

Member Orientation Toolkit

Setting up your member orientation strategy and toolkit

1. *Will there be a welcoming committee?*

The Board will decide if there will be a committee or if a Board member will be responsible or if a member is willing to do it.

2. *Your co-op will need to decide:*

- When to give the different pieces of information to the new members
- The different ways the information will be given
- What to give the new members
- How to make the new members feel welcome in the co-op.

3. *When to give the information to the new members*

Different information should be given at different times and in different ways. Information about local transit will be given at different time than how to get an item on the agenda for a members' meeting.

The Co-op will have to determine the timing of providing information. What will be provided prior to move in and what will be provided after move in.

It is best not to give all the information at once. A thorough orientation takes time. It builds on what the new members already know.

4. *How to give the information to the new members*

New members will learn things in different ways. When you provide an orientation give information in different ways. Don't give everything in writing. Don't just tell new members things. Think about using new ways to give information. This could include texts, utube videos, Facebook etc.

5. *What to give the member*

The section below called "Suggested Content" will help you decide what information your new members need. It needs to be customized and amended for your specific Co-op.

Suggested Content

1. What is co-op housing?
2. Co-op Housing Facts
3. Housing Co-operative History
4. Co-op Housing Around the World
5. Our movement, our values
6. Getting our Co-op Principles Right
7. Getting Governance Right
8. Getting Management Right
9. Co-operative Act
10. Residential Tenancies Act
11. Annual calendar
 - a. Budget approval meeting
 - b. Social activities
 - c. Spring/fall cleanups
 - d. elections
12. Member handbook
 - a. Co-op Information
 - i. Bylaws
 - ii. Policies
 - iii. Mission statement
 - iv. A list of co-op board members
 - v. A co-op organizational chart
 - vi. Co-op management hours
 - vii. Management contact information
 - viii. Co-op phone list
 - ix. Committee information
 - x. Meeting rules
 - xi. CHF Canada's "Having a problem with your housing co-operative?"

b. Community Information

- i. A map of the local area
- ii. A local transit map and schedule
- iii. Information about local services including food bank, the rent bank, local women's shelter, legal clinic, local schools

c. Maintenance Information

- i. An explanation of the co-op's work order system
- ii. A blank work order
- iii. A sample unit inspection form
- iv. Emergency contact information
- v. Where to find water shut off valves
- vi. How to winterize your unit
- vii. How to dispose of garbage and recycling
- viii. Smoke and carbon monoxide detector maintenance