CAMA ACAM 2017 Gatineau

EXPLORING WHAT'S AHEAD FOR LOCAL GOVERNMENT

2017 CAMA ANNUAL CONFERENCE
MAY 29 – MAY 31, 2017
HILTON LAC-LEAMY
GATINEAU, QUÉBEC

TABLE OF CONTENTS:

CONFERENCE MOBILE APP *THREE*

ACCOMODATIONS *FOUR*

TRANSPORTATION *FIVE*

TOURISM OUTAOUAIS *FIVE*

CONFERENCE REGISTRATION *SIX*

WELCOME MESSAGES *NINE*

PRE-CONFERENCE DAYS - MAY 28 & 29, 2017 *ELEVEN*

CONFERENCE DAY ONE - TUESDAY, MAY 30, 2017 *SEVENTEEN*

CONFERENCE DAY TWO - WEDNESDAY, MAY 31, 2017 *THIRTY-ONE*

STUDY TOURS *THIRTY-SIX*

COMPANION PROGRAM *THIRTY-NINE*

FCM/CAMA SWING DAY *FORTY-ONE*

WHY ATTEND?

This annual event offers an array of opportunities for all Chief Administrative Officers, municipal senior managers, and staff members from various other functions in your organization that are serious about enhancing their skill sets. This Conference is designed to prepare you and your community with information and best practices to help you succeed and prosper. This year we're planning a wide assortment of events and activities, to make your Conference experience an unforgettable one:

- Inspiring and invigorating keynote speakers.
- Exceptional networking and social events.
- An interactive tradeshow featuring companies in the municipal industry showcasing their new products and services.
- Activities to see and learn about the City of Gatineau and the City of Ottawa.

The 2017 CAMA Conference has something for you!

Please also note that the Scotiabank Ottawa Marathon is taking place on Sunday, May 28th, 2017 if you would like to come early and participate:
http://www.runottawa.ca/races-and-events/tamarack-ottawa-race-weekend/scotiabank-ottawa-marathon

This Conference provides eight hours of training and instruction that may be used to fulfill professional development or individual certification requirements for those delegates that are eligible.

2017 MOBILE APP

SPONSORED BY STRATEGYCORP INC.

StrategyCorp's Municipal Affairs Practice Group helps local governments achieve their operational and policy goals, while building institutional capacity. Like municipal mechanics, we can help fix things that are broken, and like engineers, we help design system improvements. We bridge the political-administrative gap, working with all stakeholders, and develop efficient and effective solutions that can be implemented.

Led by some of the best known faces in municipal public administration, StrategyCorp's team has the know-how that comes from over a hundred years of combined rural and urban municipal sector experience.

The 2017 mobile application for iPhone, Android, Blackberry and tablet puts all venue and Conference information you need in the palm of your hand. Powered by EventMobi, the application gives CAMA 2017 delegates real-time access to schedules, speakers, venues, exhibitor information and the ability for delegates to connect with one another within the app. The app is available in English and French, and is available for download prior to the Conference.

ACCOMMODATIONS

HOST HOTEL – HILTON LAC-LEAMY – SOLD OUT

You are responsible for arranging your own accommodations. CAMA has secured a block of rooms at the Hilton Lac-Leamy located at 3 Casino Boulevard. This Gatineau-Ottawa hotel is situated on the shores of Leamy Lake and is interconnected to the spectacular Casino du Lac-Leamy and is only five minutes from downtown Ottawa, the nation's capital. This hotel offers 349 rooms with exceptional lake views, complimentary WiFi and amenities for a relaxing stay.

The following special Conference rate will be offered:

Type of Room	Single and Double Rate
Classic/Deluxe Room	$230.00

**Please note that the above rate is subject to applicable taxes. There will be a $25.00 charge for an additional adult (to a maximum of four people for the Classic/Deluxe Room).

A deposit equal to the first night's stay will be charged at time of booking. If cancelled on/before April 21st, 2017 the deposit will be refunded. If cancelled on/after April 22nd, 2017 the first night's deposit will be forfeited.

To make a room reservation, please contact the Reservations Department at 1-819-790-444 or 1-866-488-7888. **To ensure the special rate quoted above, please identify yourself as attending the CAMA Conference and quote the reservation code "CTA"**. The room block will be open until April 26, 2017 or until the group block is sold out – whichever comes first. Reservations can also be made by using the following link:http://www.hilton.com/en/hi/groups/personalized/Y/YOWOVHF-CTA-20170526/index.jhtml

ALL CONFERENCE SESSIONS ARE HELD AT THE HILTON LAC-LEAMY HOTEL.

OVERFLOW HOTEL

CAMA has arranged for a room block at the Ramada Plaza/Le Manoir du Casino (75 rue d'Edmonton) which is located across from the Hilton Lac-Leamy.

The special Conference rate is $169.00 (Single and Double). **Please note that this rate is subject to 5% GST, 9.975% PST and 3.5% per night per room accommodation tax. **This room block and rate will be open until March 28, 2017.**

To make a room reservation, please call 1-800-296-9046 and note Block ID: CGB423 for the CAMA Room Block rate.

Deposit/Cancellation Policy:
A deposit equal to the first night's stay will be charged at time of booking. If cancelled on/before April 21st, 2017 the deposit will be refunded. **If cancelled on/after April 22nd, 2017 the first night's deposit will be forfeited.**

SOLD OUT

TRANSPORTATION

The Ottawa International Airport is approximately a 40 minute drive (19 km) to the Hilton Lac-Leamy depending on traffic. Taxi fares from the Ottawa International Airport to the Hilton Lac-Leamy will be approximately $45 (depending on traffic).

Taxi: Airport Taxi Service (613-523-1234) or www.conventryconnections.com

Limousine:
Infinity Limousine (613-277-9797) or info@infinitylimousine.ca
Allante Limousine (613-741-6111) or info@aats.limo

TOURISM OUTAOUAIS

Welcome to the Outaouais Region!

Located right next door to Ottawa, Canada's capital, the Outaouais region offers an ideal balance of city and country delights. In just a few minutes, you can go from the urban buzz of downtown to the peaceful beauty of nature. Whether you're a foodie or a fan of the great outdoors, relaxation, adventure or cultural experiences, we have everything you're looking for.

2017 is a very special year for the Outaouais region as we celebrate Gatineau 2017 as part of the 150th anniversary of Canadian Confederation. From MOSAÏCANADA 150 / GATINEAU 2017 to performances by Cirque du Soleil and countless shows and events throughout the year, the Outaouais and the City of Gatineau are packed with wonderful activities. Prepare to be amazed and delighted!

For more information on planning or extending your stay in our beautiful region, visit www.outaouaistourism.com.

LEARN MORE ABOUT GATINEAU AT THE CAMA REGISTRATION DESK LOCATED AT THE HILTON LAC LEAMY. THE HOURS OF OPERATION ARE AS FOLLOWS:

- **Sunday, May 28th - 2:00 p.m. to 6:00 p.m.**
- **Monday, May 29th - 12:00 Noon to 8:00 p.m.**
- **Tuesday, May 30th - 7:00 a.m. to 4:30 p.m.**
- **Wednesday, May 31st - 7:00 a.m. to 3:00 p.m.**

CONFERENCE REGISTRATION INFORMATION

Registration Fees

Register for the Conference by April 1st, 2017 and you will receive the Early Bird Rate.

Please note that CAMA members who are attending their first CAMA Conference are eligible for a $150.00 discount off the registration fee.

Delegate Type	Early Bird Registration Fee by April 1, 2017 (+5% GST + $9.975% QST)	Registration Fee after April 1, 2017 (+5% GST + $9.975% QST)
*CAMA Member (Municipal)	$675.00 + $33.75 GST + $67.33 QST= $776.08	$725.00 + $36.25 GST + $72.32 QST= $833.57
*First Time Attendee Members (Municipal) & Municipal Interns	$525.00 + $26.25 GST + $52.37 QST= $603.62	$575.00 + $28.75 GST + $57.36 QST = $661.11
*Non-Member (Municipal)	$875.00 + $43.75 GST + $87.28 QST= $1006.03	$925.00 + $46.25 GST + $92.27 QST= $1063.52
**Affiliate CAMA Member (Non-Municipal)	$975.00 + $48.75 GST + $97.26 QST= $1121.01	$1025.00 + $51.25 GST + $102.24 QST = $1178.49
**Non-Member (Non-Municipal)	$1175.00 + $58.75 GST + $117.21 QST= $1350.96	$1225.00 + $61.25 GST + $122.19 QST = $1408.44
Retired Member	$375.00 + $18.75 GST + $37.40 QST= $431.15	$425.00 + $21.25 GST + $42.39 QST = $488.64

***"Municipal" refers to an individual who is currently employed with a municipal government organization.**
****"Non-Municipal" refers to all other individuals.**

The registration fee for members, non-members, and municipal interns includes all Conference sessions, tradeshow, opening reception, breakfasts, refreshment breaks, lunches, Casual Night Out, the President's Dinner and the hospitality suites. Additional tickets to the Casual Night Out ($115.00) and the President's Dinner ($125.00) can be purchased for companions not participating in the full Companion Program.

