

BCNPHA's 6th Annual Conference...

opportunities

on the winds of change



hosted by

BC Non-Profit

Housing

Association

for the

Non-Profit

Housing Sector

at the

Coast Plaza Hotel

at Stanley Park,

Vancouver, BC

workshops,

agm,

networking,

regional caucuses,

speakers

and

educational courses

BCNPHA's 6th Annual Conference...

has something for everyone
in your organization – *staff, directors and tenants too.*

The theme this year is
“Opportunities on the Winds
of Change,” and we will
look at the issue of change
from a number of angles.

**Change can be welcome
or unwelcome, planned or
unplanned, internal or
external.**

**Change can occur in the board,
the staff, the tenants, or the
organization as a whole.**

**Government policies and
programs change, as well as
those of the bureaucracies
that administer them.**

We in the non-profit housing
sector have seen many
changes in recent years, and
we anticipate many more.

How can we best respond to
changes beyond our control?
How can we influence future
changes to produce the best
possible outcomes for our
individual organizations and
for the non-profit housing
sector as a whole? How can
we plan for and implement
change within our
organizations? How can we
identify and act on the
opportunities presented by
all these changes? The
*Opportunities on the Winds
of Change* conference will
provide a variety of ways to

answer these questions.

The conference has also
changed in a number of
ways. To better accommodate
staff of non-profit housing
societies, the conference
schedule will begin on
Thursday and end on
Saturday. For the first time,
we are offering *one-day
registrations and group
discounts*, to allow more
people to attend from each
organization. And *many new
workshops are being offered*, in
addition to several that are
back by popular demand.

There will be 10 different
workshops offered in each
time slot. These sessions have
been designed to be hands-
on, practical and targeted to
meet the needs of all the parts
and people in your society.
We have organized them
into 7 different streams:
Administration,
Development, Maintenance,
Residential Tenancy Act,
Board, Financial
Management and Tenants.

*We invite you to take a close
look at this program – we think
you will like what you see!*

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1998 conference schedule

WEDNESDAY, November 4

7 pm - 10 pm

Hospitality Suite – look for signs in the Coast Plaza Hotel Lobby when you arrive

THURSDAY, November 5

7 am - 7 pm

Registration

8:00 - 9:00

Breakfast / Conference Opening / Greetings from the President

9:00 - 9:45

PLENARY: *Humorously Challenged No More* with David Grenirer

9:45 - 10:00

Break

10:00 - 12:15

Concurrent Workshops

12:30 - 2:30

Lunch and Issue Tables

2:45 - 5:00

Concurrent Workshops

5:00 on

Free Time and Regional Networking

FRIDAY, November 6

7 am - 7 pm

Registration

7:30 - 8:45

Breakfast / Conference Housekeeping / Executive Director's Report

9:00 - 5:00

Concurrent Workshops

12:15 - 1:30

Lunch with Speaker from Rooftops Canada

7 - midnight

Banquet and Dance

SATURDAY, November 7

7 am - 7 pm

Registration

8:30 - 9:30

Breakfast / Housekeeping / Staff Reports

9:30 - 10:15

PLENARY: *The Winds of Change* with Gavin Perryman

10:15 - 10:30

Break

10:30 - 12:30

AGM

12:30 - 1:45

Lunch with Minister of Housing

2:00 - 5:00

Concurrent Workshops

5:00 - 6:00

Conference Closing

6:30 - 7:30

Board Meeting

opportunities

in the world of change

w o r k s h o p s

thursday morning workshops

Workshop A1

media wise relations

This session is a real eye opener for anyone who may have a microphone shoved under their chin. Learn the tips of dealing with the media from a pro. This interactive session includes: Understanding the media and their motivation; Building a professional relationship with the reporter; Maintaining balance and agenda during the interview; How to prepare and protect yourself; Common mistakes made under stress; and How to develop key messages, use bridges and practice "tactical redirect." Don't be a deer in the headlights. This humorous, fast-paced and practical session could save you from making an unplanned career move!

Instructor: *Carol Boothroyd*, of Carol & Co., is a dynamic communications trainer who weaves humour into her work, making her presentations fun, fast-paced and refreshingly practical.

Workshop A2

the new look of bc housing

This workshop will profile some of the changes in the administration of BC Housing and its relationships with non-profit housing societies. Regional Operations, Community and Housing Services, and Development Services have all responded positively to the recommendations of the BC Non-Profit Housing Association as well as a report of CitySpaces Consulting Ltd. on a review of the BCHMC development approval process. This will be your opportunity to learn how the new practices will affect your operations.

