

Chat Discussion at the CondoVirus Webinar “AGM GOWLINGS LANDING” (May 27, 2020)

- G.M.: Good afternoon all!
- B.B.: any idea when last week's slide deck will be loaded?
- B. Cl.: this is a great idea!
- K. Gow: The offerings at CC007 are exquisite
- S.L.: Hello all.
- P.H.: please tell is how many people are in the meeting when it starts
- S.C.: Do you know when the webinar from last week will be on the website
- R.W.: Hello from Collingwood
- B.S.: Hello everyone!
- D.T.: Hello everyone
- D. Plotkin: We just hit 500 participants, for those asking!
- K. Gow: Look forward to enjoying our AGM (and also a discussion after the meeting where we highlight opportunities and challenges presented by virtual meetings in condo land.
- J.R.: Great to see so many Neighbors!
- P.H.: why do some comments appear below the video and others do not you have to go into chat
- B. Cl.: how big is big, how small is small?
- J.C.: Hello everyone

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- K. Gow: Please ensure you are addressing your comments to all panelists and attendees
- K. Gow: We'll first look to the meeting (so you can "feel it") and then in the "post-modern" we'll talk in greater detail about the challenges, opportunities, the pragmatics.
- P.H.: how will you deal with a blizzard of wording and comments that you can't possible answer?
- B.B.: Scarlett??
- M.L.: I see. Fixed.
- J.G.: Why DIDN'T YOU INTRODUCE THE RECORDING SECRETARY
- L.P.: minute taker?
- O.A.: LOL, that never happens! :D
- K.E.: That's a big building.
- M.J.: Our president's day job is standup comedy
- A.B.: LOL :))
- J. Re.: why didn't we see who raised the motion?
- P.B.: Where did we see who raised the motion?
- I.F.: Often true!
- E.B.: You ask people to vote, not specifically to ask owners to vote yes.
- M.C.: Good point, Edward.
- M.C.: Gotta watch this president. He's tricky. :)
- M.C.: I was misquoted.
- G. MacPherson: I HAVE ONE
- D.K.: can only see the first page
- G. MacPherson: I HAVE A QUESTION
- E.B.: I can't see the Minutes. All I can see is the agenda

A.B.: My first name was misspelled

P.D. How do we prevent double voting for a single unit

G. MacPherson: I HAVE A QUESTION

O.A.: What's the format if we have an issue? Chat or raise hand?

D.K.: noooooo where are the minutes

P.H.: did over 450 actually vote in favor? when do you cut off the poll? should you give out a result by head count not just %

D.Te.: give example of someone making a correction to the minutes... for this exercise.. since many times this occurs

D.K.: no only agenda

J. RE.: take a shower

N.M.: Minutes Solutions would put together much more thorough minutes :)

M.C.: I thought it was all about Graeme. Weird.

M.C.: How things change

K.C.: lol

C.C.: ooh, a 2%-er, nice answer

D.K.: oh my goodness so would private minute takers!

D.K.: Rod is in fine form

K.E.: was it sever gas.

K.C.: j'approve

P.H.: i asked a question last year about all the water shut off in the building. It isn't in the minutes and we still have the problem

J. RE.: how do we see who makes the motion'

J. RE.: not visible to us

P.H.: wait to fast; I could not get my Winston in

M.W.: I approve the minutes

- D. Plotkin: In the post-mortem, we will answer MANY of these questions
- G. MacPherson: Hi John, that is a very good point, and something we will raise in the post-mortem
- D.Te.: I could raise and lower, raise and lower
- O.A.: Can we see how many have raised their hands? How would we know?
- D.K.: can we see the results
- D.Te.: this doesn't work
- J. RE.: how can we see who raised their hands?
- M.F.: ??
- D.Te.: are you sure the raise of hands works???
- D.K.: how do we see that ? how do we know that this was the result
- J. Re.: we are not seeing other people besides in the chat
- P.H.: no you have ignored my question, you rushed ahead instead of dealing with a legitimate problem
- K. Gow: Ahhh grasshopper, some of the issues to be discussed in the "after meeting". You're a quick bunch!
- K.C.: @ J. RE.: all I'm seeing are the Gowling reps..
- P.D. Seem to be a lot of issues with this software, seeing people putting forward motions, number of people raising hands & possibility of double voting e.g. co-owners of a unit who wish to attend.
- S. La.: I think if everyone jots down their questions we can compile them at the end... there are some legitimate concerns and we can get them all collected and addressed in the post-mortem.
- J. RE.: I meant, how do we see who makes a motion or the results of the vote - not visible
- S.H.: If you use Zoom meeting vs webinar - you will more of what is going on. Don't recommend that you use zoom webinar for a meeting
- S. La.: I've got such a fat list myself I can't type them and listen at the same time anyhow :)

