



e-Brief

An electronic update of news and events from the Canadian Association of Municipal Administrators

April 24, 2006

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2006 CAMA Montréal Conference

The 2006 CAMA Conference will be held May 29-31st, in Montréal, Québec. The theme of this year's conference is **Worklife Quality**.

The conference will allow you to learn how worklife quality affects employee engagement, organizational performance and financial performance; how changing demographics will affect your workplace; how to measure work-life quality and monitor your progress; how to leverage your existing programs, policies and practices, and; how to design and implement effective work-life quality strategies.

A block of rooms has been set aside at a rate of \$205.00/night plus taxes. Please call the Hilton Montréal Bonaventure and reserve your room at 1-800-445-8667, or 1-514-878-2332.

Conference brochures have been mailed out to all members, and is also available on our website. Please complete the registration form and fax it to 506-460-2134, or mail it to:

CAMA National Office
PO Box 128, Station A
Fredericton, NB
E3B 4Y2

At this year's conference, **John Perry** will be speaking on: *Improving Quality of Worklife in Canadian Municipalities: National Quality Institute*

John Perry is the Senior Advisor and Senior VP for the National Quality Institute of Canada. Over his career he has chaired the design committees for various NQI private and public sector national Excellence/Quality and Healthy Workplace Criteria. He recently led the development of the NQI Organizational Quality & Wellness Criteria – Health Care Sector, in collaboration with health care professionals across Canada. In partnership with the Toronto District School Board, led the development of the Canadian Excellence in Education Program, a four step implementation and certification process on quality principles/practices for schools. His claim to fame at NQI is the creation of the extremely popular NQI-PEP® (Progressive Excellence Program), four-step implementation and certification process for NQI Quality and Healthy Workplace Criteria. Working with the Canadian Council for Aboriginal Business, he was a member of the development committee, and former Chief Adjudicator, for the CCAB Progressive Aboriginal Relations Program. He is a member of the Steering Committee of The Quality Worklife - Quality Healthcare Collaborative, a national coalition to improve quality of worklife in healthcare organizations across Canada.

Cette année, conférencier **John Perry** parlera sur: *Amélioration de la qualité travail-vie dans les municipalités canadiennes : Institut national de la qualité*

John Perry est conseiller en chef et premier vice-président de l'Institut national de la qualité (INQ). Au cours de sa carrière, il a présidé les comités d'élaboration des critères nationaux de l'INQ en matière d'excellence et de qualité pour les secteurs privé et public et des critères pour un milieu de travail sain. Il a récemment dirigé l'élaboration des critères relatifs à la qualité et au bien-être organisationnels de l'INQ, secteur des soins de santé, en collaboration avec les professionnels de la santé de partout au Canada. En partenariat avec le conseil scolaire du district de Toronto, il a dirigé la conception du Programme canadien d'excellence en éducation, une mise en oeuvre et un processus de certification en quatre étapes sur les principes et les pratiques en matière de qualité pour les établissements d'enseignement. Il a fait son nom à l'INQ grâce à la création du très populaire NQI-PEP® (programme d'excellence progressif), un programme de mise en oeuvre et de certification en quatre étapes relatif aux critères de qualité et aux critères pour un

milieu de travail sain de l'INQ. En collaboration avec le Conseil canadien pour le commerce autochtone (CCCA), il a été membre du comité de développement et ancien arbitre du Programme de relations progressistes avec les Autochtones du CCCA. Il est membre du comité directeur de collaboration sur la qualité travail-vie et la qualité des soins de santé, une coalition nationale visant à améliorer la qualité travail-vie dans les organisations de soins de santé partout au Canada.

For information on the conference, visit our website at: http://www.camacam.ca/conference_2006.asp, or email admin@camacam.ca.

Board News

- The next Board meeting will be held on Sunday May 28th, 2006, in Montréal, with the AGM being held on Wednesday May 30th in Montréal.

Member Profile



Jake J. Rudolph CAO, District of Pitt Meadows British Columbia

Jake is currently the CAO in the District of Pitt Meadows, a position he has held since 2001. Pitt Meadows is a rapidly growing suburban community of 17,000 in the Greater Vancouver Region.

Jake holds a Bachelor of Arts (Hons) in Economics and Geography from Saint Mary's University, a Master of Planning from Dalhousie University and Master of Business Administration from the University of New Brunswick.

During his 25 year career, Jake has worked for Porter Dillon Consultants; the Peace River and Edmonton Regional Planning Commissions; Municipality of Kings County, Nova Scotia; the City of Fredericton and the District of Maple Ridge, British Columbia.

Jake has served on a number of professional and community boards and is currently Vice Chair of the Greater Vancouver Regional Administrators Advisory Committee, President of the Ridge Meadows Minor Hockey Association and a member of the local Spirit of 2010 Steering Committee as Transportation Chair.

Early in his career Jake had the opportunity to work in a number of settings as a planner before eventually settling in with the City of Fredericton as Director of Development Services and ultimately Assistant City Manager. "I owe a great deal to the City of Fredericton, and specifically Paul Stapleton, for a tremendous learning experience in a wonderful setting. Paul is the consummate professional and Fredericton is an extremely well managed municipality. I benefited tremendously from my nine plus years in that city."

Since coming to British Columbia in 1998, the rapid pace of growth and change has been particularly challenging. Infrastructure has needed to be expanded and community facilities built to meet the needs of the growing population. Since coming to Pitt Meadows, Jake has also overseen the development of entire new departments to address the ever increasing pressures of being in the GVRD.