Presenters: *Michele Neilly*, Acting Director of Regional Operations; *Jim Woodward*, Director of Community and Housing Services; and *Craig Crawford*, Acting Director, Development Services Branch

Workshop A3

bchmc health services program

Learn about the Health Services Program from its coordinators and non-profit participants. Initially launched in 1996 to serve the Lower Mainland, it was significantly expanded in 1998 to include the rest of the province. This program helps non-profit societies' staff and volunteers deal with tenants who have difficult behaviours and offers *Critical Incident Stress Debriefing* to housing staff during traumatic events. It also provides training sessions to enhance understanding of mental illness, and seeks opportunities to access subsidized housing for appropriate mentally ill people who have adequate support services in place. The program was recognized nationally in 1997 by the Clarke Institute of Psychiatry as a *Best Practice Model in Mental Health Reform* in Canada for bringing subsidized housing and support services together to assist landlords.

Presenters: *Rudy Small* and *Gail Burak*, Program Coordinators, BC Housing Management Commission Health Services Program.

Workshop A4

new accounting rules for non-profits

In this workshop, you will investigate the new Financial Reporting Requirements recently released by BC Housing, and the impact of these new disclosures on the understandability of the financial statements of housing societies. Participants will discuss the various approaches to implementing and complying with the new regulations. You should come away from the workshop with a better understanding of the information provided by these new reporting requirements.

Instructor: *Ken Scott*, C.A. is a partner with Staley, Okada, Chandler & Scott, Chartered Accountants. He specializes in non-profit organizations involved in low-cost housing, dramatic arts, charities and community services.

Workshop A5

painting...a primer

Everything you always wanted to know about paint and painting, from a team of specialists at Cloverdale Paint Inc. This 'hands-on' workshop will cover types and colours of paint, choosing the correct paint for the job and tools of application. You will also learn how to paint interiors and exteriors, with plenty of time for your questions.

Facilitator: *Scott McDonald*, Architect and Designer Representative, Cloverdale Paint Inc.

Workshop A6

inspecting units, common areas and exteriors

Take a proactive approach to building maintenance through regular inspection of units, common areas and building exteriors. Discussion will include inspection format and tenant notification. How do you ensure that your tenants do not feel alienated by the inspection process? What do you look for? Learn how to identify problems or potential problems and how to prioritize repair items.

Instructor: *Michele March*, R.I. (B.C.) has been involved in commercial and residential property management since 1986, and is currently the property manager for Katherine Sanford Housing Society in Vancouver.

Workshop A7

the residential tenancy act today

Are you up to date on the recent changes to the Residential Tenancy Act, the new policies of the Residential Tenancy Branch, and the plans for future changes? In this workshop, the Director of the Residential Tenancy Consumer Services Division will tell you what's new and what non-profit housing societies should know about the *Act*, the arbitration process, and the new rules, practices and policies that are being developed.

Presenter: *Leah M.K. Bailey*, BA, LL.B., practiced private law for five years before joining the BC Public Service. Her experience ranges from assisting to design and implement legislation, to managing and then directing the conflict resolution system established for the Residential Tenancy Office.

Workshop A8

tools for tenant involvement

This workshop will be of interest to both landlords and tenants. Maintain the health of your housing community by involving tenants in its operation. The type and extent of tenant involvement will vary, but all societies can benefit when tenants become more committed to the community in which they live. You will look at the philosophy behind tenant participation, its pros and cons, and a number of possible ways to put it into practice.

Instructor: *Kathy Zazulyk* has a private practice as a community development consultant specializing in work with tenants groups. She lives in non-profit housing, has worked for BC Housing's Community Services Branch and recently helped organize a conference for tenants in the public housing sector.

Workshop A9

options for aging in place

This panel of experts will look at a number of innovative and supportive models of housing for the elderly. From their own experience, these practitioners will discuss the housing options they have been working with, and the way each option addresses issues of seniors' independence, the housing and care continuum, and current markets, practice and regulations.

Panelists: *Neil Prashad*, Chief Operating Officer of Ishtar, a company specializing exclusively in the seniors housing and care industry. *Ian Ross*, Executive Director of the Alzheimer Society of BC, has been working in non-profit organizations for over 20 years, and in his current position for the past 8 years. *Dr. Charles Cooper* is Vice-Chairman of the Abbeyfield Chapter of BC, and has been closely involved in the planning of two Abbeyfield Houses in Burnaby.