M.C.: Agreed, Sonja.

D.Te.: Not sure why we actually are spending time reviewing the financials lol

P.H.: I still do not understand budgeting a deficit.

S.H.: Typo in my comment - should say you would “see” more of what is going on

B.L.: what is super fund?

S.S. Agreed....our time is valuable!

D.Te.: why, I want to know how to ask questions from the floor

P. Ba.: How can attendees confirm the vote counts? Who are the scrutineers?

P.H.: this is a poor substitute for in person

D.Te.: good question, thanks

D.Te.: but how does an owner ask the question

E.B.: I agree - this isn't as nice as an in person meeting. It works but not as well.

M.F.: To Paul.....I couldn't agree more !!

D.Z.: I'd like us to appoint a different auditor.

P.B.: I trust you, but no one is going to trust me when I'm the one running it ;)

K.C.: I can't see these people on my screen.. I don't know who they are...

P.H.: is the only choice approve?

I.F.: How are you letting them see the list? A feature in the software?

D.Te.: i can continue to press raise hand many times, off and on, does it count as one or 12?

M.C.: Along with that, Rod, you need to address ensuring only unit owners vote, and only one per unit. Show of hands might not fix that.

M.F.: @Dino....I know eh....

D.Te.: hopefully it is discussed afterwards???

- P.H.: is it acceptable under the act to only count until you get majority? you don't ask for nays?
- L.C.: @Michael And not counting votes, should the owner be in arrears. Or only eligible owners for an OOP
- L.P.: we always vote after the auditor leaves. will the auditor see this vote?
- M.F.: @Lisa.....not looking good at all....open to unlimited abuse....
- P.D. why are only scrutineers allowed to see vote. How can we obtain the participants box
- M.L.: why don't you allow all attendees to see the participants?
- S.H.: In webinar format you can't see participants but if you use meeting format you can
- E.B.: I voted no only because the Board is only providing one suggestion for Auditor and I believe this isn't democratic. I have always said that the Board should bring up two options for auditor.
- P.H.: don't like zoom: having to switch to another screen to chat or q & a
- P.H.: I am on mobile
- S.L.: In my opinion, this doesn't work well.
- D.Te.: ah... you should have told us up front...
- P.D. Have seen participants box with other zoom webinars
- L.C.: @Paul , if you click at the very top on View Options, and click exit full screen, the chat should pop up on the right hand side beside the panel.
- M.F.: @Sanjay....agree 100% !!
- K. Gow: There are differences when a third party host is facilitating a zoom meeting.
- M.E.: We looked at Go to Meeting but found it expensive for our small corporation
- P.H.: so half the people did not participate in the vote
- S.H.: In fairness to zoom - this does not work in a webinar format - it is much better in a meeting format

- R. Escayola: yes. Zoom offers meeting and webinar. We will speak of that.
- P. Ba.: The audio keeps cutting out.
- B.B.: sound cutting
- P.D. Someone should explain this difference between Zoom Webinar & Zoom Meeting to us non-techies
- D. Plotkin: I will be doing so Pauline :)
- S. La.: I didn't think Zoom meeting had question feature. Unless it's on the paid version?
- P. Ba.: Can't see who is speaking.
- M.F.: @Paul.....I know eh....where are these people ?
- M.W.: IS there a way to see all participants in meeting and who is speaking?
- S.H.: Matthew - yes
- B.L.: term limits
- D.Te.: how do you deal with multi-owners, does their vote count as one or 14 (for example)
- D.R.: we need gallery view
- M.F.: @Dino....that too, big, big problem in the building I live in....
- K.C.: Dino Testa had a good Q....
- S.H.: Sue - it does have Q & A feature
- B.B.: how to prevent the same person voting for and against
- P.H.: what is the main difference between soon webinar and meeting
- M.W.: I missed how nominations were made. Via chat or Q&A?
- L.L.: I think I can vote both for and against by raising my hand. Is that right?
- S. La.: Thanks Sonja, good to know. I didn't see it before .
- M.W.: I don't see option on zoom meeting to see all participants and see whose talking

K.C.: Chat vs Q&A ?? Is there a diff?