An additional fee will be charged for the Study Tours on Wednesday afternoon.

The registration fee for retired members includes all Conference sessions, tradeshow, opening reception, breakfasts, refreshment breaks, Casual Night Out, and the hospitality suites. At an additional cost, tickets can be purchased to the lunches ($35.00), the Study Tours ($25.00), and the President's Dinner ($125.00).

CONFERENCE REGISTRATION INFORMATION

NEW THIS YEAR

Conference Registration for Members in Transition

Going in to "transition" is a very difficult situation that all too many members face at some point in their local government careers. Any job change is difficult, but when its forced on someone for reasons that often have nothing to do with their job performance it can be traumatic.

If you are a "Member in Transition" and have been fired or forced to resign your position in local government and are now "in transition", CAMA will provide a complimentary registration for you. Hotel and travel expenses are at your cost. Register under the "Members In Transition" category on-line, but CAMA's membership department must have been notified of your status for you to use this option.

Links to Registration

Delegates Registration: http://www.civicinfo.bc.ca/event/2017/cama.asp
Partners Registration: http://www.civicinfo.bc.ca/event/2017/cama_partners.asp
Golf Registration: http://www.civicinfo.bc.ca/event/2017/cama_golf.asp

"THE CAMA CONFERENCE IS A MUST ATTEND FOR MUNICIPAL LEADERS WHO WANT TO BE INFORMED OF CURRENT ISSUES THAT SHOULD BE ON YOUR MUNICIPALITIES' RADAR. THIS CONFERENCE IS VERY WELL ORGANIZED OFFERING A UNIQUE FRIENDLY ATMOSPHERE FROM THE MOMENT YOU REGISTER, AND CARRIES FORWARD THROUGH THE INFORMATIVE LEARNING SESSIONS AND NETWORKING ACTIVITIES."

-MARK LOCKING, DIRECTOR OF COMMUNITY SAFETY AND CORPORATE PROPERTIES, CITY OF AIRDRIE, AB

#CAMA2017

IMPORTANT REGISTRATION INFORMATION

- If you are paying by cheque, you are not considered registered until payment is received.
- If you are attending the full Conference, the tickets to social functions are included in the delegate registration price. Add tickets only if you wish to purchase additional tickets for another individual. *Tickets to social events are non-refundable*.
- A cancellation fee of $200.00 for each cancelled registration applies until April 15th, 2017. No refunds will be issued after April 15th, 2017. Substitutions are permitted. Please request substitutions in writing to: admin@camacam.ca
- CAMA will take photographs and some video at the 2017 Conference and may use them in CAMA news or promotional materials whether in print, electronic or other media, including the CAMA website. By participating in the CAMA Conference, you grant CAMA the right to use your name and photograph for such purposes.

FCM CONFERENCE AND TRADESHOW

CAMA delegates will be provided complimentary access (with their CAMA Conference name badge) to the Federation of Canadian Municipalities Tradeshow being held on Thursday, June 1st, 2017 from 5:00 p.m. to 7:00 p.m. during the official Trade Show Opening and Cocktail Reception and on Friday, June 2nd, 2017 from 10:00 a.m. to 12:00 Noon at the Shaw Convention Centre (Canada Halls 2 & 3, Level 3).

The FCM Conference will be held from June 1-4, 2017 with over 1,500 municipal leaders coming together to discuss key issues and challenges their communities are facing. For more information visit https://www.fcm.ca/home/events/upcoming-events/2017-annual-conference-and-trade-show-ottawa.htm

WELCOME MESSAGE CAMA PRESIDENT

On behalf of the CAMA Board of Directors, I would like to take this opportunity to welcome you to our Annual Conference in Gatineau.

The Conference is CAMA's premiere professional development event that allows our members to experience high quality speakers in a relaxed and enjoyable atmosphere.

This year`s theme is **"Exploring What's Ahead For Local Government"** with a focus on sessions that will highlight the skills required to help us grow and develop into the best leaders possible and to keep ahead of the trends that our communities will be facing in the future.

2017 is a very special year for the Outaouais region as we celebrate Gatineau 2017 as part of the 150th anniversary of Canadian Confederation. From MOSAÏCANADA 150 / GATINEAU 2017 to performances by Cirque du Soleil and countless shows and events throughout the year, the Outaouais and the City of Gatineau are packed with wonderful activities. We have arranged for special tours of MOSAÏCANADA 150 for you on Sunday and Thursday so please plan to arrive early or stay later!

As well, we will celebrate our own personal achievements with the Long Service Awards Luncheon and the best practices in Canadian municipal government with the CAMA Awards of Excellence. This year's Pre-Conference program includes the ever-popular golf tournament at Hautes Plaines Golf Club, a bike tour including some visits to some of the most attractive sites and hidden gems in The National Capital Region, lunch and a tour of the Beer Museum, and the opportunity to visit some of the area's most prestigious museums.

Enjoy Casual Night with a cruise on the Ottawa River and get ready to dance the night away with the live band "The Showmen Orchestra" at the President's Dinner taking place in at the beautiful Canadian Museum of History.

There is also an amazing Companion Program which includes a bike tour, wine tasting, a trip to the biggest North American Scandinave Spa (Nordik Spa Nature) and an afternoon at the Mackenzie King Estate including a visit to Lac Pink and Le Belvedere ending with the Haunted Walk Tour.

This year's event is already very popular – I invite you to use our on-line registration system to reserve your spot now. See you in Gatineau!

Marie-Hélène Lajoie
CAMA President
Directrice Générale, City of Gatineau

A WORD FROM THE MAYOR

Exploring what's ahead for local governments will be the focus of participants to the 46th Annual Conference of the Canadian Association of Municipal Administrators.

Everywhere in Canada, municipal directors, senior administrators and executives are striving to build better municipalities. As the title of this Conference suggests, the ones who will succeed are clearly those who can identify opportunities for sustainable growth and anticipate the main issues that will affect our cities, so that they can then implement the necessary measures to address them in a proactive manner.

I hope that everyone will find the discussions about the many topics that directly concern our municipalities highly productive. The program includes presentations and tours, providing everyone with useful learning opportunities.

I invite you to make time to discover our city and its attractions, among other things Jacques-Cartier Park, where we will be pleased to give you a tour of the MOSAÏCANADA 150/Gatineau 2017 worksite for a preview of that spectacular illustration of Canada's 150 years of history, values, culture and arts.

I join Marie-Hélène Lajoie, Chief Administrative Officer of Ville de Gatineau and President of the Canadian Association of Municipal Administrators, in wishing you an excellent stay in Gatineau!

Maxime Pedneaud-Jobin,
Mayor

MOSAÏCANADA150
GATINEAU 2017

PRE-CONFERENCE DAY- MAY 28

MOSAÏCANADA 150/ GATINEAU 2017 TOUR	2:30 p.m. - 4:00 p.m.
Conference Registration	2:00 p.m. - 6:00 p.m.

2:30 P.M. TO 4:00 P.M.

MOSAÏCANADA150/GATINEAU 2017 TOUR

Cost: $25.00/person + GST + QST (including tour and transportation)

MosaïCanada150/Gatineau 2017 will be the main attraction in the national capital region in 2017. All summer long, visitors will be captivated by the spectacular mosaïculture displays along a discovery route stretching over close to one kilometre. These masterpieces will reflect 150 years of history, culture and Canadian art. www.mosaicanada.ca

"AS A RELATIVELY YOUNG ADMINISTRATOR, THE CAMA CONFERENCE HAS PROVIDED ME AN UNEQUALLED OPPORTUNITY TO NETWORK ON A PERSONAL AND PROFESSIONAL LEVEL WITH MANY VETERAN CAO'S FROM ACROSS THE COUNTRY, LISTEN TO THEIR WAR STORIES, AND MINE NUGGETS OF GOLDEN WISDOM. AN EXTREMELY WELL ORGANIZED CONFERENCE, CAMA SHOULD BE A "MUST ATTEND" FOR ANY SENIOR ADMINISTRATOR."

- GORDON MACFARLANE – DEPUTY CAO, CITY OF SUMMERSIDE, PEI

PRE-CONFERENCE DAY – MAY 29

Golf Tournament at Hautes Plaines Golf Club	6:30 a.m. - 3:00 p.m.
Bike Tour	8:30 a.m. - 11:45 a.m.
Day at the Museums	8:30 a.m. - 4:30 p.m.
Networking Walk around Lac Leamy / Gatineau Park	10:00 a.m. - 11:00 a.m.
Conference Registration	12:00 Noon - 8:00 p.m.
Lunch in Gatineau and Tour of Beer Museum	12:15 p.m. - 3:00 p.m.
Provincial / Territorial Association Meeting	1:00 p.m. - 5:00 p.m.
Exhibitor Meet and Great	3:00 p.m. - 5:00 p.m.
President's Reception for Sponsors and Exhibitors	5:30 p.m. - 6:00 p.m.
First Time Delegates Reception	6:00 p.m. - 7:00 p.m.
Opening Reception at Tradeshow	6:00 p.m. - 9:30 p.m.
Hospitality Suite at Hilton Lac-Leamy	9:30 p.m. - 11:30 p.m.