Workshop A10

single occupancy stories

This workshop will feature a panel of representatives from non-profit societies that have developed or are developing housing for singles. Victoria Cool Aid Society operates a variety of housing models for single homeless at risk adults and is currently developing a small suite design project to provide market housing for the waged poor in single units. Prince George A.S.A.P. has been working diligently for the past five years to secure housing for the 'homeless at risk citizens' of its community. Last year the group operated a successful pilot homeless shelter, and in partnership with BC Housing has acquired a 16-unit housing project for low-income urban singles. Bantleman Court Housing Society, born out of the Vancouver Native Health Society, completed a 15-unit project for street youth, after four years of hard work and negotiation.

Panelists: *Jane Dewing* is the Executive Director of the Victoria Cool Aid Society and served on the Low Income Urban Singles task force of the Minister's Advisory Council on Affordable Housing. *Audrey Schwartz* has been Executive Director of Prince George A.S.A.P. since 1987. *Lou Demerai*s is the Executive Director of Vancouver Native Health Society and Bantleman Court Housing Society.

thursday afternoon workshops

Workshop B1

crime prevention management: an introduction

When crimes occur in multi-housing communities, whose responsibility is it? Can it be prevented? What tools can be used? Although many forms of residential management exists, only the Crime Free Multi-Housing Program teaches with a view to Crime Prevention. This workshop will cover the basics – applicant screening, preparing the property, working with the police, proper use of the RTA, and how to recognize and combat illegal activity.

Presenters: *Jennifer McKinley* and other members of the Crime Free Multi-Housing Committee. This committee was formed in July 1997 to promote the Crime Free Multi-Housing Program as a proactive tool to keep illegal activity out of rental, co-op and strata properties.

Workshop B2

housing and health

Most people realize intuitively that housing is an important aspect of their health. There has also been a fair amount of research on the issue. But what's less clear is actually HOW housing contributes to health: design? construction quality? cost? community? This workshop will examine what is known (and still unknown) about the relationship of housing to health, and together we will look at how housing societies and managers can use that knowledge to develop healthy communities.

Instructors: *Dr. Veronica Doyle* is Manager of Housing Policy for the Ministry of Municipal Affairs, and has a background as both a community researcher and housing developer. *Sharon Martin*, RN works with the Vancouver/Richmond Health Board, and has been recognized for her excellence in Community Health Nursing and for her contributions in public health.

Workshop B3

resources for seniors, or everything you need to know about seniors housing

This workshop is designed for providers, boards, staff, building managers of non-profit seniors housing. Together with the presenters you will explore the concept of Aging in Place and how to provide a supportive environment for aging tenants. You will get practical information on how to make your building seniors friendly, services for seniors, understanding the Continuing Care Program, and more.

Presenters: *Val MacDonald* has been the Program Coordinator of the Seniors Housing Information Program for over 10 years, providing information to seniors on housing and services available to them in the Lower Mainland. *Linda Rose*, Director of Contract Management, Vancouver/Richmond Health Board, has extensive experience in continuing care programs in Saskatchewan and BC as a community health nurse and administrator. *Charmaine Spencer*, LL.M., is a lawyer-researcher focusing on social, health, and disability issues that many seniors face in later life.

Workshop B4

budgeting – getting what you need

Learn how to identify the qualities and attributes that distinguish your portfolio and make it different from other properties. Using this information, develop a realistic budget. Discuss tips on how to present this information so that your Society gets the funding that it needs to manage its portfolio properly.

Instructors: *Karin Hilliard* worked for eight years as Manager, Program Administration with BCHMC and currently is the owner of Milestone Property Services Ltd., a licensed real estate company specializing in non-market property management. *Jill Savage* is the Executive Director of Pacifica Housing Advisory Association, and has spent the last 12 years administering co-operative and non-profit housing in Victoria.

Workshop B5

disaster planning: are you ready?

Ice Storms, Floods, Fires, Earthquakes, Landslides, Severe Storms – they can all happen here! Are your developments, staff and tenants ready for the next disaster? Learn about the risks that you and your organization should and could be planning for. Disaster mitigation, response and recovery efforts, including business continuation planning, awareness and training programs, response plans, emergency supplies and life-safety systems, will be reviewed from the point of view of housing societies.

