plan and those wishing to make good use of the wonderful tools they have. Bring along a friend and a smile.

**Nathalie Cote-Chartrand**, CHASEO Educator, Coordinator at Maclean Co-operative Homes.

## and the TRADE SHOW IS BACK!

*"Very informative workshops and Trade Show."*

*"Every vendor should partake of and should invest in the Trade Show."*

*"A great opportunity for housing co-ops to discover the many local companies that provide products and services to housing co-ops, all at once"*

One of the most talked-about events of the year is back. Each supplier will be available to provide helpful information and new ideas for the administration and management of your co-operative. Make sure to participate to have a chance to win door prizes and receive promotional items.

This is an event not to be missed. Here are some of the suppliers, members and associations that have been there in previous years.

Alterna Savings

CHF Canada

HD Supply

ICI Paints

Drainrite

Appliance Canada

Ottawa Home Serv.

Safe-T-Element

*continued...*

## 2 EFFECTIVE BOARD ELECTIONS (9:30am – 12:00pm)

Do your board elections produce results your members are happy with? Have you ever been surprised by who was elected? Do you find enough candidates to run? Come and share your stories about board elections – good and bad. We'll talk about current best practices and you'll leave with some great ideas on how to elect effective boards.

**Penelope Winter**, CHASEO Educator and principal of P. Winter Management Services Inc.

## 3 MEMBER SATISFACTION IN YOUR CO-OP: IT'S WORTH THE INVESTMENT (9:30am – 12:00pm)

They say that you can't make everyone happy... But we can certainly try! This workshop will focus on the relationship between governance and member satisfaction, and on how success in one can lead to success in the other. Throughout this interactive session, you'll get some great tools, some great ideas and some great information about community development projects that can help support a happy membership, and a happy co-op!

**Céline Carrière**, CHASEO Educator, Coordinator with LSM Services Inc.

## 4a COMMUNITY MEDIATION PROGRAM (9:30am – 10:30am)

In this workshop you will learn more about why the resolution of many disputes in fact escalates the conflict. Learn and discuss tools to get at the source of the conflict and better understand how community mediation, as one of those tools, can provide win-win solutions and re-build relationships.

**Brian Strom**, Executive Director, Canadian Institute for Conflict Resolution.

## 4b YOUR COMMUNITY HEALTH CENTRE AT A GLANCE (10:45am – 12:00pm)

South-East Ottawa Community Health Centre is a community based non-profit offering a variety of programs from medical doctors to after school programs. In this session we will be discussing the city-wide Community & Home Support Programs that support seniors wishing to stay at home. As well as discussing housing services available from the Housing Loss Prevention Network.

**Angela Warren**, RSSW Housing Outreach Worker and Christina Driedger, Service and Volunteer Coordinator.

### Have you heard about the Trade Show Passport Program?

Every year, members grab their passports and get them stamped by the Trade Show participants. Once all full, they toss it in a sealed box. During our AGM, names are drawn from the box and prizes are awarded. But be careful! You have to be at the AGM to get the prize.

Here are some of the Trade Show prizes members have won in the past:

- BBQ • Microwave oven Gift certificates • iPod
- Jackets • Duffle bags • Movie night basket
- Energy saving appliance • Golf packages
- DVD player • Tool bags • and many more...

Phelps Laundry  
ON Coop  
Rooftops Canada  
Everest Restoration  
The Co-operators  
The Agency  
LSM Services  
Comfort King Ltd.

Insulation Home Services  
Rent Check  
Emond Harnden Attorneys  
Roofrite Home Improvements  
The Byng Group  
SHSC  
Buchan, Lawton, Parent Ltd.

# spring congress '11

## Looking for more information?

Check out our website at [www.chaseo.org](http://www.chaseo.org) for updates on the Spring Congress

## DAY AT A GLANCE

Saturday, May 7, 2011

8:30 am – 9:00 am

### REGISTRATION

9:00 am – 9:30 am

### OPENING PLENARY

9:30 am – 12:00 pm

### WORKSHOPS

#### 1 **BCA: What's the fuss all about?**

(9:30 am – 12:00 pm)

#### 2 **Effective Board Elections**

(9:30 am – 12:00 pm)

#### 3 **Member Satisfaction in your co-op. It's worth the investment**

(9:30 am – 12:00 pm)

#### 4a **Community Mediation Program**

mini (9:30 am – 10:30 am)

#### 4b **Your Community Health Centre at a glance**

mini (10:45 am – 12:00 pm)

12:00 pm – 1:00 pm

### NETWORKING LUNCH

1:00 pm – 2:30 pm

### TRADE SHOW!

2:30 pm – 4:00 pm

### ANNUAL GENERAL MEETING

- Please ensure that CHASEO has the current names of your **delegate and alternate** for voting purposes.

## HOW TO REGISTER

To register, please complete the registration form sent to your co-op. The form should be completed and mailed to CHASEO **along with payment**. You also can fax your form to our office to speed up your registration.

**BY MAIL:** CHASEO  
311-225 Metcalfe Street,  
Ottawa ON K2P 1P9

**BY FAX:** (613) 230-2231

## REGISTER EARLY!

Register by **April 29<sup>th</sup>** to take advantage of a 20% early bird discount.

## BONUS OFFER:

*Buy Two & Get One Free!*

Register two people for the day and the third registration is free.

## CONGRESS FEES

Members . . . . .	\$ 95.00
Early bird (April 29 <sup>th</sup> ) . . . . .	\$ 75.00
Non-members . . . . .	\$190.00

## CANCELLATION POLICY

Cancellations must be received by our office at least five working days prior to the Congress in order to get a credit. Please try to find a replacement from your co-op in the event of a cancellation.

## QUESTIONS?

Telephone: (613) 230-2201, extension 242 or 247

Fax: (613) 230-2231

Email: [cdumoulin@chaseo.org](mailto:cdumoulin@chaseo.org) or  
[vpinto@chaseo.org](mailto:vpinto@chaseo.org)

Website: [www.chaseo.org](http://www.chaseo.org)



Wheelchair  
accessible



Easy bus  
access



No scents  
make  
good sense

# registration

