



Alberta  
Municipal Clerks  
Association

## **Annual Conference**

**April 20 – 22, 2016**

**Coast Hotel and Conference Centre**

**511 Bow Valley Trail**

**Canmore, Alberta**

The AMCA executive is pleased to welcome you to our 28<sup>th</sup> annual conference.

The AMCA is made up of municipal employees who have the responsibilities of a municipal clerk, assistant municipal clerk, returning officer, or election officer. Our primary function is to give municipal clerks across the province a forum to share information and ideas.

The annual conference offers professional development and opportunities for attendees to discuss common concerns and interests.

**Executive Committee**

President	Aleta Neufeld, City of Lethbridge
Vice-President	Nona Housenga, Rocky View County
Secretary	Wanda Pintye, City of Calgary
Treasurer	Nancy Lougheed, Red Deer County
Director of Program and Education	Bonnie Hilford, City of Calgary
Director of Communications	Cheryl Hyde, Town of Canmore

**Mission Statement**

The Alberta Municipal Clerks Association works to support and improve local government administration by:

- providing opportunities for information sharing among our members,
- encouraging and supporting the professional development of our members,
- advocating for changes on behalf of our members, and
- building relationships with municipal government organizations.

## **Agenda at a Glance**

### **Day 1: Wednesday, April 20**

7:00 – 8:00	Full breakfast
7:45 – 8:00	Introductions
8:00 – 10:00	FOIP: Administrative Briefings and In-Camera Meetings
10:00 – 10:15	Refreshment Break
10:15 – noon	FOIP: Frequently Asked Municipal Questions
Noon – 1:00	Buffet Lunch
1:00 – 2:45	Relieving Overload: Living with Margin in your Life
2:45 – 3:00	Refreshment Break
3:00 – 4:00	Relieving Overload: Living with Margin in your Life
7:00 – 9:00 p.m.	Welcome Reception

### **Day 2: Thursday, April 21**

7:00 – 8:00	Full Breakfast
8:00 – 8:30	Introductions
8:30 – 10:00	Keynote: Inspiring Workplaces - The Way Work OUGHT to Be!
10:00 – 10:15	Refreshment Break
10:45 – noon	Inspiring Workplaces, continued
Noon – 1:00	Buffet Lunch
1:00 – 3:00	Alberta Municipal Affairs
3:00 – 3:15	Refreshment Break
3:15 - 4:00	Long Service Awards and Prize Give-Away
6:30 p.m.	Banquet

### **Day 3: Friday, April 22**

7:00 – 8:00	Full Breakfast
8:00 – 9:30	Annual General Meeting
9:30 – 10:00	AMCA Website Demo
10:00 – 10:15	Refreshment Break
10:15 – noon	Member Roundtable

## Day 1: Wednesday, April 20, 2016

### Full Breakfast 7 a.m. – 8 a.m.

A hot breakfast will be available at our conference room between 7 and 8 a.m.

### Morning Session 1 8:00 a.m. – 10:00 a.m.

#### Administrative Briefings and In-Camera Meetings

**Michael S. Solowan, Associate, Brownlee LLP**

This session will explore the delicate balance between open, transparent government and preserving confidentiality. We will review recent amendments to the *Municipal Government Act* public meeting requirements and discuss best practices for effective use of in-camera meeting and administrative briefings.



Michael is a former City Solicitor for a growing mid-sized City in Alberta and was a member of the City's executive management team. His passion is practicing preventive law, providing proactive legal advice and encouraging best practices in governance. Michael's preferred areas of practice include Municipal Law and Administrative Law, more specifically: Governance and Authority; Annexation and amalgamation; Elections; Bylaw and Policy Preparation; Bylaw Enforcement; Emergency Services; and Risk Management.

#### Representative Work

Michael advises and acts for municipalities, school boards, health boards, and post-secondary associations and serves as Board Counsel for various provincial tribunals

Michael is routinely called upon for advice on elected official conduct and conflicts of interest issues and reviews, drafts and advises on bylaws and policies;

In addition to his general counsel role, Michael is a zealous advocate, having appeared before all levels of Court in Alberta, the Municipal Government Board and various other administrative tribunals.

### Morning Session 2 10:15 a.m. – noon

#### FOIP: Frequently Asked Municipal Questions

**Rick Klumpenhower, Partner, Cenera**

Rick has been involved in providing FOIP training to Alberta municipalities for many years. Today he'll be sharing answers to the privacy and access questions he hears most frequently. This is your opportunity to see how FOIP applies to situations municipal clerks frequently face.

Leading Cenera's Privacy and Information Management practice, Rick has a passion for providing comprehensive and lasting solutions for his clients. He is trained as an archivist and brings over 25 years of professional information management experience to the table. With this background, Rick has

developed a great understanding and respect for how information functions within organizations and society.

Insightful and engaging, Rick is committed to making the high standards of his field work on the ground for clients. With keen insight in the issues of privacy regulation and records management, Rick is able to present complex concepts and engage clients so that they can take true ownership of a program or solution.

Rick has completed hundreds of privacy and access gaps review, privacy impact assessments, and information management projects for clients and has applied his knowledge to such areas as information security policies and procedures, information governance program design, including policy/procedure frameworks, organization schemes, retention schedules and digital preservation.

A first-generation immigrant and an avid soccer fan, Rick enthusiastically followed the successful run of the Dutch national squad in the recent World Cup. For those of you who follow the English Premier League, he is a Tottenham Hotspur supporter.

#### **Lunch noon – 1 p.m.**

A nutritious buffet lunch will be served outside our conference room.