Instructor: *Pete Learoyd* is the Emergency Services Coordinator at BC Housing Management Commission, and has over 12 years of experience in the safety and emergency services field. In his capacity with BC Housing, Pete is also responsible for coordinating the province's emergency lodging response plan in connection with Emergency Social Services.

Workshop B6

landscape maintenance

What do you need to know to get the best results from your landscape maintenance contract? This session will review good horticultural practices and provide you with checklists for landscape maintenance, renewal work and scheduling.

Instructor: *Roy Jonsson* has a B.ED. degree from UBC, and has taught landscaping and gardening for 18 years through the North Shore Continuing Education Department and VanDusen Botanical Gardens. Roy has a garden column in the North Shore News.

Workshop B7

how to win your arbitration hearing

This is an advanced workshop for people who already have a good understanding of the Residential Tenancy Act. Now that you know the legislation, learn how to make it work for you. Find out what you need to know about appearing at an arbitration hearing. Success requires more than a good case. Careful preparation and documentation are essential to guarantee fairness for both landlords and tenants. This workshop will take you through the steps necessary to ensure arbitrators get the full story.

Instructor: *Kate Joy* is a Property Manager with the Capital Region Housing Corporation in Victoria and has extensive experience conducting successful arbitrations before the Residential Tenancy Branch.

Workshop B8

how to form a tenants association

A tenants association is an incorporated association whose only members are the residents in a non-profit development. An Association is one of many possible “tools for tenant involvement” residents can use to increase their participation in, and influence over, their housing community. If it's a tool you think your group is ready to use, come to this workshop and find out how to use it well.

Instructor: Victoria-based instructor *James Pratt* works as a consultant, researcher and facilitator for co-operative and non-profit groups. This workshop is based on a manual, distributed through BC Housing, that he recently edited for the Blanshard Court Tenants Association.

Workshop B9

changing trends in independent living

Changing consumer demands and provincial government ministries' plans and strategies are having an impact on the development of special needs housing. Non-profit housing societies serving clients with physical, intellectual and mental health disabilities are facing new challenges and responding with innovative approaches. In this workshop, you will hear about the exciting and creative ways that some groups are using to develop housing that meets the changing needs of their clients.

Presenters: TBA

Workshop B10

the whys and hows of community-based housing

In this workshop three community-based groups will answer, from their own experience, the following questions. Why and how do you identify housing needs in your community? Why and how do you raise people's awareness of these needs? Why and how do you encourage community involvement to help develop a project to meet those needs? And why bother? How does it make a difference, with respect to short and long-term sustainability, meeting real needs, receiving support from funders and media, creating dynamic, responsive organizations, and serving the community?

Presenters: *Ann Harvey* is the Administrator of the Slocan Valley Seniors Housing Society and former Executive Director of Edmonton Inner City Housing Society. *Janet Smith* is the Coordinator of the Nicola Valley Affordable Housing Society in Merritt. *Robert Purdy* is a Director of the Smithers Community Services and Bulkley Drive Housing Society.

friday all-day workshops

Workshop C1

the right staff

This course will not only help you find the best staff, but teach you how to get the best out of them. What's the difference between an employee and an independent contractor, and how do you decide which is best for you? How do you write effective job descriptions, policies and employment contracts? Staff structures may differ with the size of an organization, but good employment practices apply whether a society has one employee or 100. What are your rights and obligations as an employer? Learn how to plan and conduct interviews, practice progressive discipline and evaluate employee performance.

Instructors: *Roxann MacDonald* oversees the operations of 43 Housing Society and has worked in non-profits since 1982, involved in the recruitment and supervision of both line and supervisory staff. *Amy Jaarsma* is a Property Manager with Capital Region Housing Corporation in Victoria, where she has responsibility for hiring, supervising and staff training.

Workshop C2

conflict resolution (basic)

An introduction to conflict resolution concepts. This course will stimulate you to think about conflict in new ways while giving you the tools, techniques and communication skills to resolve conflict successfully. Find out how accepting and dealing with conflict can be a source of growth and strength, rather than a source of tension, for your organization. Learn and practice a "win-win" approach to conflict resolution – one you can use whether you are one of the parties involved or you are called upon to mediate conflict between others.

Instructor: *April English* is a long-time housing activist with a certificate in conflict resolution. Formerly Manager of Community Services at BC Housing, she now has a private practice specializing in communications and conflict resolution.

