



Annual Meeting

FREDERICTON

2026

June 11-13

Deep roots.  
Renewed growth.



Member  
Education  
Forum

**A02 Welcome in – creating connection through member orientation**

Workshop Leaders: Jaclyn Johnston and Robyn MacCallum, CHF Canada

# Land Acknowledgement

We respectfully acknowledge that New Brunswick is situated on the unceded and unsurrendered territories of the Wolastoqey, Mi'gmaw, and Peskotomuhkati peoples. We seek to repair and rebuild meaningful relationships with Indigenous peoples and honour these lands which hold the hopes of future generations.





# Agenda

1. Why create an orientation strategy
2. Activity: Your co-op environment
3. Need to know
4. Orientation strategy
5. Evaluations and wrap up



# Why create an orientation strategy?

**Builds understanding of co-op values, governance, and responsibilities.**

**Fosters connection between members, encouraging engagement and collaboration.**

**Reduces confusion and potential conflict by setting clear expectations.**

**Empowers members to contribute meaningfully to co-op life.**

# Chain of legal authority

Human Rights

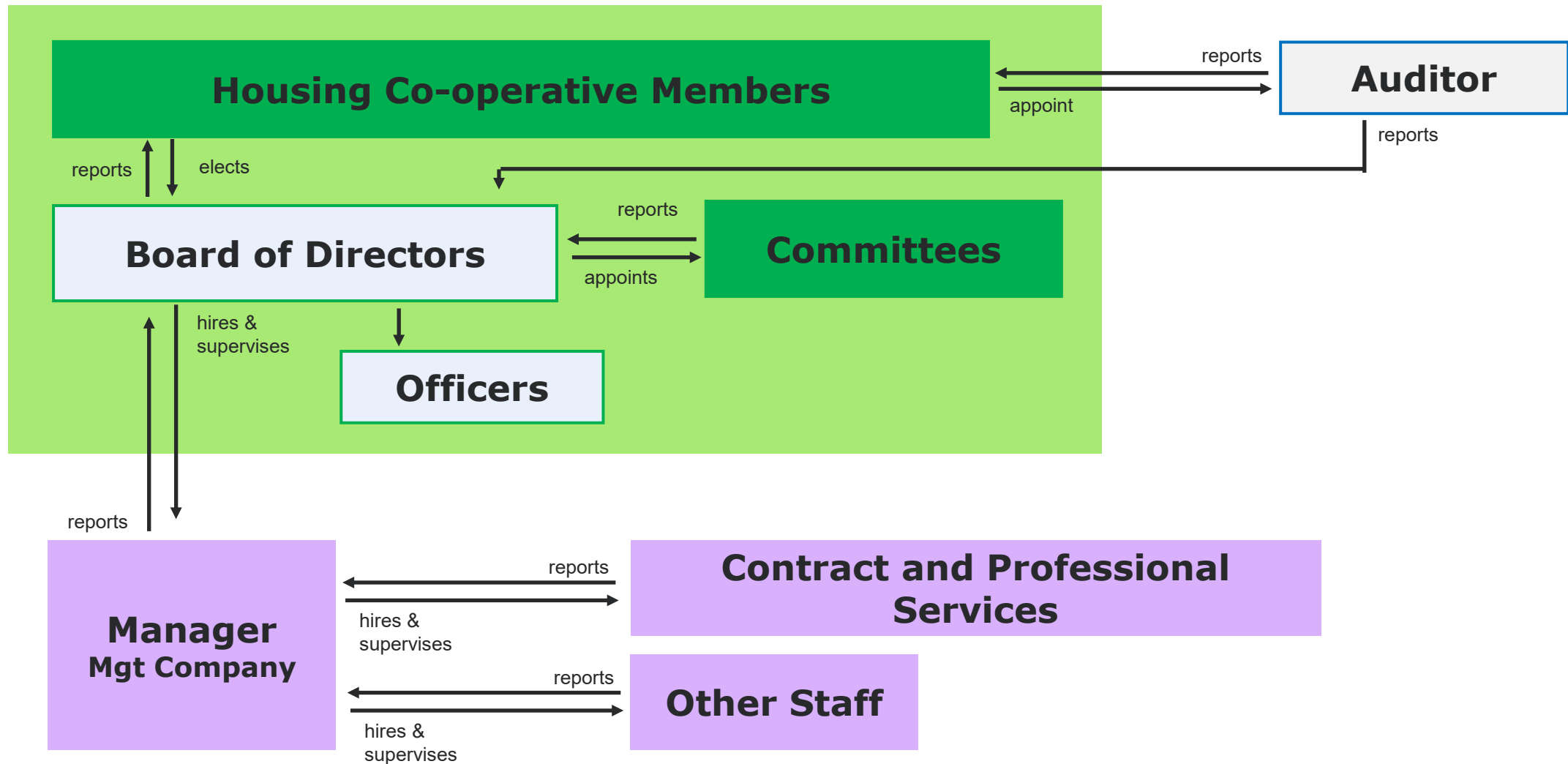
Co-op Act, other laws & regulations

Your co-op's bylaws/rules

Your co-op's policies

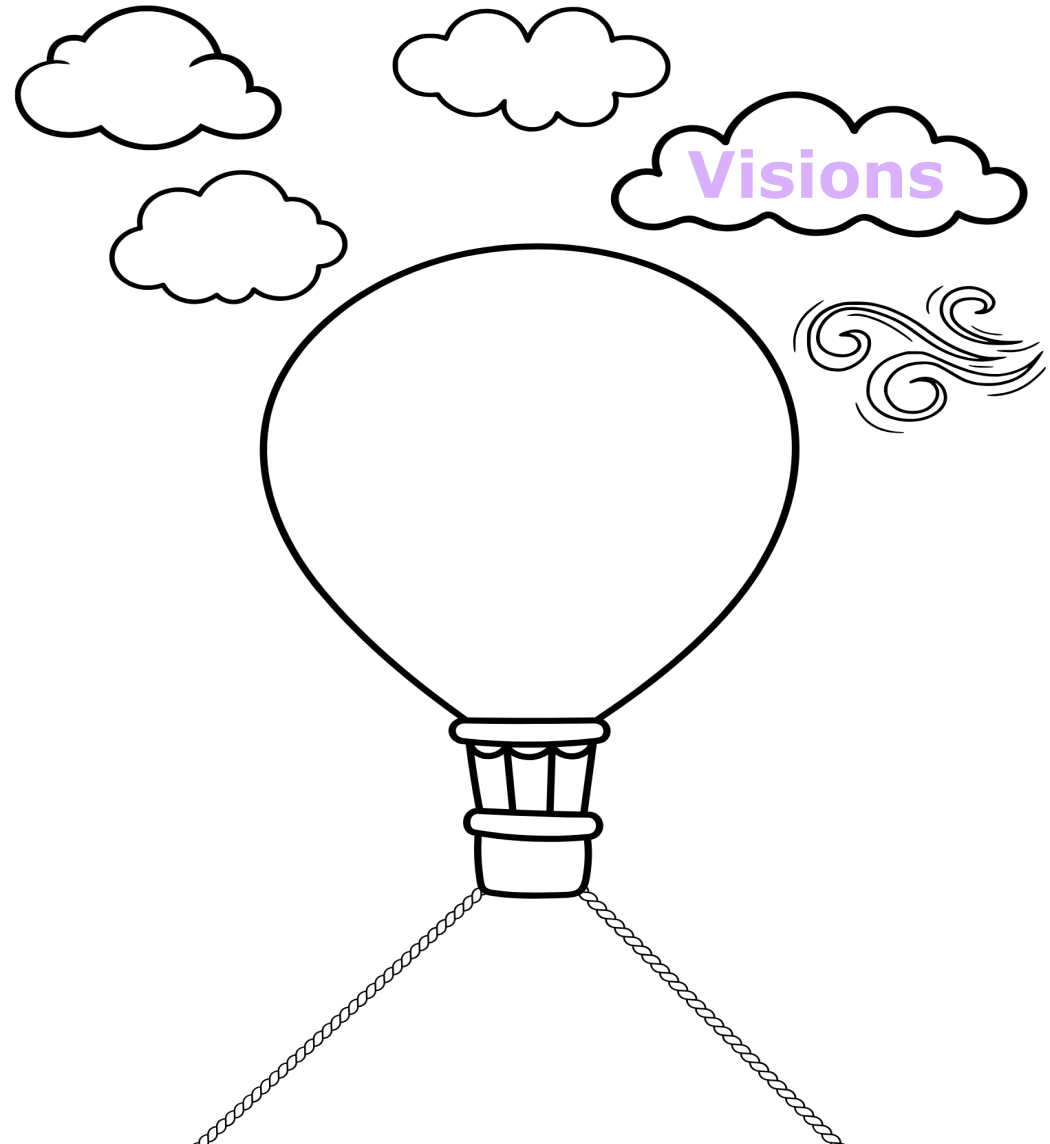
Operational decisions or processes

# Organizational structure



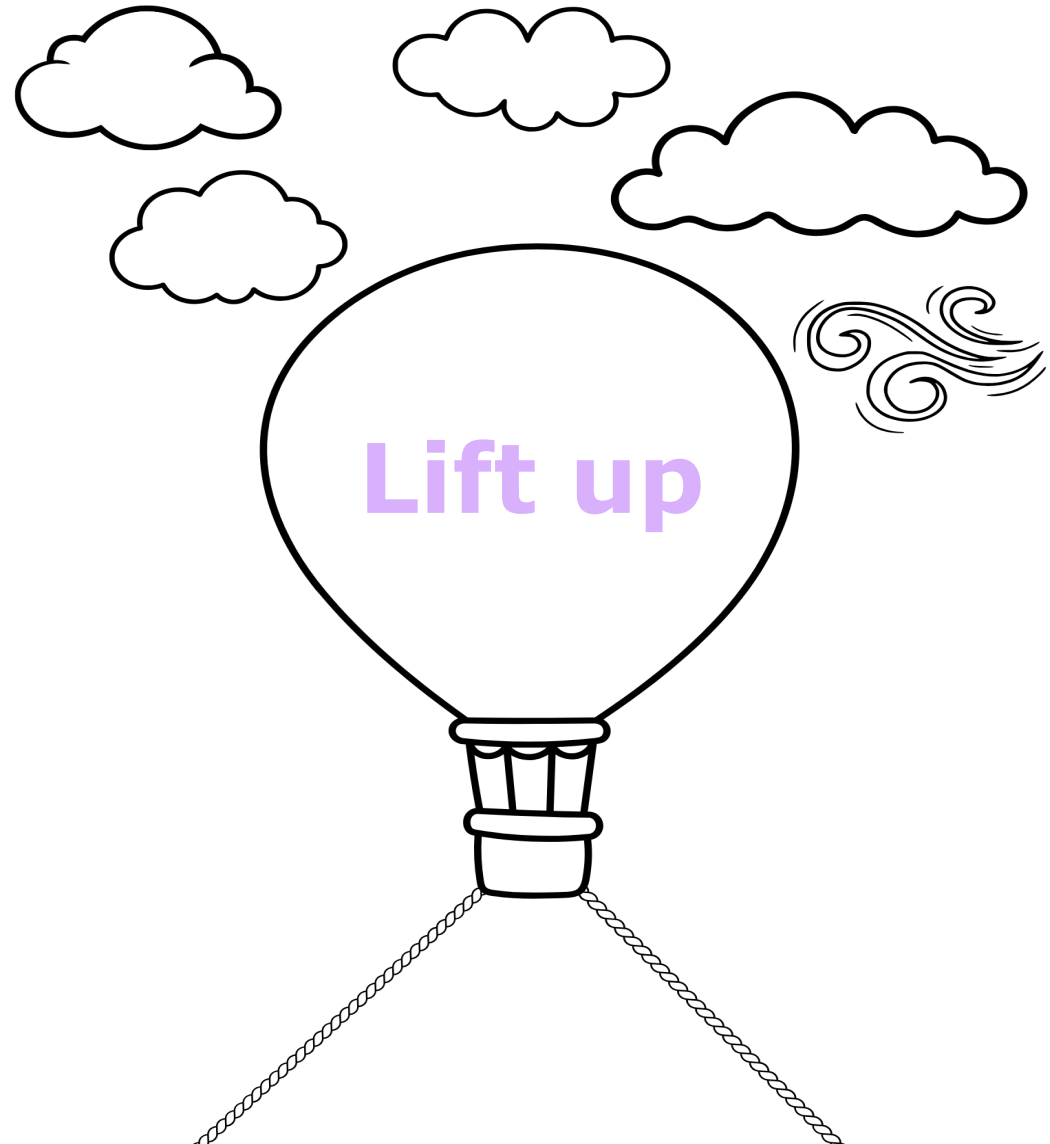
# Where do you want your co-op to go?

In each cloud, write a **vision** for where you want your co-op to go



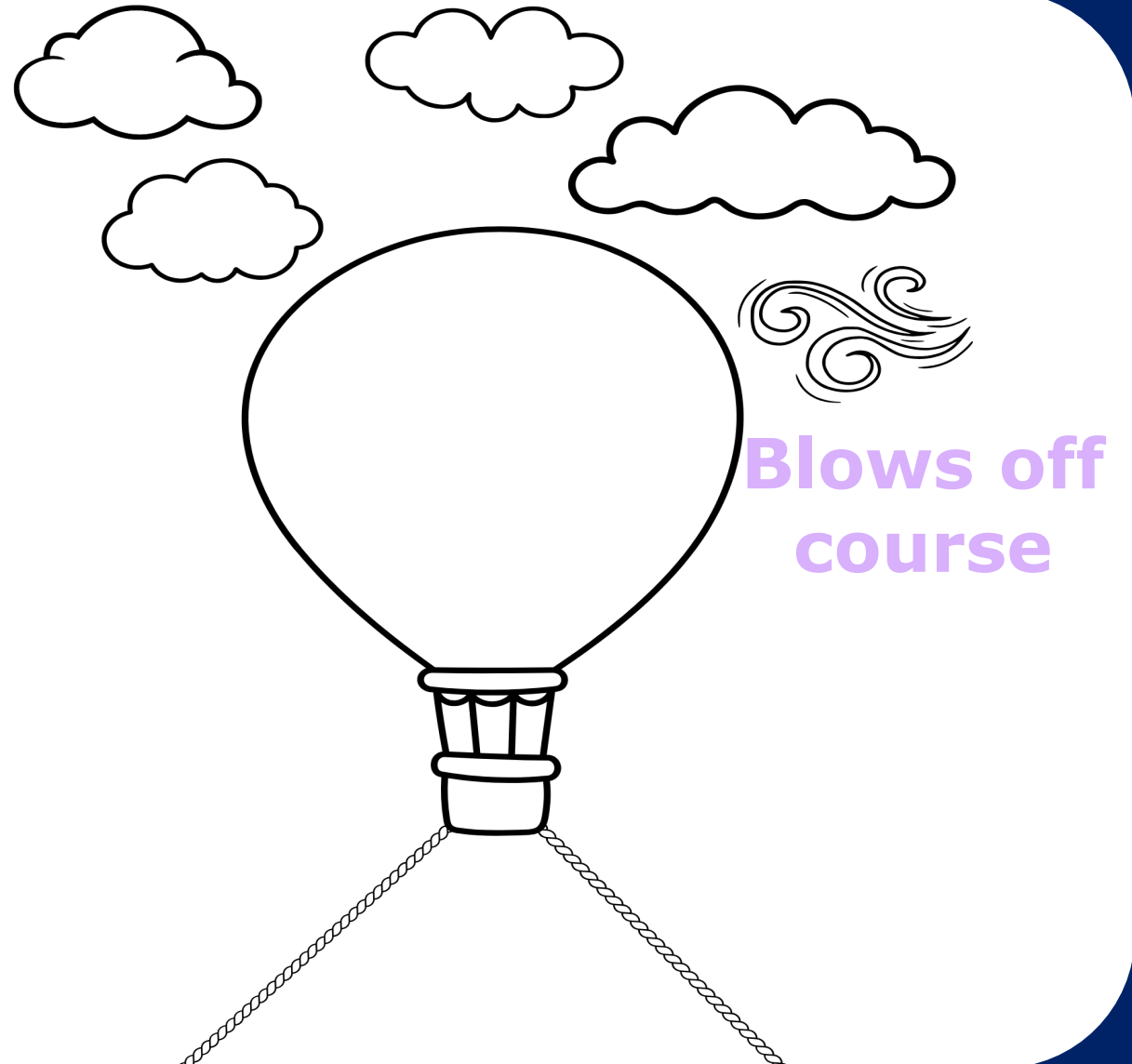
## What lifts your co-op up?