D.Te.: How do you vote if you have more candidates than positions?

K.C.: I'm confused..

M.F.: @Kim.....you're not alone....myself as well....

B. Cl.: Better to be confused at a mock rather than real!

P.H.: a big problem is not being able to see faces of owners and judge how things are going

P.D. James needs to withdraw in cases of conflict of interest

D.Te.: would you be able to show them speaking under a real AGM?

K.C.: @P.H.: I agree...

L.P.: oh no!

C. Ca.: David is nuts - he did not submit his disclosure

P.H.: refund of fees when you have s deficit?

O.A.: LOL!

K.C.: I CAN'T SEE WHO's Speaking...??

J. Br.: What about candidate declarations?

P.H.: you have my vote lol

C.C.: @Graeme, I'm sure we have met before

C. Ca.: Love him - let's vote him in

M.R.: Best pitch ever

K.E.: he's got my vote.

M.F.: That sounds a lot like residents in the building I live in....

G. MacPherson: VOTE GRAEME

G.M.: I like this guy!!!

B.B.: no ranked ballot

- D.Te.: it allowed me to vote for all 4 candidates? lol
- O.A.: Can we change our vote?
- L.C.: What about a *none of the above* ?
- H.F.: It let me check 2 boxes.
- I.F.: Nice to have options...what if no one wishes to serve as a Director?
- S.S. What abut multiple Board positions open?
- K.E.: Graeme is a shoe in.
- E.B.: The poll says to vote for one candidate, but the question has multiple choice in capital letters.
- P.H.: i can't remember who said what do I am not voting
- C.C.: @Rod, hope is not a good strategy
- D.Z.: can I change my vote.
- K.C.: Can we see a show of hands?
- M.F.: ???
- H.F.: How were votes counted when multiple boxes were checked?
- C.C.: best AGM ever
- H.F.: And this voting does not account for multiple owners being present from one unit.
- M.M.: i did not see the results!
- M.M.: I could not vote!!
- L.P.: I could vote for 2 candidates
- P. Ba.: I suggest putting up Yes/No ballots rather than using the show of hands. It is cleaner and everyone sees the counts.
- O.A.: Agree with Paul.
- T.Z.: Latin.
- G.W.: anyone speak Latin?

K.C.: Sorry, I can't read Latin...lol

P.H.: I object that you are pushing this through during a crisis with an experimental format... unacceptable, I will legally challenge this, starting with the CAO if that is appropriate

C. Ca.: I wanted to take pictures and copy but its in Latin!!!!

M.R.: That's about as clear as some of our by-laws.

D.Te.: all Catholics over 70 lol

C.C.: sum, esse, fui

P.D. I had planned to vote for virtual meetings but still a long way to go!

T.Z.: Pater Noster, qui est in Caelis.

E.B.: Where's the motion to approve?

D.Te.: Again, you can select all three and submit

G.M.: In vino verdi

M.M.: no "yes" or "no" to vote..

L.O.: I clicked all 3 to vote lol

E.B.: Point of Order: Where was the motion?

B. Cl.: semper ubi sub ubi

K.C.: I see nothing..

L.C.: Just result when you show

M.W.: I don't see anything

P.D. Only results

M.M.: I see NOTHING

O.A.: I don't see anything

D.K.: just results

C.C.: just see results

J. Br.: Cant see votes

D.P.: The box allows one to tick all three options

D.Te.: so i voted yes no and abstain, what did my vote count as?

H.B.: dogo dogere,, pupsie bitem

B.B.: adds to more than 100%

M.W.: How come the percent's don't equal 100%

D.Z.: that's more than 100%

P. Ba.: The counts add to 111%!!!

M.W.: lol

K.E.: good job everyone.

