CO-OPERATIVE MANAGEMENT CONFERENCE
WORKSHOP SCHEDULE

MONDAY, JUNE 6
9 a.m.–4:30 p.m.

P1  Human relations for property managers (IHM course)
P2  Property standards matter (IHM course)

TUESDAY, JUNE 7
9 a.m.–4:30 p.m.

P1  Human relations for property managers (IHM course)
P2  Property standards matter (IHM course)

WEDNESDAY, JUNE 8
9–10:30 a.m.

P1  Human relations for property managers (IHM course)
P2  Property standards matter (IHM course)

1:30–4:30 p.m.

P1  Human relations for property managers (IHM course)
P3  Managing your resources (IHM course)
P21  Duty to accommodate: The staff perspective
P22  Operational reviews for HSA co-ops in Ontario
P23  Working with a new board
P24  Mental health in your co-op community
P25  How to create a customer service culture
P26  Let’s get intense!

THURSDAY, JUNE 9
9–11:30 a.m.

P1  Human relations for property managers (IHM course)
P3  Managing your resources (IHM course)
P11  Dealing with workplace violence and harassment
P12  The manager’s role at board meetings
P13  Explore your benefits program
P14  Selling a budget to the members
P15  Co-op housing: The next generation
P16  Project management: Getting the most value from your capital reserve

1–3 p.m.

P1  Human relations for property managers (IHM course)
P3  Managing your resources (IHM course)
P21  Duty to accommodate: The staff perspective
P22  Operational reviews for HSA co-ops in Ontario
P23  Working with a new board
P24  Mental health in your co-op community
P25  How to create a customer service culture
P26  Let’s get intense!

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THURSDAY, JUNE 9 CONTINUED

3:30–5 p.m.

P1  Human relations for property managers (IHM course)
P3  Managing your resources (IHM course)
P31 Lessons learned: Eviction law reform
P32 Accessibility for Ontarians with Disabilities Act (AODA)
P33 Are your meetings well organized?
P34 Effective messaging: How to minimize confusion and maximize understanding
P35 Preventive maintenance: Increasing member satisfaction
P36 Co-op development: Getting the ball rolling
P37 Green projects trading post

FRIDAY, JUNE 10

9 a.m.–12 p.m.

P1  Human relations for property managers (IHM course)
P3  Managing your resources (IHM course)
P41 Property tax assessment in Ontario with MPAC
P42 Resilience: The ability to thrive in the face of adversity
P43 Emergency management: Keeping it simple and effective
P44 Managing capital projects
P45 Creating the governance and management team
P46 The future of housing co-ops in Ontario