PRE-CONFERENCE DAY — MAY 29

CLUB DE GOLF
HAUTES PLAINES

6:30 A.M. TO 3:00 P.M.

CAMA GOLF TOURNAMENT – HAUTES PLAINES GOLF CLUB

Cost: $120.00 + GST + QST (for CAMA Members). Please see other rates below.

Only 10 minutes from downtown Ottawa, Club de golf Hautes Plaines has the most exciting topography of any club in the National Capital Region. The course climbs up and down, offering an array of elevated tee shots and arresting views. From the sixth tee, golfers can see the entire City of Ottawa.

Built in 1983 and redesigned by acclaimed Montreal architect Graham Cooke, the tree-lined fairways and numerous bunkers challenge players to think strategically and take risks.
Start your day early by departing the Hilton Lac Leamy at 6:30 a.m., enjoy a hot breakfast buffet, and drive away in your shared power cart at 8:00 a.m. with a shot-gun start. End your day with a BBQ lunch at the clubhouse. Golfers will be arriving back at the hotel by 3:00 p.m.

The cost per participant includes transportation to the course, green fees, the use of a shared power cart, a hot breakfast buffet and a BBQ lunch. Players will also have complimentary use of the driving range.

CAMA Members (Municipal)/Retired Members /Municipal Interns/Members in Transition	$120.00 + GST + QST
Non-Members (Municipal)	$130.00 + GST + QST
Affiliate CAMA Members (Non-Municipal)	$150.00 + GST + QST
Non-Members (Non-Municipal)	$155.00 + GST + QST

Golf club rentals will be available for $45.00 (plus GST and QST) and can be reserved on the on-line registration form and paid for at the course the day of the tournament.

PRE-CONFERENCE DAY — MAY 29

8:30 A.M. TO 11:45 A.M.

BIKE TOUR

Cost: $40.00/person + GST + QST (including a two hour guided tour and transportation)
*The tour will depart the Hilton Lac-Leamy at 8:30 a.m. and arrive back by 11:45 a.m.

Join your colleagues on a two hour guided bicycle tour of Gatineau and Ottawa and visit some of the most attractive sites and hidden gems in The National Capital Region at a leisurely pace. This tour will include your bicycle, helmet, water bottle, power bar and tour guides.

This leisurely tour is about 15 km and will take you through beautiful safe bicycle paths while covering some of the major attractions and must see sites in Gatineau-Ottawa. There will be seven to eight stops to tell you about major attractions (a blend of history and contemporary information about Gatineau-Ottawa). You will stop about five minutes at each site. During this tour you will see Parliament, the Supreme Court of Canada, Theatre de Ile, les Brasseurs du Temps Craft Beer, Jacques-Cartier Park, Museum of History, National Art Gallery, Rideau Locks, Bytown Museum-Locks, War Memorial, and the Ottawa River Pathway.

8:30 A.M. TO 4:30 P.M.

DAY AT THE MUSEUMS

Cost: $55.00/person + GST +QST (including all tours and transportation) Lunch is an additional fee.
*The tour will depart the Hilton Lac-Leamy by Water Taxi at 8:30 a.m. and arrive back by 4:30 p.m.

Schedule

8:30 a.m.	Water Taxi from the Hilton Lac-Leamy to the Canadian Museum of History
9:30 a.m. to 12:00 Noon	Tour of the Canadian Museum of History
12:15 p.m. to 2:00 p.m.	Enjoy Lunch at Le Cellier in Hull
2:15 p.m. to 4:30 p.m.	Visit the Canadian War Museum or the National Art Gallery

Your day will begin by having the opportunity to experience the 100% electric water-taxi from the Hilton Lac-Leamy to the Canadian Museum of History. While at Canada's most visited museum, you will discover the events, experiences, people and objects that have shaped the nation's history. Take in the beauty of this architectural gem and its spectacular setting on the banks of the Ottawa River. Marvel at the world's largest indoor collection of totem poles.

Enjoy a quaint lunch at Cellier St. Jacques which is a charming restaurant in an ancestral house in downtown Gatineau (Old Hull). Come and taste wines from all around the world, or simply relax on one of their terraces. Enjoy a fresh market menu and discover their delicious tartares and ceviches.

PRE-CONFERENCE DAY — MAY 29

You will have the choice of visiting the Canadian War Museum or the National Art Gallery in the afternoon. While at the Canadian War Museum you will see Canada's rich military history showcased through artifacts, personal stories, artwork, photos and interactive presentations. Tour the extensive permanent exhibitions and expand your knowledge of the conflicts that shaped Canada, Canadians and the world. Rest and reflect in Memorial Hall. Discover the Museum's fascinating architectural theme.

The National Gallery of Canada is the country's finest art museum and the permanent home of the world's most comprehensive collection of Canadian art. Its European collection and modern American collection are considered among the best in the country. Its award-winning architecture, featuring the luminous Great Hall, spacious galleries and interior gardens and courtyards, is in itself is worth the visit.

10:00 A.M. TO 11:00 A.M.

NETWORKING WALK AROUND LAC LEAMY/GATINEAU PARK

Join your colleagues for an informal walk around Lac Leamy and Gatineau Park.

12:00 P.M. TO 8:00 P.M.

CONFERENCE REGISTRATION

12:15 P.M. TO 3:00 P.M.

LUNCH IN GATINEAU AND TOUR OF BEER MUSEUM

Cost: $40.00/person + GST (includes lunch, two beer tickets and a guided tour of the museum)
*This tour departs the Hilton Lac-Leamy at 12:15 p.m. and arrives back by 3:00 p.m.

The Brasseurs du Temps (BDT) is the first microbrewery in the Outaouais region and is the cultural destination that makes it the heartbeat of the city. Their gourmet table, full of tasty products will find its pairing among one of the 17 beers offered at all times.

Enjoy a lunch of either poutine, fish and chips, a BBQ club wrap or a veggie wrap.

1:00 P.M. TO 5:00 P.M.

PROVINCIAL/TERRITORIAL ASSOCIATION MEETING

PRE-CONFERENCE DAY — MAY 29

3:00 P.M. TO 5:00 P.M.

EXHIBITORS MEET AND GREET (INFORMAL OPPORTUNITY TO MEET WITH DELEGATES)

5:30 P.M. TO 6:00 P.M.

PRESIDENT`S RECEPTION FOR SPONSORS AND EXHIBITORS

6:00 P.M. TO 7:00 P.M.

FIRST-TIME DELEGATES RECEPTION

6:00 P.M. TO 9:30 P.M.

OPENING RECEPTION AT TRADESHOW

9:30 P.M. TO 11:30 P.M.

HOSPITALITY SUITE AT THE HILTON LAC-LEAMY

SPONSORED BY INSITUFORM TECHNOLOGIES

Insituform Technologies® rehabilitates deteriorated sewer and water pipes using Insituform® processes, non-disruptive methods of creating a structurally sound pipe-within-a-pipe. The Insituform® processes are an affordable way to solve a full range of everyday sewer and water problems with no digging or disruption.

THANKS TO OUR PLATINUM SPONSORS

Ville de Gatineau

TOURISME OUTAOUAIS

CONFERENCE DAY ONE — MAY 30

Morning Run	6:00 a.m. - 7:00 a.m.
Conference Registration	7:00 a.m. - 4:30 p.m.
Breakfast	7:30 a.m. - 8:15 a.m.
Annual General Meeting	8:15 a.m. - 9:00 a.m.
Opening Ceremonies	9:00 a.m. - 9:15 a.m.
Plenary Session	9:15 a.m. - 10:30 a.m.
Tradeshow Refreshment Break	10:30 a.m. - 11:00 a.m.
Opening Keynote	11:00 a.m. - 12:00 Noon
Long Service Awards Luncheon	12:00 Noon - 1:00 p.m.
Dessert and Coffee in the Tradeshow Area	1:00 p.m. - 1:30 p.m.
Concurrent Sessions	1:30 p.m. - 2:30 p.m.
Tradeshow Refreshment Break	2:30 p.m. - 3:00 p.m.
Concurrent Sessions	3:00 p.m. - 4:00 p.m.
Young Professionals Reception	5:00 p.m. - 6:00 p.m.
Casual Night Out on the Ottawa River Queen Cruise	6:30 p.m. - 9:30 p.m.
Hospitality Suite at Hilton Lac-Leamy	9:30 p.m. - 11:30 p.m.