M.R.: I'm wondering if maybe there's an option for single vs. multiple choices and they used the wrong one?

M.W.: I think people can vote more than once if the percent is more than 100%. that's an issue with polling and raising hands

J. Br.: The Qs and As aren't being dealt with?

D.R.: this does not add up to 100% - it is over 100%

P.H.: unacceptable not to show the actual vote count. it was not a majority of those present

E.B.: Motion to adjourn?

K.C.: Scarlett has disappeared from my screen...

K. Gow: "self-serve" option is without a 3rd party host

K.E.: lessons learned.

K.C.: ah.. there she is..

K.C.: Now I'm finally seeing Graeme MacP and David Plotkin

K. Gow: Challenges in the self-serve model: count towards quorum, owners of multiple units, two residents of one suite

- K.E.: could they put in a proxy?
- D.Te.: does that mean my multi-unit owner gets 14 emails and logs in 14 times???
- K. Gow: 3rd party hosts can resolve issues relating to authentication of owners
- M.F.: @Dino.....we have a big problem with that very same question, in our building.....a lot of shenanigans !
- J.G.: According to recent US statistics, mail-in ballots accounts for the majority
- E.B.: If you register for the meeting on Zoom then the proxy is thrown out just like a regular meeting.
- B.B.: some votes exceeded 100%- can 3rd parties control that - just one vote per question
- M.F.: it's been going on for years..... :(
- D.Te.: hopefully, the 3rd party organizers know how to deal with this issue
- G.M.: This could have a huge learning curve...from what I see.
- K. Gow: How to deal with proxies? and attendance in person? Make a deadline earlier (than you would typically). A 3rd party host can assist in addressing this issue.
- M.J.: Our trial with Get Quorum moderating went very smooth.
- M.F.: Dino, if you don't mind whereabouts are you, I'm in Mississauga.
- K.C.: Is it my understanding then, that an AGM Zoom meeting will only show board members on screen, and not the other owners?
- P.H.: unless you are a tiny condo, I do not see don't this as homebrew like this, you need professionals to coordinate, no doubt
- S.H.: 3rd party providers are using zoom as the meeting platform. It does work differently if you do it as a zoom meeting and not a zoom webinar. It can work for small condos
- K. Gow: Use of a third party host (who moderates, and addresses these issues).
- M.R.: @Paul I agree.
- D.Te.: Can we have a third party who can organize and execute an AGM or Special Meeting? you have only made this a nightmare for me....

- M.M.: how about if I raised my hand by mistake/tech issue and then lowered it after realizing my mistake, which one is counted towards?
- B.B.: what are the costs of 3rd party platform for a large 400+ unit building
- S.H.: 3rd party providers are definitely a must for large condos and the costs are well worth it.
- M.J.: Having a third party eliminates any perception of influence over proxies and votes.
- D.Te.: Great job group but the results are not comforting for a President of condo corporation... would love to see a third party host... and hopefully it goes we...
- M.J.: We in the management industry should mandate that our managers will not facilitate the meetings on Zoom or any other platform.
- M.W.: so many participants..... hard to keep up with chat..... def need someone watching the chat and keeping track of common issues and questions that come up during meeting.
- T.Z.: Get Quorum
- P. Ba.: Why should non-expert attendees trust the voting platform?
- M.W.: Also can you mute others if they forget to turn off mic?
- D.Te.: who are the third party companies who can hold these meeting?
- K.C.: @ M.W.: agree.
- M.L.: What is small to you guys?
- K.C.: define "small"? (how many units?)
- B.L.: is platinum this legal firm chairs then separated platforms meeting and voting
- M.J.: Get Quorum accounts for all the issues talked about so far.
- N.M.: @Dino, Get Quorum is the best 3rd party company at this
- D.Te.: thanks Noah your response is based on ???
- P.Y.: How many hours did you spend to put this virtual AGM together?