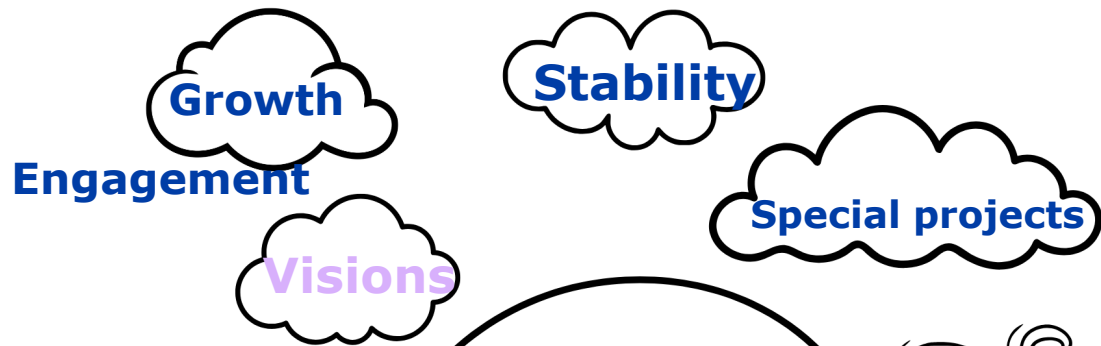
In the balloon, write what you feel is most important/what you need to make your co-op successful



## What blows your co-op off course?

Beside the wind, write what you feel could blow your co-op off course from reaching or focusing on your vision