CONFERENCE DAY ONE — MAY 30

6:00 A.M. TO 7:00 A.M.

MORNING RUNS

(Meet in the lobby of The Hilton Lac-Leamy)
5 km and 10 km routes around Lac Leamy and Gatineau Park.

7:00 A.M. TO 4:30 P.M.

CONFERENCE REGISTRATION

7:30 A.M. TO 8:15 A.M.

BREAKFAST

SPONSORED BY THE PARTNERSHIP GROUP - SPONSORSHIP SPECIALISTS™

Partnership Group – Sponsorship Specialists® is Canada's leading sponsorship marketing agency assisting municipalities in generating incremental revenue outside of user fees and taxes. The team works with the municipality to determine what is saleable in a sponsorship program, assigns real market value to those assets and properties and then assists to build the internal capacity for long term renewable revenue through corporate sponsorship. Municipalities as small as Marwayne Alberta to as large as the City of Toronto, from Nanaimo BC on one coast to Summerside PEI on the other, the Partnership Group – Sponsorship Specialists® delivers results.

8:15 A.M. TO 9:00 A.M.

ANNUAL GENERAL MEETING

9:00 A.M. TO 9:15 A.M.

OPENING CEREMONIES

9:15 A.M. TO 10:30 A.M.

PLENARY SESSION - "UNDERSTANDING AND NAVIGATING THE POLITICAL WATERS"

Hazel McCallion, Former Mayor of the City of Mississauga
Moderated by Janice Baker, City Manager & CAO for the City of Mississauga

ABOUT THE SESSION:

Our employees have CAOs to look out for their interests, but CAOs must look out for themselves in an increasingly difficult, uncertain and frankly, often highly dangerous political operating milieu.

CONFERENCE DAY ONE — MAY 30

Led by the former Mayor of Mississauga, Hazel McCallion, this session will examine some of the trends and challenges observed in CAO/Council relations. It will touch on what approaches and responses might be appropriate or effective, and hopefully provoke some thought and discussion about how you and your team can navigate through the political waters. Both elected officials and CAOs operate under daily scrutiny of the public and media and it's important to find ways to build positive relationships and results.

Also, as part of this session, Janice Baker, Chair of CAMA's CAO Performance Evaluation initiative (and City Manager/CAO for the City of Mississauga, ON) will provide those in attendance with an update on this project since it was launched at the 2016 Conference.

ABOUT THE SPEAKER:

Hazel McCallion
Former Mayor
City of Mississauga, ON

Hazel McCallion was first elected mayor of Mississauga in 1978 and is the longest-serving mayor in the city's history, and one of the longest-serving in Canadian history. Under McCallion's leadership as mayor, Mississauga's population more than doubled, making it the sixth-largest city in Canada. Her reputation over the past quarter century has hinged on her financial acumen and political pragmatism, with her no-nonsense style endearing her to constituents. McCallion has become a political and business leader and icon in the community.

Since retiring Hazel McCallion has taken a job at the University of Toronto as a special advisor to the president of the University's Mississauga division on matters related to strategic development of the school. Hazel will also help to create new courses and will work with the Mississauga campus' Institute for Management and Innovation to develop a master's degree in urban innovation and development. Hazel will contribute to a non-credit training courses for those interested to enter public service and will guest lecturer on occasion. Hazel continues to be on the board of the Ontario Women's Hockey Association and continues to be a driving force behind women's hockey – as Hazel says "the way hockey should be played – free of violence".

Hazel is a much sought after public speaker sharing with her audience an incredible journey, vast experience and humorous anecdotes from her illustrious career.

ABOUT THE MODERATOR:

Janice Baker
City Manager/CAO
City of Mississauga, ON

Janice Baker joined the City of Mississauga in May, 1999 as Commissioner of Corporate Services and Treasurer and was promoted to City Manager and Chief Administrative Officer in 2005. She has 30 years of municipal government and fiscal administration experience, having previously held senior roles at both the City of St. John's, Newfoundland and the City of Oshawa, Ontario, as well as roles in the private sector.

Janice has received a number of awards including: three time WXN Top 100 Award winner in the Public Sector Leaders category and induction into the WXN Canada's Top 100 Most Powerful Women's Hall of Fame in 2010; the FCA designation from the Institute of Chartered Accountants of Ontario (ICAO) in 2011; the Excellence in Municipal Finance Award from the Municipal Finance Officers Association of Ontario (MFOA) in 2011.

She serves on several Boards and Committees and has a long history of community and professional volunteer service.

Janice has a Bachelor of Commerce (Honours) degree from Memorial University of Newfoundland and holds the designation of Chartered Professional Accountant.

10:30 A.M. TO 11:00 A.M.

TRADESHOW REFRESHMENT BREAK

11:00 A.M. TO 12:00 NOON

OPENING KEYNOTE – WINNING AGAINST THE ODDS

Michael ``Pinball`` Clemons

At only 5 feet 6 inches and 170 pounds, Michael "Pinball" Clemons inspires his audiences by illustrating what is possible and what it means to beat the odds. In this moving talk, he shares some heartfelt stories with his passionate spirit and his patented contagious smile. Corporations, associations and youth groups continue to respond to this presentation with rave reviews and overwhelming enthusiasm.

Michael "Pinball" Clemons
Vice-Chair – Toronto Argonauts

In the rich 134-year history of the Toronto Argonauts, there are many football heroes who have brought pride to the City of Toronto and the Double Blue but it is difficult to find a more popular name in team history than Michael Clemons.

Born and raised in Florida, the William and Mary economics graduate began his career in the CFL in 1989 after a brief stint in the National Football League. As a player, Clemons compiled a brilliant CFL career with the Toronto Argonauts, including a pro-football record for most career combined yards with 25,396. On September 15, 2000, Pinball hung up his Double Blue jersey after 12 brilliant seasons to move directly into the position of Head Coach. He retired with 12 all-time team records to his credit, including career receptions (682).

CONFERENCE DAY ONE — MAY 30

The man they call "Pinball" officially took over the coaching reins of the Argonauts for the second time on December 17, 2002. After guiding the team to its first playoff appearance in 3 years, when he took over as head coach from Gary Etcheverry on an interim basis for the second half of the 2002 season, Clemons earned recognition as a finalist for CFL Coach of the Year honours, an honour he has repeated in 2003, 2004, 2005 and 2006. In 2004, Clemons led the team to its first Grey Cup victory since 1997, his first as Head Coach.

In 2007, the Argos finished in first place for the second time under Coach Clemons' guidance. He is the second-winningest coach in Argo history with 68 wins, second only to Bob O'Billovich, and is one of just three coaches, O'Billovich and Leo Cahill, in team history to coach at least 100 games (124) in Double Blue. Toronto clinched its sixth consecutive playoff berth this season, which tied with Lew Hayman for the longest streak by a head coach in team history. Michael Clemons is also tied for third place, with Cahill, in Argo history for most playoff appearances by an Argonauts Head Coach with six. Clemons finishes his career with a lifetime regular season coaching record of 68-55-1 and a .552 winning percentage.

Known for a personality that is as electric as his style of play on the field was, Clemons redefines the meaning of community involvement and has been recognized by many organizations for his tireless work with charities, schools and other community groups. In 2007, he fulfilled a longtime ambition by launching the Michael 'Pinball' Clemons Foundation to quicken academic excellence, infuse depth of character, promote health and vitality, and inspire generosity in our youth. In February 2006, Clemons was named Chair of the Youth Challenge Fund by Ontario Premier Dalton McGuinty. In 2005, he was an integral part of launching The Argos Foundation – Stop The Violence and was later named to its Board.

Whether in uniform, on the sidelines, or in the front office, Pinball has always been and continues to be one of Canada's favourite personalities. Clemons and his wife Diane, along with their treasured daughters, Rachel, Raven, and Rylie, are proud to call Oakville home.

12:00 P.M. TO 1:00 P.M.

LONG SERVICE AWARDS LUNCHEON

CAMA`s Long Service Recognition Program recognizes and celebrates CAMA members` dedication to public service and municipal management. These awards are based on the number of years of full-time, paid employment in municipal government in a management capacity (a Chief Administrative Officer or reporting directly to a Chief Administrative Officer). They are granted at ten years and given in five year increments.

CAMA`s Special Long Standing CAO Service Award recognizes any CAMA member that has been in the position of Chief Administrative Officer or City Manager for twenty-five years or more and who has been a member of CAMA for at least ten years (as of January 1st of the nomination year).

Recipients with twenty years of service or more will be presented with their awards at this ceremony.

1:00 P.M. TO 1:30 P.M.

DESSERT & COFFEE IN THE TRADESHOW AREA

CONFERENCE DAY ONE — MAY 30

1:30 P.M. TO 2:30 P.M.