#### **Afternoon Session 1 p.m. – 4:00 p.m.**

##### **Relieving Overload: Living with Margin in your Life**

**Jo Lynn Bright, Senior Counsellor and Clinical Lead**

Municipal clerks wear many hats at work and often face pressure from overload. This session will examine technology advances and how a variety of stressors can negatively affect a clerk's productivity level. "Margin" will be defined and specific ways to obtain margin in one's life will be presented in an interactive way.

Effective tips and strategies will be explored to encourage mental wellness including balance, sense of humor, decision-making ability, coping skills, clear communication, consistent self-care, hardiness, healthy relationship and ability to focus all of which allow one to thrive in today's municipal environment. Delegates will learn how to apply these to their office environment to build healthy and productive work teams.

##### ***During this session you will:***

- Become familiar with signs of work-related overload
- Learn that stress is real and how to be intentional in managing it well to achieve mental wellness
- Explore benefits and drawbacks of technological advances
- Discuss struggles in achieving balance while retaining a high level of productivity

- Learn effective ways to build & maintain “margin” and to keep important things important



For the past 10 years, Jo Lynn has been providing employee assistance services through training and therapeutic intervention work with EMPAC, Inc. team of counselors, serving over 140 companies primarily based in the Kansas area. Her EAP (Employee Assistance Program) experience specifically relates to creating a healthy work environment for private and public organizations. Prior to joining EMPAC, Inc., she spent over 20 years in the family services and child welfare arena working for the State of Kansas – Dept. for Children & Families and Youthville, Inc. While at Youthville, Inc. she served in a variety of roles: Therapist, Supervisor, and Director of Training and Staff Development. Jo Lynn holds a Master of Science degree in Marriage & Family Therapy from Friends University. She is a Licensed Clinical Marriage & Family Therapist. In 2013, Jo Lynn completed a certification in Christian Sex Therapy from Richmond Graduate University in Atlanta, GA. Her Bachelor of Science degree is from Kansas State University in Family Life & Human Development.

Throughout her career, Jo Lynn has been intentional about encouraging and providing opportunities for individuals to engage in desired change efforts and personal/professional growth.

Outside of work, Jo Lynn loves to travel and spend time with her husband, Gaylyn. She also loves to read, write, volunteer and mentor.

### Welcome Reception 7 p.m. – 9 p.m.

Be sure to drop by the welcome reception to catch up with old friends and meet new ones. There will be snacks and a cash bar, with the first drink on us.

## Day 2: Thursday, April 21, 2016

### Breakfast 7 a.m. – 8 a.m.

A full breakfast will be available at our conference room between 7 and 8 a.m.

### Morning Session: Keynote Speaker 8:30 a.m. - noon

#### Inspiring Workplaces - The Way Work OUGHT to Be!

**Michael Kerr**

Laugh as you learn what makes for a truly inspiring workplace with international Hall of Fame speaker (and local Canmorite) Michael Kerr. In his high-energy workshop presentation you learn...

- Why culture is everything and everything is culture
- What great teams and great workplaces all have in common
- Why your attitude drives success and how you can act your way to a better attitude
- The importance of valuing your values
- Why communication is everything and everything is communication

- Tips on how to be a more effective communicator at work
- How to hold more effective, productive and inspiring meetings
- How to turn complainers into explainers!
- Three Rs for putting humor to work for less stress and more success
- Why Ha + Ha = AHA! How tapping into your sense of humor can make you more creative
- 20 simple ways to become the kind of teammate EVERYONE wants to work with!

#### **About Michael...**



A recovering government manager, Michael Kerr travels the world researching, writing, and speaking about inspiring workplace cultures. Known as one of North America's leading authorities on workplace culture, Michael's ideas have been featured in *The Globe and Mail Newspaper*, *The Wall Street Journal*, *Forbes*, *Business Insider*, and yes, even on *Martha Stewart Radio*!

Michael is also the author of six books, including *Inspiring Workplaces*, *Putting Humor to Work*, and most recently, *The Humor Advantage: Why Some Businesses Are Laughing All the Way to the Bank!*

#### **Lunch noon – 1 p.m.**

A satisfying buffet lunch will be served outside our conference room.

#### **Afternoon Session 1 p.m. – 3 p.m.**

##### **Alberta Municipal Affairs**

##### **Colin Doupe, Director of Capacity Building**

Topics to be announced.

#### **Long Service Awards and Prize Give-Away 3 p.m.**

Please join us in recognizing our members' year of service. And don't be tempted to skip out early. We'll have a lot of great prizes to give away, and you have to be there to win.

#### **Banquet 6:30 p.m.**

The banquet features a cash bar and a mouthwatering sit-down dinner, followed by entertainment from HOJA, a unique acappella-comedy group.

Since 1998, HOJA has energized and entertained over 3,000 audiences nationwide with their unique style of acappella-comedy and their ability to tailor their show to appeal to different audience ages and tastes. HOJA's wonderful harmonies, funny stage banter, great audience interaction, favorite songs to sing along with, fun & energy ensure your guests have an experience they'll never forget.

## **Day 3: Friday, April 22, 2016**

### **Breakfast 7 a.m. – 8 a.m.**

A full breakfast will be available at our conference room between 7 and 8 a.m.

### **Annual General Meeting 8:00 a.m. – 9:30 a.m.**

The agenda package for the annual general meeting will be distributed separately to the membership.

Business at the AGM will include:

- Election of executive members
- Executive report
- Treasurer and Auditor's reports

### **AMCA Website Demo 9:30 a.m. – 10 a.m.**

The AMCA website sure has come a long way in the last three years. The board has been committed to developing the site as a valuable resource for our members, and we've appreciated all the member feedback along the way. Board director Cheryl Hyde will demonstrate some of the site's new features, take questions, and collect your suggestions for improvement.

### **Member Roundtable 10:15 a.m. – noon**

This is your opportunity to share your learnings and questions with your colleagues.