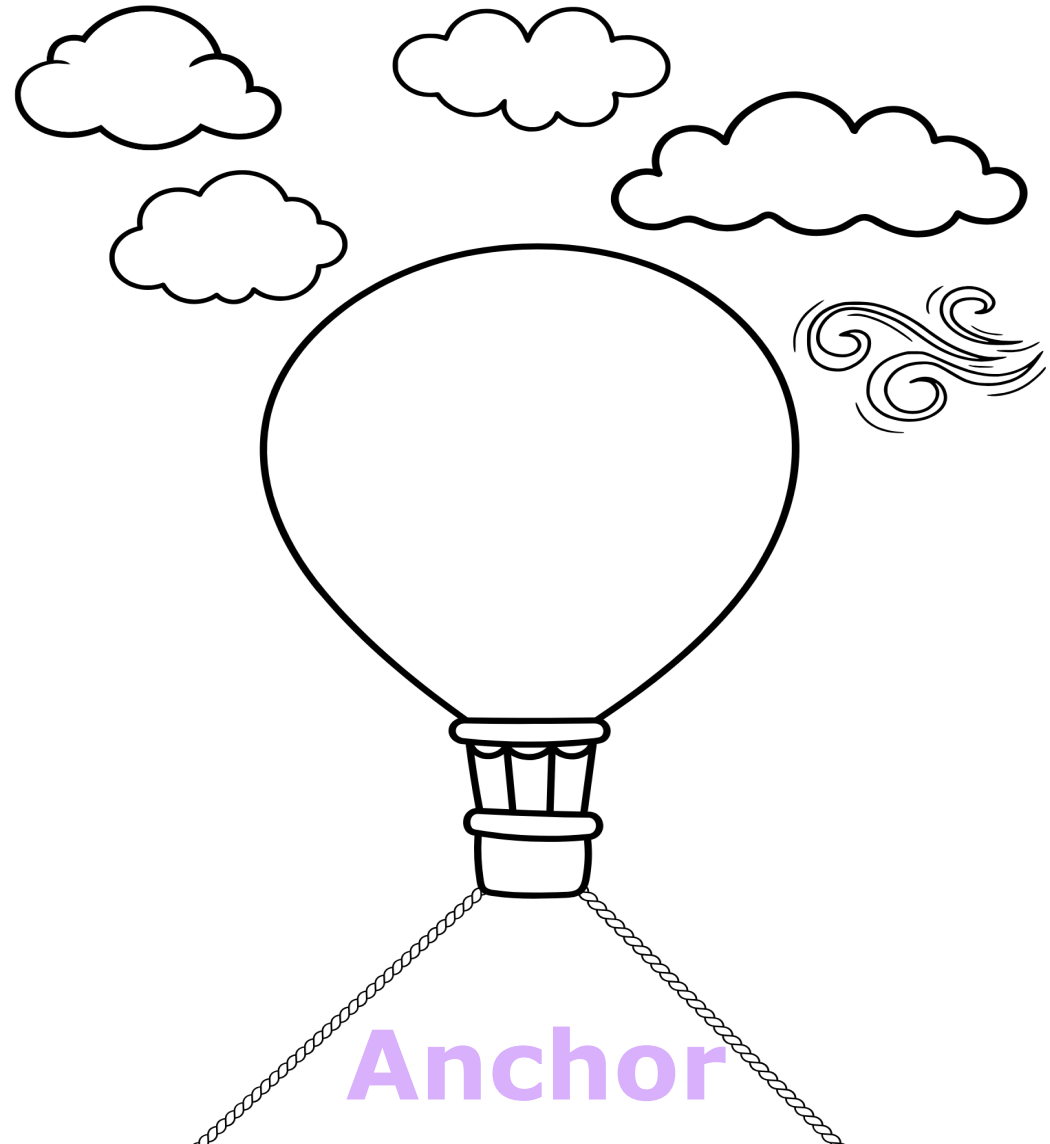
### Blows off course

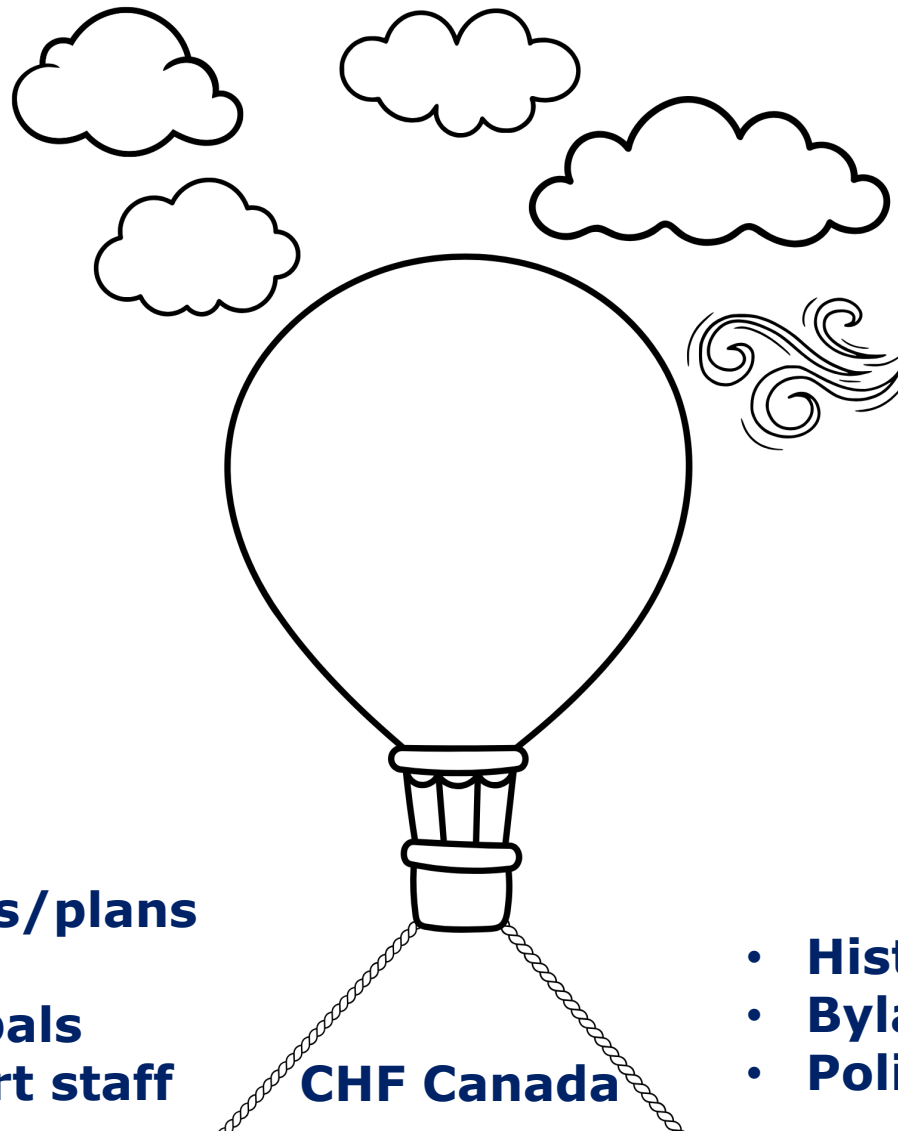
- Building Structure
- Legislation
- Restrictions
- Conflict
- Supply issues
- Outdated policy
- Loss of trust/understanding



## What anchors your co-op?

Near the bottom, write what you feel is keeping your co-op **anchored** to its vision and values.