CONCURRENT SESSION – ``LAUNCH OF CAMA'S NEXT GENERATION PROJECT AND PRESENTATION BY INSIGHTS WEST``

One of CAMA's goals is to ensure that we are providing new and existing municipal administrators with information and a network that assists them in their role; encourages the next generation of leaders; and, promotes the importance of the Professional Municipal Administrator. CAMA has been working on two particular projects related to recruiting the next generation of leaders in municipal government.

A Toolkit to Attract the Next Generation

We will be launching a toolkit that has been prepared in partnership with six Provincial/Territorial Associations (OMAA, LGMA, AMANB, AMCTO, LGAA, and ARMAA). The objective of this toolkit is to encourage younger Canadians to seek careers in the local government profession and to make them aware that it is a great place to build a career.

Representatives from Insights West will also be in attendance to present a summary of the national research study that they conducted for CAMA in order to gain insights in to young Canadians' current perceptions of municipal and local government careers. They measured the awareness and familiarity with municipal and local government and compared the contrasting perceptions of municipal and local government careers to those in federal and provincial governments.

CAMA's Next Generation Project

Last July 2016, CAMA launched its "Next Generation Project": **"Cultivating Leadership: A Guide for the Next Generation in Local Government".** We will feature some quotes from that project and some videos highlighting some of our mentors.

ABOUT THE SPEAKERS:

Daile MacDonald
Senior Research Manager
Insights West

Daile MacDonald, Senior Research Manager at Insights West, has over seven years of experience working in the market research industry. Prior to working for Insights West, Daile was a Research Manager at Ipsos Reid where she was responsible for designing and managing a wide variety of research projects.

Daile has experience in both quantitative and qualitative methodologies, including online and telephone surveys, custom panels, and focus groups. She has successfully worked with clients in the education, media, technology, grocery, and energy sectors, as well as with municipalities and not-for-profit organizations.

CONFERENCE DAY ONE — MAY 30

Mario Canseco
Vice President Public Affairs
Insights West

As Vice President of Insights West's Public Affairs division, Mario Canseco is responsible for designing and managing research projects for clients in the public sector, not-for-profit organizations and associations, and for education clients. He is also our spokesperson on public affairs issues.

Mario's expertise covers the full range of communications and branding research, and he has a unique ability to combine know-how in these areas to not only design incisive research but to also constantly keep in view how clients can apply the results, thus taking the insights a step further.

To a certain extent, Mario's career path is also a testament to his passion for public affairs research. For ten years, he was public affairs' VP for Angus Reid Public Opinion/Vision Critical, managing research teams in multiple regions of the country and acting as spokesperson for hundreds of publicly released studies. Before that, he was involved in public affairs one way or another: as an editorial researcher for Peter C. Newman's books "The Secret Mulroney Tapes" and "Here Be Dragons"; as a research & communications specialist for the Liu Institute for Global Issues at UBC; and in various journalistic roles in Canada, Mexico and Spain.

Mario holds a BA in Communication from Universidad Iberoamericana in Mexico City, and a Masters in Journalism from UBC.

1:30 P.M. TO 2:30 P.M.

CONCURRENT SESSION – "NAVIGATING THE DIGITAL LANDSCAPE"

Brett Bell, Founder, Grassroots Online Incorporated

ABOUT THE SESSION:

The current digital environment is full of potential. Social media in particular provides the platform for municipalities and their employees to directly interact with local residents. More than ever before, citizens have an opportunity to directly engage with their city or town right from their phone or tablet – they don't need to visit City Hall to get answers.

But this opportunity to engage local residents also comes with risk: as expectations for direct interaction and immediate response growing rapidly each year, how should staff and senior leadership properly manage those ongoing interactions? How should they sort between a legitimate complaint and a "hater"? Should they be responding to that anonymous Twitter account?

Drawing on case studies with real examples across North America, this engaging session will offer practical and actionable advice on how municipalities can traverse the social media environment, create and manage a robust digital presence on platforms like Facebook and Twitter and use social media in a positive and productive way.

CONFERENCE DAY ONE — MAY 30

ABOUT THE SPEAKER:

Brett Bell
Founder
Grassroots Online Incorporated

Brett Bell is a senior engagement strategist, entrepreneur and digital advocacy innovator. Brett currently anchors the digital engagement practice for a national public affairs firm, working with clients to develop effective advocacy campaigns to achieve their strategic objectives. Brett works with the public affairs, creative and digital services and corporate communications teams to offer an integrated, holistic approach to mobilizing target audiences.

Brett is the founder of Grassroots Online Incorporated, a Toronto-based consulting firm that focuses on digital advocacy. Grassroots Online provides strategic counsel for the digital efforts of private sector companies, industry associations, non-profits and political parties. Brett leads a diverse creative, design and development team that has built and deployed custom, innovative engagement platforms deployed across North America and around the globe.

Brett regularly provides strategic counsel to C-Suite leadership. Before starting his own firm in 2009, Brett held the position of Division Manager (Canada) for a U.S. based strategic consultancy, focusing on engaging the public around large-scale land use projects. Prior to that, Brett served as a municipal affairs advisor for a large national law firm.

Brett is a regular public speaker, presenting innovative thinking around social media, advocacy and engagement. Brett writes a regular column on social media, Open Source, for the Canadian edition of Campaigns & Elections' Politics magazine.

Brett holds an honours degree in Public Administration from Carleton University and completed the joint Harvard University-MIT program, "How To Deal With An Angry Public", in 2008.

2:30 P.M. TO 3:00 P.M.

TRADESHOW REFRESHMENT BREAK

SPONSORED BY ACCERTA

Accerta has collaborated closely with all levels of government as a trusted advisor and social healthcare benefits partner. We are experts at ensuring governments are served with customized, flexible, health and dental, social services benefit plans and related services. We partner closely with governments to plan, build, and manage holistic, sustainable social programs, and through innovative technologies and modern management tools, provide them with insightful data they require to make informed decisions.

CONFERENCE DAY ONE — MAY 30

3:00 P.M. TO 4:00 P.M.

CONCURRENT SESSION: "SUCCESSION PLANNING FOR THE NEW GOVERNMENT WORKFORCE"

Patrick Ibarra, Co-Founder/ Partner, Mejorando Group

ABOUT THE SESSION:

With shifting workforce demographics and generational changes, it's an oversimplification to believe that current approaches for developing leaders will work for millennials. Many organizations are trying to improve their leadership pipelines, but for a number of reasons are coming up short. Explore ideas and insights on effective ways to attract, develop and retain all generations with a special emphasis on millennials." He will customize his remarks to be sure that he incorporates particular challenges City Managers are facing throughout Canada.

ABOUT THE SPEAKER:

Patrick Ibarra
Co-Founder/ Partner
Mejorando Group

Patrick Ibarra is an entrepreneur of ideas and architect of innovation, who seeks to challenge the status quo thinking of "we've always done it that way" and replace it with a progressive approach to continuous improvement. With experience as a city manager, human resource director and consultant in a Fortune 500 company, he advises government leaders and high achievers from around the world, helping them clarify their direction, focus their efforts and execute to achieve sustainable change and improved performance.

Patrick is co-founder and partner of the Mejorando Group, a change and organizational effectiveness consulting firm based in Glendale, Arizona that brings fresh thinking, innovation, and next practices to help governments succeed in the 21st century. Mejorando is a Spanish word meaning "getting better all the time" and it reflects Patrick and his firm's approach with clients who seek to improve the performance of their organizations and the individuals within them. The Mejorando Group's clients include a variety of public-sector agencies throughout North America.

A frequent speaker at conferences, Patrick shares practical strategies to leaders in their pursuit to move their organization forward in all directions. He also authors articles offering specific actions leaders and managers can implement to immediately improve organizational performance.

Patrick has two advanced degrees: a Masters in Public Administration from Arizona State University and a Masters in Human Resources and Organizational Development from the University of San Francisco.

CONFERENCE DAY ONE — MAY 30

3:00 P.M. TO 4:00 P.M.

CONCURRENT SESSION: ``LEAN SIX SIGMA ACROSS THE COUNTRY"

SPONSORED BY KPMG

KPMG is a Canadian leader in delivering Audit, Tax, and Advisory services. KPMG operates in over 35 locations across Canada. The firm's more than 700 partners and more than 6,000 employees provide crucial services to many of the top business, not for profit and government organizations in Canada. We work closely with our clients, helping them to manage risks and take advantage of opportunities. We respond to clients' complex business challenges across the country and around the world.

ABOUT THE SESSION:

Lean Six Sigma is a powerful, proven method of improving business efficiency and effectiveness with the key principles being as follows: a focus on the customer; identify and understand how the work gets done; manage, improve and smooth the process flow; remove non-value-added steps and waste; manage by fact and reduce variation, involve and equip the people in the process; and undertake improvement activity in a systematic way. During this fast-paced array of presentations you will have an opportunity to learn how your colleagues across the country have used the Lean Six Sigma tool to work smarter and more efficiently.

