



**CLEVELAND DOAN**  
Barristers & Solicitors

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## GENERAL MEETINGS – BEST PRACTICES

1. If owners cannot meet together physically, they must be permitted to meet virtually. Attendance cannot be restricted to select individuals.
2. Hold the meeting using a digital video platform which allows for interaction between owners. Phone attendance should not be given as an option as it does not allow for the issuing of voting cards or conducting secret ballots.
3. Owners must also be given the option of participating by proxy. This should be through a general proxy form just as with a physical meeting.
4. Thought can be given to whether there will be an option for a directed (restricted) proxy in addition to a general proxy, but the use of directed (restricted) proxies should be a rare exception.
5. If using a proxy with suggested proxy holders, an option must be given to allow an owner to appoint their own proxy.
6. Set a deadline for proxies to be submitted so they can be verified by the chair at the start of the meeting. However, proxies cannot be refused if presented at the time of sign-in. (Have an email address available where they can be sent to be verified – do not try and view them on the small screen).
7. Do not register and certify the proxies until the meeting starts. If using directed proxies do not tabulate the results in advance – wait for meeting so the proxies can be voted.
8. Begin sign in early to give participants time to deal with technical issues. (For larger strata corporations consider assigning time slots for certain blocks of strata lots to sign in – although late sign-ins must be allowed).

9. Allow only 1 participant (voter) per login (they can hold multiple proxies if they wish). Ensure they can hear you and you can hear them.
10. Have participants sign in using their unit or strata lot number (or rename them if they don't). Where the participant holds multiple votes (commercial strata lot or proxies) include the number of votes in their screen name.
11. If the bylaws require the issuing of voting cards either note the number of votes next to their participant name on screen or send a voting card with the notice of meeting and authorize their use by having the owner insert the number of votes when they sign in.
12. Mute all participants except when they are speaking.
13. Instruct participants who want to speak to raise their virtual hand to be placed on the speakers list.
14. For large groups, have someone other than the chair assist with taking minutes, keeping a speakers list and admitting people who come late to the meeting.
15. When it comes to voting, use the polling function whenever possible – particularly if a secret ballot is requested. Participants who are voting proxies should use the chat function to privately advise the chair of how the proxy votes are being cast.
16. If a vote is going to be taken by roll call, make sure an eligible voter requests it (unless the bylaws leave that choice to the chair).
17. Council nominations and election can be done as usual. (If using a directed proxy the election of council members will need to be left to the discretion of the proxy holder).
18. Keep the agenda short as virtual meetings are often much slower than a true in person meeting.

*This is intended for information purposes only and should not be taken as the provision of legal advice. The strata property lawyers at Cleveland Doan LLP and can be reached at (604)536-5002 or [strata@clevelanddoan.com](mailto:strata@clevelanddoan.com).*