- M.J.: Using Get Quorum would see you appoint them as scrutineers to manage attendance and ballots.
- K.C.: What do you guys mean by "3rd party provider" ?? Can you give an example? I'm confused..
- S. La.: Except that the Board pays their bill
- B.B.: 3rd party - Get Quorum, Condo Votes
- M.J.: If you consider mailing costs, venue costs and other costs the Get Quorum costs are similar.
- A.B.: Good point Murray
- B. CL.: plus getting snowbirds to participate
- M.J.: I believe it will be more inclusive using a virtual platform.
- D.Te.: Rod and group — thanks for doing this... lots of questions but very helpful
- J. Br.: Does a third party scrutineer need to be appointed?
- S.H.: You can set up polls in zoom so that people only have option of one choice when selecting answer.
- R.S.: How does this deal with a phone only person
- T.S.: also Shift Suite offers virtual AGMs.
- P. Ba.: Choosing a 3rd party platform is like choosing an auditor. Owners need to approve the choice.
- M.W.: oh good question..... what about owners who don't have a computer.... like seniors.... they cannot participate..... are we legally allowed to have a virtual AGM if there are attendees who aren't able to participate? even if quorum, doesn't seem fair to those owners....
- D.W.: You've confirmed that we made a wise choice to contract Get Quorum.
- M.J.: Phone ins would have to use a proxy to cast votes, no other option that I can see.
- K.C.: oic... so a Zoom "webinar" is a one-way convo, and a Zoom "meeting" everyone can see everyone else,

- T.T.: You can see the vote in Zoom meeting
- M.F.: @Matthew....exactly....!!
- K.E.: we need a good Systems Analysis to make some to changes.
- M.W.: (sorry many seniors have computers, I just meant those who maybe don't). or those who aren't tech savvy with zoom platform (need to send out instructions to help people know functions)
- L.L.: Our owners like to discuss issues with which they are not happy. How do we recognize everyone who wishes to speak?
- J. Br.: Any experience with WebEx rather than Zoom?
- P.D. Will Gowlings set-up a virtual meeting with Get Proxy or other better software with an independent 3rd party acting as facilitator
- E.B.: Also, turning on and off speakers means that an unethical President could turn off speakers who are raising questions that the Board does not want to answer.
- P. Ba.: Don't offer both Chat and Q&A. Have only one mode of attendee feedback.
- D.Te.: however, given everything is recorded... much easier lol
- M.F.: @Edward.....right on, our current "President" does NOT like questions !!
- D.Z.: conclusion: don't bother trying to go virtual.
- M.E.: Lots of good information in Chat but it is distracting.
- M.W.: I think having one section devoted to "motions" and one for questions only would be good. Both chat and Q&A is confusing
- M.R.: @Paul I'd say no chat. It's just like having people yapping during an in-person meeting.
- K.C.: Chat questions (for the most part) are ignored by the board...
- M.W.: maybe you tell people to limit Questions in chat screen until the times during AGM you'd normally allow people to speak? Think about a real AGM.... people don't just talk and ask questions at all times..... some may whisper or make some snickers or comments, but with virtual chat function, it really allows things to go crazy.... lol
- K.C.: @ Michel.. I kinda agree

- P.D.: Rod has said that he reviews questions later
- M.W.: I guess anything said in chats could also be kept..... is Corporation responsible to get back to all questions, even post-AGM?
- E.B.: What section of the Condominium Act allows for the e-meeting By-law to be passed by a simple majority? Section 56(10) states a By-law is passed by a majority of all owners.
- P. Ba.: Bottom line: The feeling of an online meeting is very different than an in-person meeting. Given that strange feeling, people are predisposed to not like the experience.
- C.C.: we limit owners to one question, until everyone has a chance to ask a question
- K.C.: @ Matthew : agree
- M.W.: Good point Scarlett. Agree. Only verbal questions.
- M.J.: Anyone contesting the meeting or any part of it could replay the recorded AGM.
- D.Te.: Excellent point — and should be mentioned in the intro of the meeting
- K. Gow: a third party host assists in recognizing a raised hand, opening their mic for them to ask their question and then be answered in the meeting.
- K.C.: It's important to make users know the difference between CHAT & Q&A
- D.Te.: I would not have a chat with an AGM
- M.R.: I would have seen the « Raise Hand » as a waiting room for people who want to ask questions, but I wonder if the platform allows it - e.g. see who raised their hand and in what order, like in an in-person meeting. The chat during a real meeting would be a disaster. Also people don't listen to what's going on while they read and type.
- M.W.: I have to go now.... want to say Thank you so much to Gowling WLG and all panelists who helped lead this Mock Virtual AGM. You guys are awesome! This was helpful. Definitely some challenges to overcome. Thanks for helping us to maintain our Corporation's functions during COVID-19. Take care :)
- L.L.: An AGM could go on for hours if all Q's are answered. How to limit?