ABOUT THE SPEAKERS

Dale Schattenkirk
Director,
KPMG LLP

Dale has worked with organizations in designing and supporting Lean Six Sigma performance improvement transformations in provincial and municipal governments with a heavy focus on Cities. While working within the Saskatchewan Health system and creating the provincial Lean program, Dale and his team were awarded the Lieutenant Governor's Award. Prior to KPMG, Dale founded Learning to See Consulting, a boutique consultancy firm focused exclusively on Lean Six Sigma process improvement in municipal and other government based services.

Dale managed the development and delivery of the City of Fredericton's overall ERP/HRIS/Financial system review and implementation using Lean. He also developed numerous municipal transformation plans including those for Vancouver and Ottawa.

In the Lean Six Sigma field, Dale has trained over 900 frontline staff on Lean improvement tools and approaches (Yellow, Green, and Black Belt certification), has supported over 100 different change initiatives across numerous sectors of municipal governments, trained over 100 leaders in Lean leaders standard work, and supported several cities in the design, development, and implementation of key performance metrics, visual management boards and daily management huddles.

CONFERENCE DAY ONE — MAY 30

Michele Peach, C.A.
Chief Administrative Officer
City of Mount Pearl, NL

Michele Peach is the Chief Administrative Officer of the City of Mount Pearl and has been employed in the public sector for 35 years, 20 of those with municipal government in various roles, and before that, with the Province of Newfoundland and Labrador's Office of the Auditor General.

Michele holds a Bachelor of Commerce (Honours) Degree from Memorial University of Newfoundland, a professional accounting designation from the Canadian Institute of Chartered Accountants, a Certificate in Local Government Administration from Dalhousie University and a National Advanced Certificate in Local Authority Administration from the University of Alberta.

Michele volunteers her time and skills to a number of professional, municipal and non-profit organizations. She is a past recipient of the Mike Badham Award for Outstanding International Volunteer Contribution from the Federation of Canadian Municipalities for her leadership in a 3 year long municipal finance project carried out in Sri Lanka following the devastating 2004 Indian Ocean tsunami. This work also earned her the prestigious Queen Elizabeth II Diamond Jubilee Medal in 2012. Her lean journey started in 2011 and she is motivated by the moral of the Tortoise and the Hare - slow and steady wins the race.

Murray Jamer
Deputy CAO
City of Fredericton, NB

Murray Jamer is a civil engineer and the Deputy CAO at the City of Fredericton, New Brunswick. In this role, he is involved with all aspects of the City's operations and administration. Mr. Jamer's background is in engineering and he has over 38 years of experience as a contractor, a consultant, and as a public administrator. In his previous position, Mr. Jamer was the City Engineer for the City of Fredericton for 19 years.

Mr. Jamer has significant international experience, having been involved with the Federation of Canadian Municipalities' capacity building programs in Thailand, Vietnam, Philippines, Sri Lanka, and Indonesia since 1999. Mr. Jamer is certified in Lean Six Sigma, having received his Green Belt in 2011 and his Black Belt in 2014.

Murray Jamer has been actively involved in the City of Fredericton's asset management program and has written articles and made presentations about asset management on behalf of the City.

CONFERENCE DAY ONE — MAY 30

Wes Anderson
Manager, Lean Program
City of Mississauga, ON

Wes Anderson is the Manager of the City of Mississauga's Lean Program, and is responsible for leading the adoption of Lean as a way of work across the City's 26 Divisions. Since 2010, Wes has led several major business transformation projects, including the City's first Lean Pilot Project that identified cost savings of over $138,000.

Previously, Wes has worked as the Manager of Operational Planning for the City's Parks and Forestry Division, where he was responsible for linking day to day operations with business strategy and maximizing the business efficiency for a 400 employee Division. In his 6 years full time with the City, he has also worked as a Senior Business Advisor and as a Financial Analyst. He specializes in operations planning & management, data analysis and performance measurement, business case development and financial analysis.

Wes earned his degree in Economics & Finance in 2010 from York University, and is currently completing his Lean Six Sigma Black Belt Certification.

Marco Lalonde
Director of Public Works
City of Gatineau, QC

Marco Lalonde is a manager with close to 30 years of leadership experience in Ontario and Quebec municipalities of different sizes. He has been the director of the Public Works Department for the City of Gatineau since 2008 and prior to that was a manager for the Surface Operations Branch at the City of Ottawa and in the former City of Gloucester. In fact, he played a key role in his area of expertise in the merger of 12 municipalities leading to the creation of the new City of Ottawa in 2001.

Mr. Lalonde favours the team approach, win-win management in labour relations and management by results. That approach has enabled him to successfully pilot major organizational transformations, including one in the Public Works Department of the City of Gatineau, involving the LEAN Six Sigma method to improve operational effectiveness and efficiency.

Mr. Lalonde graduated in *Civil Engineering Technology* from Algonquin College in 1983 and has subsequently obtained a *Masters Certificate in Municipal Leadership* from York University. Recently, he obtained his LEAN master gold certification from the Mouvement québécois de la qualité.

CONFERENCE DAY ONE — MAY 30

Catherine Gryba
General Manager
Corporate Performance Management
City of Saskatoon, SK

Catherine has worked for the City of Saskatoon for the past thirty-two years and is presently the General Manager of the Corporate Performance Department.

She is also very involved with her community acting as a Board Member and the Past Chair of Saskatchewan Blue Cross, a Board Member for the Jeux Canada Games Foundation, and the Past Chair of the Board of Directors for the Saskatoon and Area United Way, and the Cabinet for United Way. In addition, she is the co-founder and member of Executive Women of Saskatoon – a peer mentorship group consisting of women in executive positions.

Catherine is graduate of the University of Saskatchewan and served as an alumna committee member for a variety of CIS Championships, including hockey, basketball, volleyball and track and field, and most recently the Vice-Chair of the 100th Anniversary of Huskie Athletics.

She is married to Shawn and they have three children.

CONFERENCE DAY ONE — MAY 30

5:00 P.M. TO 6:00 P.M.

YOUNG PROFESSIONALS RECEPTION

(for delegates under the age of forty years)

6:30 P.M. TO 9:30 P.M.

CASUAL NIGHT OUT ON THE OTTAWA RIVER

Enjoy a fun-filled evening on the Ottawa River Queen, refurbished in the style of an early 19th century paddle steamer. Enjoy beautiful food stations while you sail along the Ottawa River past many famous landmarks of the Canadian Capital.

9:30 P.M. TO 11:30 P.M.

HOSPITALITY SUITE AT THE HILTON LAC-LEAMY

SPONSORED BY PHELPS GROUP

Based in downtown Toronto, Phelps Group is one of Canada's leading Executive Search & Career Transition firms. Since 1986, they have transformed organizations by hiring exceptional talent, developing leaders and transitioning executives.

They are committed to upholding strong ethical standards and business practices; and for providing the integrity and transparency required for industries ranging from mid- to large-sized corporations, not-for-profits and the broader public sector.

CONFERENCE DAY TWO — MAY 31

Morning Run	6:00 a.m. - 7:00 a.m.
Conference Registration	7:00 a.m. - 3:00 p.m.
Breakfast	7:30 a.m. - 8:15 a.m.
Plenary Session	8:15 a.m. - 9:15 a.m.
Plenary Session	9:15 a.m. - 10:15 a.m.
Tradeshow Refreshment Break	10:15 a.m. - 10:45 a.m.
Closing Keynote	10:45 a.m.- 12:00 Noon
CAMA Awards of Excellence Luncheon	12:00 Noon - 1:00 p.m.
Closing Ceremonies and Tradeshow Draws	1:00 p.m. - 1:45 p.m.
Study Tours	2:30 p.m. - 4:30 p.m.
President's Dinner Reception	6:00 p.m. - 7:00 p.m.
President's Dinner	7:00 p.m. - 12:00 a.m.

#CAMA2017

CONFERENCE DAY TWO — MAY 31

6:00 A.M. TO 7:00 A.M.

MORNING RUNS

(Meet in the lobby of The Hilton Lac-Leamy)
5 km and 10 km routes around Lac Leamy and Gatineau Park.

7:00 A.M. TO 3:00 P.M.

CONFERENCE REGISTRATION

7:30 A.M. TO 8:15 A.M.

BREAKFAST

8:15 A.M. TO 9:15 A.M.

PLENARY SESSION – ``NEXT BIG THINGS 2.0 – A DEEPER LOOK AT FOUR TRENDS"

Karen Thoreson, President/Chief Operating Officer, Alliance for Innovation

ABOUT THE SESSION:

The Sharing Economy, Climate Change, Infrastructure and Trust in Government – How are these trends impacting your community and what are you doing to address them in your municipalities? In 2016 the Alliance for Innovation released The Next Big Things report, outlining four forces and forty-four trends that should be on local governments radar. Over the last twelve months, several trends have risen to the top as most likely to impact local government. During this sixty-minute session, Karen Thoreson, the President/Chief Operating Officer with the Alliance for Innovation will share case study examples from your colleagues across Canada looking deeper at these four trends.