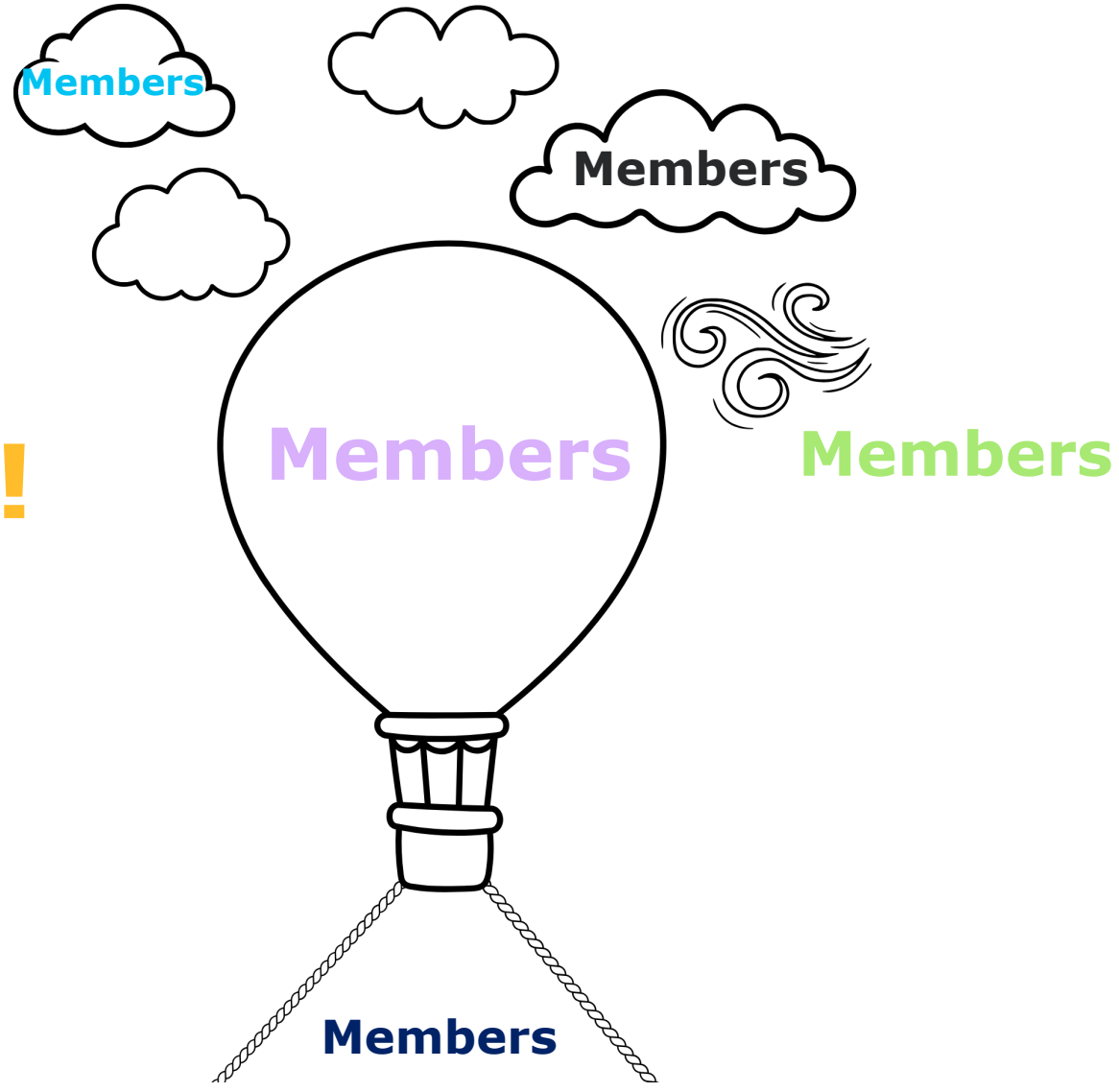
- **Studies/plans**
- **Co-op principals**
- **Support staff**