- D.Z.: only part of agm that might make sense going virtual is the auditor report. and have any questions for him go thru the chair..
- E.B.: Another issue I saw is if you have a Point of Order or objection to something, it's easy for the Chairman to ignore that on Zoom. Whereas, in an in person meeting, the person can stand up (without being recognized)
- D.Te.: can someone on the panelist provide us with a list of 3rd party virtual meeting for condo corporations (AGM or Special Meeting)
- M.J.: Would the recorded meeting forma record of the corp?
- S.H.: If you use zoom meeting - when someone raises their hand other participants can see that
- D.Te.: However, Special Meetings called upon by Owners, we don't have a choice
- L.L.: If the meeting format doesn't deal with the pitfalls could the entire meeting be out of order?
- C.M.: I thought this was great. would work well got smaller condos
- S.S. Raising hands with a large group of over 200 is not feasible, only a few can appear on the screen.
- J. Br.: Topic for next webinar?
- M. Le.: You did a great job, Rod. Thanks for giving us the opportunity to participate in this Mock AGM.
- S. La.: Thanks all panelists, see you June 3rd for smoother sailing version :)
- D.Te.: Fantastic — with a service provider — you can charge us ... thanks
- L.L.: Thank you all.
- D.W.: Josh Milgrom said he was at a Virtual Meeting that went well. I believe he said that Get Quorum was the 3rd party provider.
- T.T.: Thanks
- J. Br.: Terrific learning opportunity
- D.T.: Thanks to panelists for that special session. It gave us a very good view on electronic AGM's challenges.

- K.E.: Great webinar everyone on the panel.
- M.J.: Great job. Better to learn now and not in front of our owners.
- D.Te.: Well done... all of you.. for tonight and all the previous weekly sessions....
- L. Lu.: This was great and would work for our condo. Thanks for coordinating this and the sense of humour!
- M.E.: Thank you panelists. Very helpful exercise.
- C.M.: thank you all!!
- E.B.: Thank you everyone!!!!!!
- J.S.: Thank you. Great presentation.
- D.Te.: The Board is patient lol — but the owners ????
- M.N.: Thank you so much! Great job by everyone.
- V.A.: thank you, see you on June 3rd
- P.D. Thank you. Great first step on pit-falls of virtual meetings.
- D.P.: Please do the hosted AGM next week
- S.P.: Thank you everyone! Great job!
- R.W.: Thank you very much from Collingwood
- P.S.: worthwhile for sure!
- H.J.: Thanks all!
- A.L.: Thank you - this was very helpful.
- A.P.: thanks for show as a tech mgmt consultant and bd press I wouldn't even try homegrown! thanks everyone. and scarlett's "minute takers" are professional and do a great job at all our meetings, emerging or not. our
- P. Si.: My chat and Q&A was frozen for most of the meeting
- J.M.: Thanks to all. This was a great mock AGM!
- J.G.: Thanks everyone for this webinar great eye opener, don't do it yourself - have a professional work with you who know how to do it properly

- C.W.: Thank you all! Small condo so might give a hybrid zoom AGM a try if not able to meet somehow at the end of the year. Only concern is how to help owners who are not comfortable with technology
- P.H.: But there is no actual need to do this with the accommodation to delay the AGM
- K.E.: looking forward to the next webinar.
- M.R.: @Paul assuming large gatherings are allowed in a relatively near future. Those meetings can't be postponed forever.
- P.Z.: thank you!!!
- J. Br.: Id like to learn how to do a hybrid
- A.S.: Thank you to all
- P.H.: Thanks you for doing this, it was good to get a taste of what these meeting are like
- M.M.: THANK YOU