ABOUT THE SPEAKER:

Karen Thoreson

Karen Thoreson is the President/Chief Operating Officer for the Alliance for Innovation, a national non-profit organization which promotes innovation and best practices for local governments.

Prior to working for the Alliance, she was Economic Development Director for the City of Glendale, Arizona. She also served as Assistant City Manager of Tucson, overseeing downtown revitalization, and as Director of the Community Services Department, which managed the city's affordable housing programs, human services, and neighborhood revitalization.

Ms. Thoreson began her career in local government in Boulder, Colorado and has been a trainer and a speaker on public-private partnerships, community revitalization, innovation, and strategic planning. She served as national president for the National Association of Housing and Redevelopment Organization from 1999 to 2001; and is currently active in local, state, and national groups. She has a bachelor's degree from the University of Minnesota and a master's degree in public administration from the University of Northern Colorado.

CONFERENCE DAY TWO — MAY 31

9:15 A.M. TO 10:15 A.M.

PLENARY SESSION

BUILDING A CULTURE OF ENGAGEMENT

Dave Meslin

ABOUT THE SESSION:

Apathy is all around us. Most people have become disengaged not only from politics, but also from our schools, workplaces and associations or organisations. Increasingly, those in leadership positions are asking themselves "How do we boost public participation?", "How do we engage our students?" and "How can we inspire our membership to get involved?". Dave Meslin encourages us to recognize apathy as a web of barriers that reinforce disengagement – and that we can work together to dismantle the obstacles. His seven-minute TED talk about apathy has more than 1.4 million views. This in-depth version of the talk for NSB clients, incorporates anecdotes, humour and examples of best-practices. He reminds the audience that we all have something to contribute and that the strongest cities, schools and associations are the ones that have learned how to tap into the collective creativity, passion and knowledge of their constituents.

ABOUT THE SPEAKER:

Dave Meslin

Multi-partisan and fiercely optimistic, Meslin's presentations focuses on how we can overcome cynicism and create a culture of participation. His unassuming presence, creativity and sense of humour keep audiences enthralled. Meslin encourages those present to find what was important to them and become engaged in the process of promoting change by creative participation.

The Toronto Star has described him as "mad scientist", "a start-up genius" and "a peripatetic public convener". The Globe and Mail simply calls him a "persuasive rabble rouser". Dancing between the worlds of mainstream politics and grassroots activism, Meslin has found positive ways to bring them both together and turn energy into action.

His 2010 TED talk "The Antidote to Apathy" has been viewed over 1.5 million times and translated into 37 languages. A CBC appearance in 2015, involving towers of colourful LEGO, has been watched 2.5 million times on Facebook.

Meslin's resume of non-profit start-ups also includes the Toronto Public Space Committee, the Ranked Ballot Initiative of Toronto, City Idol, Spacing Magazine, Unlock Democracy Canada, the Downtown De-Fence Project, Dazzling Notice Awards, and DandyHorse Magazine.

While he feels most comfortable working with small grassroots non-profits, Meslin has also donned a suit and tie and worked as an Executive Assistant at both City Hall and Queen's Park.

Meslin is currently crowd-sourcing *100 Remedies for a Broken Democracy* for a book scheduled to be published by Penguin Canada in 2017.

CONFERENCE DAY TWO — MAY 31

10:15 A.M. TO 10:45 A.M.

TRADESHOW REFRESHMENT BREAK

SPONSORED BY ACCERTA

Accerta has collaborated closely with all levels of government as a trusted advisor and social healthcare benefits partner. We are experts at ensuring governments are served with customized, flexible, health and dental, social services benefit plans and related services. We partner closely with governments to plan, build, and manage holistic, sustainable social programs, and through innovative technologies and modern management tools, provide them with insightful data they require to make informed decisions.

10:45 A.M. TO 12:00 NOON

CLOSING KEYNOTE - THE ULTIMATE ENDING

Paul Huschilt

ABOUT THE SESSION AND SPEAKER:

Paul Huschilt
Professional Speaker | Storyteller Extraordinaire

It's a Conference closing like no other. Imagine ending your conference with a hilarious comic summary about all of the key lessons, messages, and highlights of the Conference – from the early-morning registration to the late-night social events! Paul Huschilt does just that with his trademark "Ultimate Ending" routine, which combines his uncanny observations of the entirety of the conference with his razor-sharp wit, imagination and talent as a performer to play back the Conference with comedy, summary and song.

Paul is an award-winning professional speaker and storyteller who has worked all over the world. He is the author of Awakening the Workplace: Achieving Your Connection, Fulfilment, Success at Work, and The Reluctant Pilgrim: An Incomplete Guide to Walking the Camino de Santiago.

Paul is a trained actor and singer and has degrees and diplomas in management, adult education and counselling. Add in 16 years of experience as a speaker and only he can create a closing keynote like this.

You will be sure to laugh until you hurt and leave re-energized remembering the important lessons of your sessions.

CONFERENCE DAY TWO — MAY 31

12:00 NOON TO 1:00 P.M.

CAMA AWARDS OF EXCELLENCE LUNCHEON

Each year CAMA recognizes its membership through the Excellence in Municipal Administration Awards Program.

Experience has demonstrated that CAMA members have every right to hold their heads high when it comes to excellence in municipal management. Year-after-year we see countless examples of outstanding projects and programs designed, developed and implemented in Canadian municipalities who are recognized world leaders in municipal governance and service delivery.

This Luncheon will celebrate the achievements and successes of your colleagues and recognize the work of your profession in the environment, innovation and professional development fields.

1:00 P.M. TO 1:45 P.M.

CLOSING CEREMONIES AND TRADESHOW DRAWS

STUDY TOURS — MAY 31

The City of Gatineau and CAMA are pleased to offer CAMA delegates a choice of four study tours:

2:30 P.M. TO 4:30 P.M.

RESIDENTIAL COMMUNITY PROJECT ZIBI

Cost: $25.00 + GST + QST/per person

The Zibi project is a large-scale brownfield redevelopment project located in the heart of the National Capital with development both in Gatineau and Ottawa. Zibi is one of nine One Planet Communities in the world. In Gatineau, the mix-use project will include some 1,800 housing units, retail and offices, both in new buildings and in rehabilitated heritage and industrial buildings. The session will allow for a tour of the site and a presentation of the project.

2:30 P.M. TO 4:00 P.M.

OTTAWA 2017 AND INSPIRATION VILLAGE (150 CELEBRATIONS)

Cost: $25.00 + GST + QST/per person

A presentation by the Executive Director and Producer of Ottawa 2017 celebrations for Canada's sesquicentennial. How can cities leverage commemorative anniversaries to generate substantial economic activity, tourism benefits, boosting residents pride and repositioning the City's image. Ottawa has developed a $40M program resulting in over $320M economic impact and creating over 3000 new jobs. The program success relies on stakeholders engagement from all levels of the community, from school boards to BIAs to colleges and universities and community associations. Visit Inspiration village an audacious artistic installation made up of modified shipping containers and testing an innovative new public space planning while paying tribute to all provinces and territories.

2:30 P.M. TO 4:30 P.M.

THE 5-S METHODOLOGY FOR SAFE AND EFFECTIVE WORK ENVIRONMENTS

Cost: $25.00 + GST + QST/per person

Gatineau's Public Works Department has been using the 5-S methodology since 2011 as part of a Lean approach to enhance safety and effectiveness in its workplaces. More than 20 projects were carried out with this approach, in all four workshops of Gatineau's Public Works Department.

The 5-S tool helps reduce occupational health and safety risks. It helps improve performance, productivity and the work climate, along with the sense of pride, reduce irritants and valorize dialogue and teamwork.

The following 5-S workshops will be available to visit:

- Paving
- Carpentry
- Electronics
- Building Mechanics Maintenance
- Water Service vehicle

STUDY TOURS — MAY 31

2:30 P.M. TO 4:30 P.M.

MOORE FARM – URBAN AGRICULTURE COMMUNITY PROJECT

Cost: $25.00 + GST + QST/per person

The 88-acre Moore Farm estate houses three superbly restored heritage buildings that preserve the country feel of this exceptional site located in one of Gatineau's most densely populated neighbourhoods.

- Vegetable growing
- Ecological gardens
- Café-Bistro
- Bee School

The Centre d'écologie et d'agriculture urbaine de Gatineau, created by the Coopérative de solidarité de la ferme Moore, offers educational activities involving growing vegetables in the field, and guided tours for discovering and appreciating the exceptionally rich natural biodiversity of this special place. It also offers classroom training, conferences and workshops**.** https://lafermemoore.ca/

CONFERENCE DAY TWO — MAY 31

6:00 P.M. TO 7:00 P.M.

PRESIDENT'S DINNER RECEPTION

SPONSORED BY ODGERS BERNDSTON

Odgers Berndtson is a global leader in executive search, committed to providing an integrated approach to talent management. We specialize in recruiting, assessing and developing senior executives and board members in the private, public and not-for-profit sectors across Canada, and internationally.