Workshop C3

conflict resolution (advanced)

This advanced workshop is for people who have already taken BCNPHA's Basic Conflict Resolution course. We've added it in response to your requests for more opportunities to practice the skills you learned in the basic course. This workshop will encourage participants to both observe and role-play various conflict scenarios in order to hone their conflict resolution skills. While the emphasis is on application and practice, you'll also have a chance to discuss how the structures, policies and culture of organizations can either generate or help resolve conflict.

Instructor: *Don King* has over fifteen years experience as a community development worker, mediator, facilitator and educator in the co-operative, non-profit and public housing sectors.

Workshop C4

maintaining your property

A thorough preventative maintenance program can reduce costs and help your property retain its value and rentability. This workshop stresses the need for planning both long term and annual maintenance tasks. It gives you the tools and techniques required to manage your replacement reserve, plan and schedule inspections, servicing and cleaning, and tender and supervise maintenance contracts.

Instructor: *P. Michael Savage* works for Pacifica Housing Advisory Association, and is a former broadcaster-turned-contractor experienced in most areas of building construction, maintenance and administration.

Workshop C5

the landlord-tenant relationship

An examination of your society's responsibility as a landlord, ranging from the staff's role in dealing with tenant problems to the board's legal rights and obligations under BC's Residential Tenancy Act. The workshop will use case studies, either from participants or from other societies, to illustrate how the Act and the arbitration process work in practice.

Instructor: *Wayne Cybak* has been a housing activist in the co-operative, non-profit and private housing sectors in the Lower Mainland and Okanagan for many years. He brings his own management experience to the workshop, with a practical and personable style.

Workshop C6

building effective boards

Should a board be "hands-on" or "hands-off"? Is the answer always the same? Is it the same for every organization? How does a board supervise staff without meddling? Where do you draw the line between the board's roles and staff's? In this workshop you'll develop a clearer understanding of director responsibilities in key areas like policy-making, planning, financial management and staff evaluation. But understanding the board's theoretical role is only the beginning of good board practice, which will vary from one organization to another. We'll use practical case exercises and participants' own experience to determine how the theory applies to your organization. You'll get the tools not only to help you create the board you need, but to make that board a better decision-maker.

Instructor: *Suzann Zimmering* is a consultant with Terra Housing Consultants Ltd, where she specializes in working with non-profit housing boards on management plans during project development. She is a certified instructor for both BCNPHA and the Co-op Housing Federation.

Workshop C7

project management

This session is designed for development consultants and for non-profit societies' staff and directors directly involved in the process of development. Instructed by experienced project management practitioners, the workshop will emphasize the owner's role at project initiation. Topics include Project Management Principles for a Building Project, Planning Overview, and Owner's Role during Design and Construction. You will learn about management of every stage of a building project, roles of the owner in organization and decision-making and strategies for successful contracting of design and construction. There will also be opportunities to discuss "Thorny Problems" with the full group.

Instructors: *Chris Quaiße*, P. ENG, CMA, C.ARB, Project Management Professional and Principal, Symmetric Resources, provides project services at senior and working levels. He brings experience of building and industrial projects from 20 years as employee of owner, engineer and contractor companies, and 12 years as a project consultant. *Matti Saar*, MAIBC PMP, brings experience of working with owners in the non-profit sector of the building industry, and of quality management and project management across the industry.

opportunities

on the winds of change

friday morning workshop

Workshop C8

marketing mixed-income developments

Housing built under the current HOMES BC program, and some earlier federal programs, includes a mix of moderate-income market renters as well as lower-income residents. This course will give you information and skills that will help you appeal to the conventional rental market. You will learn the basics of market research, how to develop a marketing plan and how to effectively use media and materials that will “sell” the strengths and benefits of living in a non-profit housing community.

Instructor: *Kathy Mancer* is a Professional Economist with over 20 years of housing experience in the business and government sectors. She worked for five years developing and marketing mixed income projects in Winnipeg.

friday afternoon workshops

Workshop C9

replacement reserve planning

This session will begin with an overview of what replacement reserves are, what rules apply to their use, and how you can access your replacement reserve funds. Your replacement reserve fund is a long-term asset, and must be approached with a long-term strategy. Instructor Jamie Ritchie advises adopting a 20-year plan, and in this workshop you will learn a number of tools to help you to develop that plan to more accurately manage your replacement reserves.

Instructor: *D. Jamie Ritchie* is a development consultant with Innovative Housing Society and a certified instructor for both BCNPHA and the Co-op Housing Federation.