**CHF Canada**

- **History**
- **Bylaws**
- **Policies**

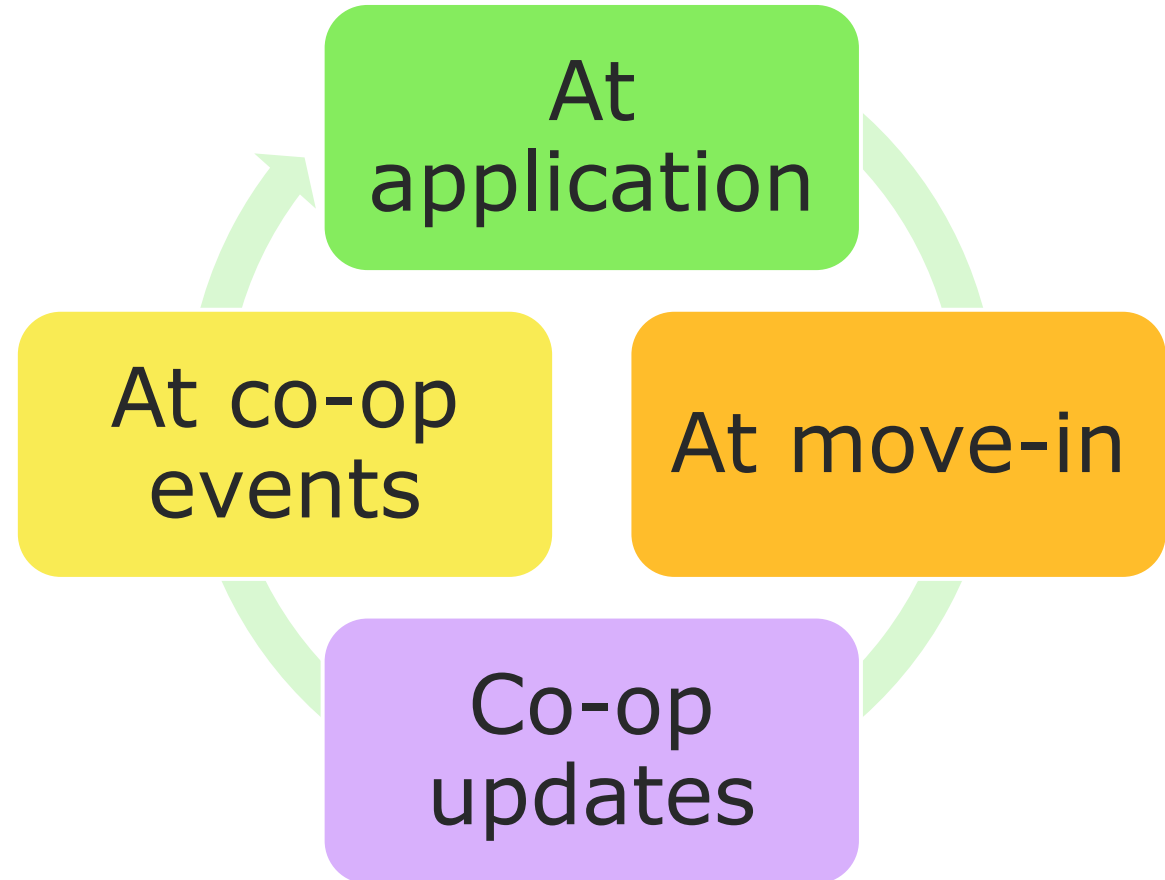


# Your Members!

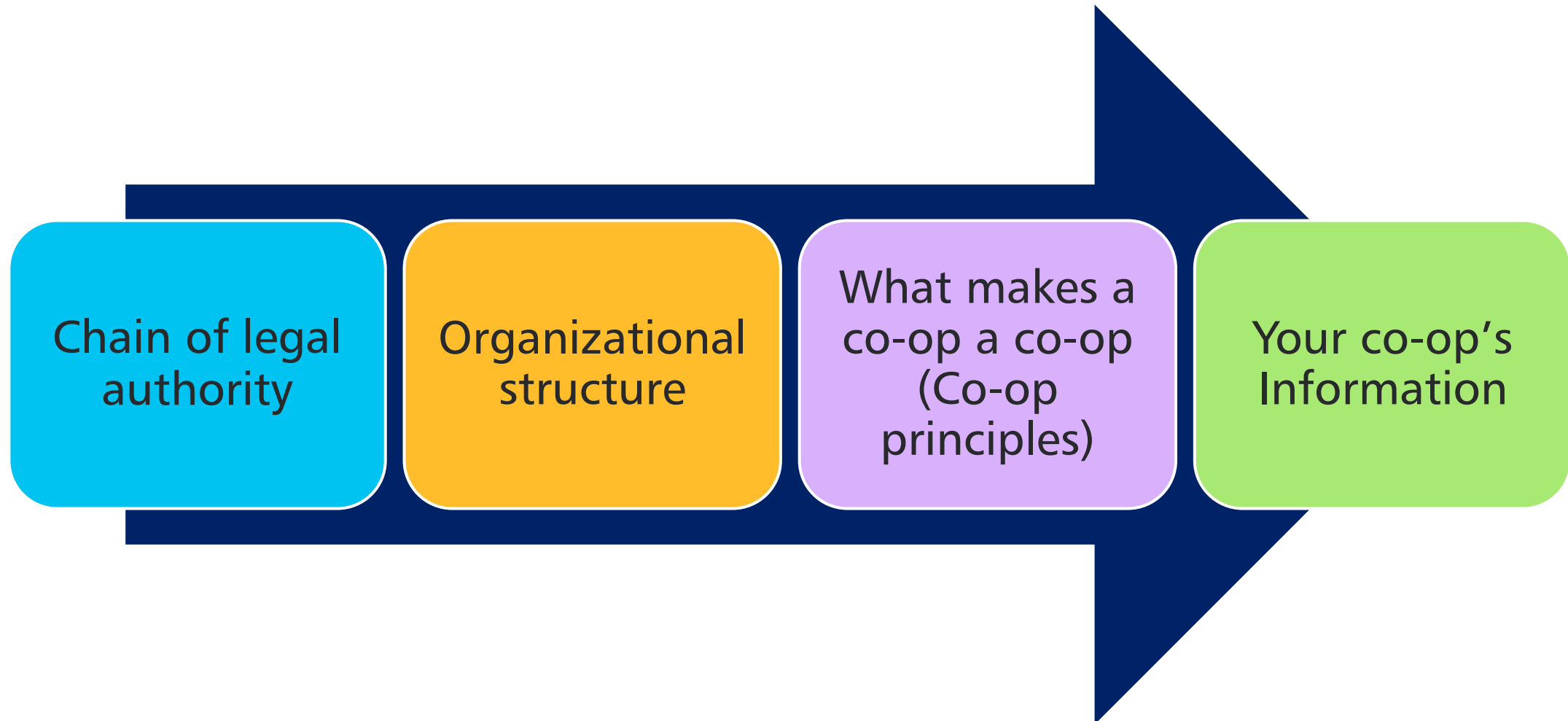


# When do members need information?

Orientation should be timely and layered, with information delivered at key moments:



# A good orientation strategy includes:



# Co-op specific information

Brief overview of the co-op's history, mission and values.

Policies and procedures

Governance structure

Key dates

Expectations

Member responsibilities

Co-op responsibilities

How to contact staff or board members.

How to stay informed

How to join committees or volunteer.

Info about social events and community-building activities.

How to ask questions or raise concerns.

# What do members need to know, feel, or have?

## To know:

- Co-op rules, policies, and governance structure.
- How decisions are made and how they can participate.
- Maintenance responsibilities and shared spaces etiquette.
- Key dates on the co-op calendar

## To feel:

- Welcomed and valued.
- Safe and respected.
- Confident in their role and contributions.
- Connected to the community.

## To have:

- Access to resources (handbooks, policies, guides).
- A clear point of contact for questions.
- Opportunities to engage (committees, events, meetings).

# Who gives information to new members?

A strong orientation strategy is community-driven:

- Long-term members: share lived experience and co-op culture.
- Staff: provide administrative and operational guidance.
- Newer members: offer relatable insights and recent experiences.



# How can an orientation strategy help you?

- ✓ Improved integration
- ✓ Enhanced communication
- ✓ Conflict prevention & resolution
- ✓ Increased engagement
- ✓ Efficient resource use
- ✓ Stronger community bonds



# Developing your orientation strategy

- Review what you already do
- If you add to your orientation process, do it in small steps
- Be realistic with your expectations