7:00 P.M. TO 12:00 A.M.

PRESIDENT'S DINNER

CAMA President, Marie-Hélène Lajoie, will end the Conference with a wonderful dinner at the beautiful Canadian Museum of History. Get ready to dance the night away with the live band "The Showmen Orchestra".

When you arrive, get ready for your five minutes of fame walking down the "Red Carpet" with the once in a life time opportunity of holding an Oscar! Get your photo taken!

THURSDAY, JUNE 1, 2017

1:30 P.M. TO 3:00 P.M.

TOUR OF THE MOSAICULTURE

Cost: $25.00/person + GST + QST

MosaïCanada150/Gatineau 2017 will be the main attraction in the national capital region in 2017. All summer long, visitors will be captivated by the spectacular mosaïculture displays along a discovery route stretching over close to one kilometre. These masterpieces will reflect 150 years of history, culture and Canadian art. www.mosaicanada.ca

COMPANION PROGRAM

The Companion Program includes the Opening Reception, Opening and Closing Keynote Speakers, Casual Night Out, President's Dinner, and Hospitality Suites. ***The Companion Program does not include breakfasts or lunches with the delegates.***

Cost

Delegate Type	Early Bird Registration Fee by April 1, 2017 (+ 5% GST + 9.975% QST)	Registration Fee after April 1, 2017 (+ 5% GST + 9.975%)
*Companion of a CAMA Member (Municipal)	$275.00 + $13.75 GST + $27.43 QST= $316.18	$325.00 + $16.25 GST +$32.42 QST= $373.67
*Companion of a Non-Member (Municipal)	$300.00 + $15.00 GST + $29.93 QST= $344.93	$350.00 + $17.50 GST + $34.91 QST= $402.41
**Companion of an Affiliate CAMA Member (Non-Municipal)	$325.00 + $16.25 GST + $32.42 QST= $373.67	$375.00 + $18.75 GST + $37.41 QST = $431.16
**Companion of a Non-Member (Non-Municipal)	$375.00 + $18.75 GST + $37.41 QST= $431.16	$425.00 + $21.25 GST + $42.39 QST= $488.64

***"Municipal" refers to an individual who is currently employed with a municipal organization.**
****"Non-Municipal" refers to all other individuals.**

Companions have the option of joining the delegates for the Pre-Conference Events (MosaïCanada150/ Gatineau 2017 Tour, Golf Tournament, Bike Tour, Lunch in Gatineau and Tour of the Beer Museum, the Day at the Museums, and the Networking Walk) along with the Study Tours on Wednesday for an additional cost. The MosaïCanada150/Gatineau 2017 Tour on Thursday is also open to companions.

Additional Companion Tours

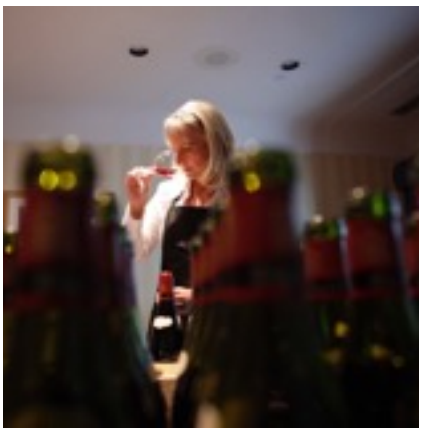
The following activities **are not** part of the official Companion Program, and additional fees apply.

TUESDAY, MAY 30, 2017

2:00 P.M. TO 4:00 P.M.

WINE TASTING AT SOIF BAR À VIN

Cost: $60.00/person + GST + QST



World renowned sommelier Véronique Rivest invites you to her wine bar in Old Hull. On the menu: many discoveries from bubbly to wine!

Want to learn the secrets of wine pairings? Who better to show you the way than Véronique who, in March 2013, took second place in the World's Best Sommelier competition (in Tokyo that year).

Through simple, hands-on exercises learn how different foods affect the flavors of wine, in order to better understand what works and what doesn't! You will have the opportunity to sample three appetizers with wine pairings.

WEDNESDAY, MAY 31, 2017

12:00 NOON TO 4:30 P.M.

MACKENZIE KING ESTATE VISIT AND HAUNTED WALK TOUR

Cost: $80.00/person + GST + QST (including lunch).

Schedule

12:00 Noon	Bus departs the Hilton Lac-Leamy.
12:15 p.m.	Visit/Walk at Lac Pink followed by a visit to Le Belvedere (a panoramic view of Ottawa).
1:15 p.m.	Lunch at Mackenzie King Estate.
2:30 p.m.	Haunted Walk Tour
4:00 p.m.	Depart for the Hilton Lac-Leamy.

The tour will begin with a visit to Pink Lake Trail, in beautiful Gatineau Park, which takes hikers around this turquoise-green lake (the lake was named after the Pink family which settled the land in the 1800's). This beautiful trail, surrounded by dense forest, provides you with a beautiful view.

A stop at Belvédère Champlain Lookout at the top of the Champlain Parkway offers the best known and most popular view in Gatineau Park. It's a bird's-eye view from the Gatineau Hills over the Ottawa Valley. The view is unique because it shows two of Canada's major geological formations side by side: the Canadian Shield and the St. Lawrence Lowlands.

You will then have the opportunity to have lunch and immerse yourself in the pastoral atmosphere of the last century by visiting this estate covering 230 hectares and located in Gatineau Park. For almost 50 years, it was the summer home of William Lyon Mackenzie King, 10th Prime Minister of Canada. Visitors can stroll along paths, visit the restored cottages, amble through the gardens, admire the ruins and have lunch at the Moorside Tearoom. Interpretation guides, audiovisual presentations and interpretation panels present a picture of Canada at that time.

Your day will end with the spectacular haunted walk.

FCM / CAMA SWING DAY

THURSDAY, JUNE 1

8:30 A.M. TO 1:00 P.M. (RAMADA HOTEL)

CAPACITY BUILDING FOR TRANSFORMATIVE INFRASTRUCTURE INVESTMENTS

A workshop on FCM's new infrastructure and climate change programs

Is your community facing challenges in planning for the renewal and maintenance of its infrastructure? Are you trying to adapt to new climate change impacts, such as drought, more intense storms, flooding or the loss of winter roads? Do you have greenhouse gas (GHG) emission reduction goals you are not sure how to implement?

As Canada embarks on a once in a generation investment in infrastructure, communities have an opportunity to plan for the future and to build in a better way. The Federation of Canadian Municipalities (FCM) is offering new funding and capacity building resources to help your community thrive.

We invite you to attend to learn how FCM can:

- Help you strengthen your asset management planning.
- Improve your decision-making process for infrastructure.
- Reduce the vulnerability of your infrastructure to climate change impacts.
- Increase your energy savings.
- Reduce GHGs.

This interactive workshop is for municipal administrators and includes presentations from FCM staff and municipal practitioners.

The Municipalities for Climate Innovation Program and the Municipal Asset Management Program provide municipalities with access to funding, training and learning opportunities to increase their capacity to reduce GHGs, adapt to and prepare for the impacts of climate change, and support better planning and management of municipal infrastructure. These programs are funded by the Government of Canada.

"REGARDLESS OF THE POPULATIONS OF OUR MUNICIPALITIES, AS CHIEF ADMINISTRATIVE OFFICERS, WE ALL HAVE THE SAME PURPOSE - TO WORK WITH COUNCIL TO OFFER PROGRAMS AND SERVICES TO RESIDENTS IN THE MOST EFFICIENT AND EFFECTIVE MANNER. ATTENDING THE ANNUAL CAMA CONFERENCE HAS PROVIDED ME THE OPPORTUNITY TO NETWORK, SHARE IDEAS AND LEARN FROM MY COLLEAGUES ACROSS THE COUNTRY. THIS CONFERENCE UNDOUBTEDLY CHALLENGES AND MOTIVATES ME TO BECOME A BETTER LEADER."

- DAWN CHAPLIN, MMC, CHIEF ADMINISTRATIVE OFFICER, TOWN OF TORBAY, NL

THANKS TO OUR PLATINUM SPONSORS

Ville de Gatineau

TOURISME OUTAOUAIS

CAMA 2018 – FREDERICTON, NB

SEE YOU NEXT YEAR IN FREDERICTON!

Fredericton

MARK THE DATES:
MAY 28TH TO 30TH, 2018

LOCATION:

FREDERICTON CONVENTION CENTRE

(HILTON GARDEN INN AND CROWNE PLAZA HOTEL)

CONTACT US

CAMA ACAM

397 Queen Street

PO BOX 128, Station A
Fredericton, NB
Canada E3B 4Y2

Facebook: facebook.com/CAMALink

Twitter: @camalink

admin@camacam.ca

1-866-771-2262 / 1-866-771-CAMA