Workshop C10

rent calculation

Seasonal workers, E.I. recipients, seniors with pensions, students, tenants with assets, self-employed – calculating tenant rent contribution can be perplexing. In this workshop you will learn how BCHMC expects rent calculations to be carried out by your housing society, including how to determine minimum rents. Learn the ropes and get it right next time!

Instructor: *Erin Smandych* is Manager of Housing Services at BCHMC and leads the rent calculation function to ensure that rents are calculated consistently for all tenants in receipt of subsidy.

saturday afternoon workshops

Workshop D1

preparing for change

This workshop will explore some of the strategies for responding to and creating change in the non-profit housing sector. We will touch on strategic planning, the roles of Boards of Directors, and paying attention to the environment. Explore in greater detail some of the concepts raised in Gavin Perryman’s keynote speech earlier the same day.

Instructor: *Gavin Perryman* is a private management consultant, teacher and process leader, experienced in helping non-profit groups deal with and make the best of conditions brought about by government and social change.

Workshop D2

fundraising for housing societies

Do you have a great idea for a housing project, or a program to operate in your housing, but just can’t get government or other funding to make the idea a reality? Did you know that HOMES BC proposals are more likely to be approved by BC Housing if the sponsor brings “equity” to the table? This workshop will give you some things to think about and some practical tools, as well as tips for planning to raise “private” money, as equity for a loan, or a portion or all of the funding needed for your project or program.

Instructor: *Barney Ellis Perry* is a Resource Development Officer at St. Paul’s Hospital Foundation, responsible for the Direct Marketing activities of the Foundation as well as a portion of the Foundation’s corporate donor relations.

Workshop D3

cmhc operating agreements today

In this workshop you will have an opportunity to learn about new (and old) policies, procedures and practices that affect the management of CMHC's operating agreements. You will also get a chance to ask questions and clear up any confusion you have been encountering with your Society's operating agreements with CMHC.

Instructor: *Lorraine Verokosky*, Manager of Assisted Housing, CMHC, or designated representative.

Workshop D4

whmis and workplace safety

This training session will cover Workplace Hazardous Materials Information System legislation as it relates to residential property maintenance. You will learn about controlled products, as well as exemptions of products from WHMIS. The three key elements of WHMIS delivery will also be explained.

Instructor: *Colin Spence* is a safety professional with over 25 years of experience as an equipment supplier and safety consultant. With his extensive safety product knowledge, he has authored numerous corporate Safety and Health programs.

Workshop D5

a mock arbitration hearing

Back by popular demand, and in a longer format. *This is an advanced workshop designed for people who already have a good understanding of the RTA.* In this lively session get a chance to apply the information from other landlord-tenant workshops by participating in a simulated arbitration hearing. Observe and practice the required skills, then review and analyze the hearing, look at the approach each participant took, and discuss the results.

Instructors: *Amy Jaarsma* and *Kate Joy* are Property Managers with the Capital Region Housing Corporation in Victoria and have extensive experience conducting successful arbitrations before the Residential Tenancy Branch.

Workshop D6

making policies that work

In this hands-on workshop participants will discover what makes policies effective and why we need them to properly manage our organizations. You'll identify where the "policy gaps" are in your own non-profit, distinguish policies from procedures, critique existing policies using proven criteria and learn to apply those criteria by writing new policies that are clear, concise, fair, legal and enforceable.

Instructor: *D. Jamie Ritchie* (see description at left, Workshop C9).

Workshop D7

directors and officers liability

A common concern of volunteer directors and officers of non-profit housing societies is legal liability. In this panel presentation, you will hear from three distinct perspectives on the issue – from the point of view of a director, a lawyer and an insurance broker, each with many years of experience in and related to non-profit housing. This workshop will give you a chance to listen, share and discuss, with plenty of opportunities to ask questions. *Disclaimer: The panelists cannot be held responsible for the outcomes of actions you take based on information given in this workshop.*

Panelists: *Garth Evans*, BA, LL.B, Barrister and Solicitor since 1975, is a Partner in the law firm of Evans, Goldstein & Company and specializes in non-profit housing development, incorporations, corporate matters and landlord/tenant disputes. *Peter J. Withers* is a graduate in Law, Commerce and Arts, and has played a leadership role in a number of local and national, business and community organizations, including the Katherine Sanford Housing Society. *Chris Haag* is a commercial insurance broker and account executive with Defieux Saxeby Insurance, responsible for the management of commercial insurance risk for his clients.