Pitt Meadows is experiencing growth and service delivery pressures typically associated with much larger municipalities. Case in point, the eminent construction of the Golden Ears Bridge and new Pitt River bridges have a combined value in excess of \$1 billion. The District has also become a regional shopping destination, is the western intermodal hub for CP rail and has one of the busiest regional airports in Canada. Big challenges for a small organization.

In 2005 the District of Pitt Meadows received the Union of British Columbia award for best municipal annual report. CAMA also recognized the District for its educational work. Both are components of the Districts robust business planning program which was implemented in 2002. "These awards are shared by the entire organization in recognition of excellence and wouldn't have been possible without a team of very dedicated people who make it all possible."

Jake, his wife Mona and two teenage sons Jon and Clay enjoy the many facets of living in the Lower Mainland from walking the dogs on the dykes and hiking and skiing in the local mountains to all the things a major urban centre has to offer. A balance of lifestyle is important to Jake and B.C. is the perfect setting to work and play.

**If you would like to be profiled, or would like to recommend a member for profiling in this section, please contact alycia.morehouse@fredericton.ca, or CAMA at the contact information below.*

Community Leadership/ Literacy Project

Look for this feature again on May 8th, when we will highlight the 2006 Literacy Awards!

For information on the CAMA Municipal Leadership Project, please contact Patricia Nutter at pnutter@lincsat.com; (613) 264-0111.

CAMA Awards Program

2005 CAMA Awards Highlights

Congratulations to the City of Hamilton on its Environmental Award Submission for its Contaminated Sites Management Program for Municipal Works (CSMP). Hamilton developed a comprehensive CSMP Manual that is relevant for many municipalities in Canada.

The City of Hamilton is a municipality comprised of a population of 490,270 (2001 Census), and a workforce of 9,300 municipal employees organized into several Departments. Many of these staff are making decisions on a daily basis respecting capital works projects and programs. Sub-surface contamination is often encountered in municipal Capital Works projects and property transactions. This is not surprising given Hamilton's long history of heavy industrial land uses, extensive industrial/ commercial zoning, and extensive land areas created by fill along Hamilton Harbour.

While the Ontario Ministry of Environment ("MOE") has developed guidelines with respect to addressing contaminated site issues, the City did not have a program or policy in place in order to instruct employees as to how to apply the MOE guidelines/ regulations or how to deal directly with contamination when it is encountered. In order to ensure that the City is exercising due diligence when engaging in these projects, the Public Works Department has coordinated the development of a Contaminated Sites Management Program as a proactive approach to address contamination associated with these endeavours.

The program represents a new, innovative and proactive approach for municipalities in dealing with the risks associated with contamination on Capital Works projects and programs. It is a unique approach that identifies relevant legislation, guidelines and regulations and outlines how such requirements and best practices should be applied by City staff to capital works projects. The program also takes all aspects of projects into consideration, such as procedures to follow projects through from planning and design to operations and maintenance associated activities such as property acquisition.

The Program consists of three phases:

- Phase 1: Development of a Procedures Manual for Capital Works projects and property transactions
- Phase 2: An ongoing staff training program on how to use the Manual
- Phase 3: Monitoring the effectiveness of the Manual and training and adjusting as necessary

The CSMP is intended to result in improved decision making and risk management related to municipal works and contamination, it is:

- a proactive approach to ensuring risks associated with contamination are identified as early as possible in the planning and design stages of our projects.
- ensuring staff understand applicable legislation, guidelines and regulatory requirements and will assist the City in exercising due diligence when engaging in Capital Works projects.

As such, the program will result in improved environmental conditions (e.g. site remediation in association with municipal works projects) and social impacts associated with worker/ public safety and improved financial decisions as they relate to managing potential for contamination. In general, social benefits consist of the improved environmental management of contaminated sites related to public capital works projects, improved health and safety as it related to municipal works and improved financial efficiency in managing contaminated sites issues during public capital works.

For further information on Hamilton's Contaminated Sites Management Program (CSMP), contact:

Mary Lou Tanner, MCIP, RPP
Manager, Strategic and Environmental Planning
Capital Planning and Implementation
Public Works Department
City of Hamilton
Phone: 905-546-2424 ext. 5101
Fax: 905-546-4435
E-mail: mtanner@hamilton.ca

2006 CAMA Awards

The 2006 CAMA Award Nomination deadline has now passed. The 2006 award winners will be announced at the Annual CAMA Conference in Montréal, from May 29-31st. Plaques for the six principal awards and certificates are presented by a member of the CAMA Board of Directors at the Luncheon during the Conference, and the Awards Committee may also award a certificate to any number of submissions deemed to be worthy of recognition in any of the three categories.

For more information on CAMA Awards, please visit the website at www.camacam.ca.

Membership Notes

- To have a job posting appear in CAMA's job broadcast, and on our website, the cost is \$100 for members, and \$200 for non-members. For more information, or to have your job listed, please email admin@camacam.ca.
- On behalf of the CAMA Board of Directors, we would like to welcome the newest members to our Association:
 - Mr. Paul Fitzpatrick, Chief Administrative Officer, City of Cornwall
 - Mr. Harry Schlange, Chief Administrative Officer, Town of Fort Erie
 - Ms. Margaret Neubauer, Director of Corporate Services, Town of Fort Erie
 - Ms. Loretta Tucker, Town Clerk-Town Treasurer, Town of Portugal Cove-St. Philip's, Newfoundland

The next CAMA e-Brief will be issued on Monday, May 8, 2006

Look for the next Job Broadcast on Monday, May 1, 2006

To have an item included in e-Brief, please contact Alycia Morehouse, at alycia.morehouse@fredericton.ca.

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