

HELPING OUR NEIGHBOURS – JANUARY 9, 2012

GROUP C – PROVIDING INFORMATION (PRO-ACTIVELY)

Group participants:

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Much of the specific information that residents should know will be determined from the other two groups. While waiting for information from Groups A and B, Group C should also consider the following:

1. What resources already exist that provide important information and need to be reviewed in order to present a full package that includes those issues and the new issues discussed at our meetings? Look at:

- existing condo documents – e.g. the Residents' Handbook
- other Committees' findings – e.g. Energy Committee
- new procedures – e.g. decisions made after the blackout of 2003
- new equipment – e.g. defibrillator by the Manager's Office

Action: Identify the person(s) who will undertake each of these research topics and/or speak to Manager and Superintendents about them.

2. When the information is received from Groups A and B, and the research identified above has been completed, convert suggestions into an information package.

Action: Identify the person(s) who will draft the information package.

3. Points to bear in mind when drafting the information package:

- keep it simple – no information overload
- keep it short – think “cost effective” in reproducing packages
- remember there are people who have difficulty with English language – speak to Isan about
 - how many people fall into this category, and
 - how he passes information on to these people

- make it clear in the package when explaining the floor reps.' role that they are not responsible for recipients (everyone is ultimately responsible for themselves) – floor reps. will help however and whenever they can, but are not expected to be available to all recipients at all times
- think up another phrase for “floor rep.”, e.g. Neighbour/Helper, volunteer helper, caring neighbours
- how about another phrase for “recipients”

4. Action: Decide how and by whom this information package should be delivered to each resident, using one or more of the following methods:

- special open meeting
- post on bulletin boards
- make hard copies available in the Meeting Room
- post on the website
- all-residents' wine & cheese & information party
- volunteers host tea parties for individual floor(s)
- hold a contest with answers available in info. package, and give out prize(s)
- knock on doors to deliver package to individual unit and discuss contents with occupant(s) – if no one answers, leave volunteer's phone number
- exchange phone numbers between volunteer and recipient
- raise it at next Annual General Meeting
- publicize name of floor reps and put individual rep. name on outside of delivered packages
- if recipient doesn't speak English, ask for a friend or relative who could be contacted – get in touch with that person and give them the volunteer's phone number
- ask recipients to pass on information to friends in building who don't speak English
- post availability of package, to be picked up in Management Office – check off residents' list names of those who pick up package
- have regular “reminder” meetings (e.g. at AGM) or publications to keep information fresh in people's minds
- put in new owners' package

5. Other thoughts raised at session:

- for anyone using the PA system (e.g. fire department), are they cognizant of the fact that this a building of (a) many seniors, and (b) many languages – discuss with Isan