Workshop D8

rtA for tenants

This workshop, facilitated by the Tenants' Rights Action Coalition, will cover crucial information tenants need to know. It will include discussion about common law principles, critical steps for dealing with any problem, and options for approaching key issues. It will also include some fun. The main aspects of the *Residential Tenancy Act* will be covered: contracts, repairs, landlord entry, evictions, moving out and security deposits. Arbitration will be briefly reviewed, time permitting. Ensure you know your rights and responsibilities in order to enjoy the sanctuary of your home.

Instructor: TBA

Workshop D9

redevelopment opportunities in older housing stock

The housing operated by non-profit housing societies, just like all buildings, is growing older and the time is ripe for planning to replace these aging buildings. There are many opportunities that can be acted upon, from the valuable land the buildings occupy to the changing needs and demands of present and future tenants. In this workshop you will find out about the Housing Minister's Task Force on Preservation and Redevelopment of the Non-Market Housing Stock and BCHMC's role in evaluating potential pilot projects and assisting non-profits in their redevelopment efforts. You will also learn about one non-profit society's successful experiences in redeveloping their aging buildings.

Presenters: *Karen Hemmingson*, Senior Project Officer at BCHMC, is involved in implementing the province's redevelopment initiative and assessing the redevelopment potential of the provincially managed housing stock. Karen is a land use planner with a background in housing policy and community development. *Barbara Bacon* is the Executive Director of the BC Housing Foundation, a private charity established in 1952 to develop and manage housing for low-income seniors. Barbara has been responsible for the redevelopment of some of the Foundation's older buildings.

Workshop D10

life leases: a practical guide

This workshop will explain the Life-Lease housing alternatives available to non-profit organizations interested in sponsoring seniors housing in their communities. The primary purpose is to provide you with the knowledge and framework necessary to develop a Life-Lease project. The presenters will describe the Life-Lease financing and tenure models and explain why Life-Lease housing is so appealing to non-profit sponsors and senior residents. They will also take you through the step-by-step process of developing a Life-Lease project, and provide examples and experiments of non-profit groups that have successfully developed such projects.

Presenters: *Wade Kastes* is a professional community/urban planner with extensive experience in the public and private non-profit housing sectors. *Delbert Juba* is a senior real estate professional with extensive experience in real estate development, marketing, financing and property management. Their firm, Juba Kastes & Associates Inc., specializes in working with non-profit organizations through all phases of the development process.

opportunities

general information

guest speakers

To get the conference off to a lively and humorous start, we have **David Granirer**, speaker, trainer, therapist and stand-up comic. He'll provide the Thursday morning plenary with practical tools for creating a fun and positive working environment.

On Saturday morning, **Gavin Perryman**, private management consultant, teacher and process leader, will speak to the issue of change, and how the non-profit housing sector can prepare and respond. Mr. Perryman has years of experience helping groups in the health and social services sectors deal with and make the best of conditions brought about by government and social change.

And the Minister of Employment and Investment, Responsible for Housing, **Mike Farnworth**, will join delegates for the Saturday luncheon, right after the Annual General Meeting. Minister Farnworth will speak to us about changes already in place and those to come in the delivery of housing programs in British Columbia.

social events

Arriving on Wednesday evening? Join directors, staff and fellow delegates in our *Hospitality Suite*, and relax a while on the eve of the conference. Enjoy a little networking with old and new acquaintances, and some light refreshments, between 7:00 and 10:00 pm. A notice will be posted in the Coast Hotel lobby, to let you know the room number of the *Hospitality Suite*. *Regional Networking Sessions* will be held on Thursday from 5:00 to 6:30 pm. Each region will be assigned a breakout room, and your regional director will facilitate the session. Delegates will be able to discuss issues of concern to them, meet others from their region, and learn how colleagues are handling changes occurring around them.

The rest of Thursday evening will be *Free Time*, a chance for you to enjoy Vancouver's nightlife. A list of restaurants,

cafes, bistros, bars and clubs will be included in your delegate kit.

