

## Helpful Resources for Supporting Safe and Respectful Condo Communities

### Condominium Authority of Ontario:

- [CAO Best Practices Guide: Governance](#)
- [CAO Best Practices Guide: Issues Management](#)
- [Steps to Solve Common Issues: Harassment](#)
- [Mental health resources for condo communities](#)

### Community Supports:

- [The Ontario Human Rights Code | Ontario Human Rights Commission](#)
  - [Policy on preventing discrimination based on mental health disabilities and addictions](#)
  - [Policy on competing human rights](#)
  - [Policy on human rights and rental housing](#)
  - [Canadian Centre for Housing Rights](#)
    - [The Ontario Renters' Guide](#)
- [Crisis Prevention Institute](#)
- [Emergency Management Ontario](#)
- [Toronto Community Crisis Services](#)
- [Ottawa Distress Centre](#)

### LEAPS Method courtesy of Condor Security & Verbal Judo Institute:

**Listen** – A key component is listening to understand the problem and enable you to respond effectively.

**Empathize** – Show that you care about their situation. Try not to pre-judge or disapprove because you might approach it differently.

**Ask** – Ask questions to figure out what is important to them. This will show that you are concerned and want to help them.

**Paraphrase** – Put the facts as you see them in your own words to show that you understand what they are saying. For example, saying “Let me be sure that I understand what you just said.”

**Summarize** – Be brief and decisive and communicate the action that you will take as a next step.