



Condominium
Authority of
Ontario

April 23, 2018

Golden Horseshoe Chapter of the Canadian Condominium Institute
Box 37, Burlington ON
L7R 3X8

Dear Mr. Helder,

Thank you for your recent letter regarding the Condominium Authority of Ontario's Condo Director Training Program. We appreciate your feedback and your offer to provide the training in an alternate format. At this time, the CAO is gathering information from condo corporations and directors to get an understanding of the needs of all condo directors across the province to ensure every director is able to complete the training. Early indications suggest that the online training program is being well received by a large majority of condo directors.

The CAO is committed to ensuring that everyone who is interested in continuing their tenure as a condo board director is able to complete the training. We know that condo board directors are integral to the success of a condo corporation, often responsible for hundreds of thousands, if not millions of dollars. As such, all directors are now required by law to complete the CAO's Condo Director Training Program. The CAO offers training that equips directors with important skills and information to assist them in managing the affairs of the corporation, resolving issues, and fostering a positive condo community culture overall.

Based on consultations with condo directors, and to keep costs down while reaching the more than 50,000 directors across the province, the CAO developed its training for delivery in an online format. By delivering the training online through easy-to-use modules, the CAO has made the training accessible to any director and/or member of the public, regardless of location and at no charge. The online modules are short, easy to follow, and include knowledge checks along the way. This means that there are multiple opportunities to get the answer right and there is no test or exam. The online format also allows users to stop at any time and return later to continue at their convenience. The modules can be completed in any order and are fully accessible, allowing the user to select an audio version of the training, text and video, or both.

The CAO has heard from some corporations about strategies they have successfully implemented to help ensure every director is able to complete the training. These include:

- Making computers available for condo directors to use in the condo management office, or another location. This also provides an opportunity to strengthen

relationships between condo boards and their managers;

- Having someone set up computers and walk directors through the training modules as part of a board meeting. This provides an opportunity for the board as whole to dialogue about the topics and how these areas are addressed for their corporation;
- Contacting a local high school to seek student volunteers to assist board members through the online modules; this will allow students to receive community involvement credit towards their diploma and also builds relationships with the broader community; or
- Accessing the computer equipment available at the local library, or asking a friend or family member to assist.

If a director is unable to complete the online training using all of the above strategies, they should contact the CAO at info@condoauthorityontario.ca, and provide details regarding their specific circumstances, including:

- Legal Name of the Condominium Corporation
- Director's Name
- Appointment or renewal date (after Nov 1st)
- Specifics of circumstances/reason for the request
- Proposed Approach (how would they propose to take the training and provide confirmation of completion)

We look forward to helping all board directors successfully complete their training and continue their important work on behalf of all the owners of their corporation.

Thank you again for writing and for your offer to assist.

Sincerely,



Robin Dafoe
CEO/Registrar, Condominium Authority of Ontario