The Conference Committee has reserved Friday evening for the *Banquet and Dance*, to be held in the Coast Hotel Ballroom. Last year's event was a big hit, and we are responding to those rave reviews with a larger venue, a sit-down meal and a deejay starting at 9:00 pm with dance tunes to suit the diverse musical tastes of our audience. Dinner and one glass of wine will only cost you \$14 – BCNPHA will pick up the rest!

trade show

During the breaks, be sure to visit our sponsors at their booths in the Conference Foyer. These sponsors offer many of the products and services that are used by non-profit housing societies, and they provide financial support for the Conference, to keep your registration fees reasonable. Chat with the sponsor representative, and pick up tips and product information from these quality companies.

meals

Your full Conference registration fee includes a *Continental Breakfast*, two *Coffee Breaks* and *Luncheon* each day. Every effort is made to provide a range of foods to meet special health and dietary needs.

If you have special dietary needs you would like us to know about, please attach a memo to your registration form.

for members only

Tenant Sponsorship Program

We are pleased to again be able to sponsor tenants attendance at the conference, in partnership with BC Housing. The program is available on a first come, first served basis to a maximum of 20 tenants who are members or live in housing of a member of BCNPHA. Tenants who have not previously received sponsorship will be given preference.

Sponsorship must be pre-authorized by calling Alice or Jennifer at BCNPHA, 527-8859 or 1-800-494-8859.

Family Care Benefit

For those members requiring financial assistance for child care costs during the conference, BCNPHA is offering up to \$50 on a first come, first served basis. Limited to one claim per society and one per individual membership.

Family Care Benefits must be pre-authorized by calling Alice or Jennifer at BCNPHA, 527-8859 or 1-800-494-8859.

1997 AGM Voting

Member organizations are allowed one vote only at the Annual General Meeting on Saturday, November 7. *Please indicate your organization's voting representative on the Conference Registration Form.*

Display Table

A table will be reserved for *Member Non-Profit Housing Societies* to display photos, brochures or pamphlets about your Society and any special service or program you offer. Each Society is responsible to deliver, maintain and retrieve the materials. If you have materials you would like to bring to display on the Member Table, please call the BCNPHA office in advance of the Conference.

conference committee

Credit for organizing this year's conference goes to:

Dave Davies, Conference Housing Society, Coquitlam: Co-Chair

Jill Savage, Pacifica Housing Association, Victoria: Co-Chair

Al MacKenzie, Father Delestre Housing Society, Kelowna

Linda Ross, M'Akola Housing Society, Victoria

Henk Bekkering, Prince George

Cathleen Willoughby, LTD Homes Society, Vancouver

workshop streams and schedule

day / time	Administration	Financial Management	Maintenance	Residential Tenancy Act	Board	Tenants	Development
Thursday 10:00 - 12:15	A1: Media-Wise Relations A2: The New Look of BC Housing A3: BCHMC Health Services Program	A4: New Accounting Rules for Non-Profits	A5: Painting – A Primer A6: Inspecting Units, Common Areas and Exteriors	A7: The Residential Tenancy Act Today	A1: Media-Wise Relations A8: Tools for Tenant Involvement	A8: Tools for Tenant Involvement	A9: Options for Aging in Place A10: Single Occupancy Stories
Thursday 2:45 - 5:00	B1: Crime Prevention Management B2: Housing and Health B3: Resources for Seniors	B4: Budgeting – Getting What You Need	B5: Disaster Planning – Are You Ready? B6: Landscape Maintenance	B7: How to Win Your Arbitration Hearing	B2: Housing and Health B10: The Whys and Hows of Community-based Housing	B8: How to Form a Tenants Association	B9: Changing Trends in Independent Living B10: The Whys and Hows of Community-based Housing
Friday 9:00 - 4:30	C1: The Right Staff C2: Basic Conflict Resolution C3: Advanced Conflict Resolution		C4: Maintaining Your Property	C5: The Landlord-Tenant Relationship	C6: Building Effective Boards	C2: Basic Conflict Resolution	C7: Project Management
Friday 9:00 - 12:30	C8: Marketing Mixed Income Developments	C10: Rent Calculation					
Friday 1:30 - 4:30		C9: Replacement Reserve Planning	C9: Replacement Reserve Planning				
Saturday 2:00 - 5:00	D1: Preparing for Change D2: Fundraising for Housing Societies D2: CMHC Operating Agreements Today	D3: CMHC Operating Agreements Today D2: Fundraising for Housing Societies	D4: WHMIS and Workplace Safety	D5: A Mock Arbitration Hearing	D6: Making Policies That Work D1: Preparing for Change D7: Directors and Officers Liability	D8: RTA for Tenants	D9: Redevelopment Opportunities in Older Housing Stock D10: Life Leases: A Practical Guide