- Don't drop off the notice and run
- You may need to re-introduce the strategy more than once – be prepared for “do overs”
- Be patient, learning takes time and practice
- Review and adapt based on member feedback



# Wrap up and evaluation

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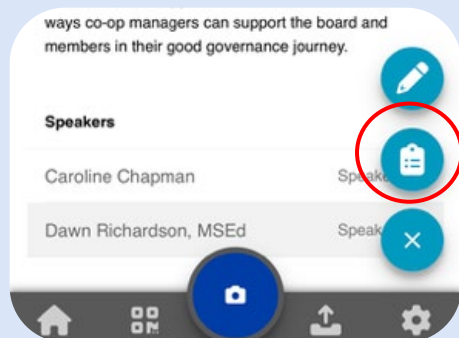


## *Before you go*

We need your help to do better!

Fill out a paper evaluation, fold in half and leave it in the room. Or, fill out a digital evaluation using our conference app.

Thanks!



## *When you get home*

Find today's workshop materials in the resources section of our website:

[chfcanada.coop/education](https://chfcanada.coop/education)

### Education Materials

The CHF Canada Resource Centre is open to everyone.

With 200+ resources—including guides, tools, templates, tip sheets, checklists, and model by-laws—you'll find everything you need to strengthen your co-op. Resources are carefully organized by topic and role, making it easy to find exactly what you need, when you need it.

Our resources are developed and regularly updated in collaboration with experts across the housing co-op sector, ensuring you have the latest insights to tackle any challenge.

### Start Exploring

Resources ▾ Online Learning ▾ Manager Training ▾ Sharing Circles ▾ Co-op Staff Oasis Net... ▾ Education Events ▾

*The National Education Committee presents*

# ONLINE LEARNING

*Self-Paced*

*Move through the content when it suits you.*



## Courses

**Fulfilling your legal duties as a board director**

**Taking effective meeting minutes**

**Chair like a champion**

**Personal information protection**

**Identity affirming language**

**Maintenance 101**

**Financial statements 101**

- ✔ For board directors, co-op members, and staff
- ✔ \$30 per course
- ✔ Many courses to choose from
- ✔ 30 minutes per course
- ✔ Requires internet connection
- ✔ Develop practical skills and gain knowledge

