



RESILIENT CAOs, RESILIENT COMMUNITIES

FEBRUARY 22-24, 2017

LGMA CAO FORUM

MARRIOTT VICTORIA INNER HARBOUR, VICTORIA, BC

The CAO Forum is an annual offering for local government chief administrative officers (CAOs) to meet with their colleagues and discuss issues of mutual concern in a congenial atmosphere. The Forum will feature interactive, two-way discussions with speakers on subjects of interest to local governments and provide an excellent opportunity for frank and open dialogue (detailed program description follows). Regular CAO Forum activities will include the popular “nuts and bolts” session, where CAOs can informally discuss common problems and the solutions that are working for others.

Registration Deadline: February 15, 2017

Register online at: <https://www.civicinfo.bc.ca/event/2017/LGMA-CAO>

Registration is limited to CAOs, appointed Deputy CAOs and Executive Directors CEOs of Affiliate Members

Optional Pre-Conference Workshop \$175

Human Resource Strategies for Healthy Organizations

REGISTRATION DEADLINE

February 15, 2017

Forum Fee

Early Bird until December 31st

\$628 + GST LGMA Member

\$731 + GST Non Member

Starting January 1, 2017:

\$680 + GST LGMA Member

\$783 + GST Non Member

**Optional Pre-Conference
Workshop \$175 + GST**

Refunds/Cancellations

**Accepted until February 15,
2017, subject to a \$50
administration fee.**

**No refunds after February
15, 2017.**

**Victoria Marriott Inner
Harbour Hotel
728 Humboldt Street
Victoria, BC**

**Accommodation:
'LGMA CAO Room Block'**

**Reservations call:
1.888.236.2427**

**Standard Room \$139 + taxes
until February 1, 2017**

\$12 parking fee per day



For further information

Local Government Management Association



office@lgma.ca



250.383.7032

WEDNESDAY, FEBRUARY 22, 2017

OPTIONAL PRE-CONFERENCE WORKSHOP - Fee \$175

1:00 – 4:30 pm	HUMAN RESOURCE STRATEGIES FOR HEALTHY ORGANIZATIONS
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Facilitator:

Lori Wiedeman, CAO, Village of Queen Charlotte

Panelists:

John Allen, VP People Solutions, Vancity

Jim Martin, CAO, Regional District of Fraser-Fort George

Janet Prestley, Director of Legislative and Administrative Services, City of Fort St. John

Running great organizations is no easy challenge. Add to that the unique characteristics of local governments, which operate within a unionized environment, are subject to legislative requirements around accountability and accommodation, and must respond effectively to expectations from the public and elected officials. As the CAO, you are the organization's leader, but you also influence the organization's culture. There are many human resource issues and challenges but also great opportunities for you to ensure your local government is a leading organization through a positive culture of engagement. Whether you are a small or large local government, this session will provide you with best practices in fostering a healthy organizational culture and employee engagement, along with how to address issues such as progressive discipline and accommodation. The peer-to-peer sharing of experiences and take-aways from the session with the expert panelists will help you apply these practices in your organization.

5:00 – 7:00 PM	FREE TIME
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We encourage you to take advantage of this free time for exercise and conversation with your colleagues. Meet in the hotel lobby and take a walk along the inner harbour.

7:00 – 9:00 PM	WELCOME RECEPTION
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Greetings from LGMA President Paul Murray and the opportunity to network with friends, colleagues and meet new CAOs.

This reception will be held in the Fire & Water Fish and Chop House at the Victoria Marriott Inner Harbour on the main floor.



THURSDAY, FEBRUARY 23, 2017**7:45 – 8:30 AM****BREAKFAST****8:30 – 9:00 AM****Integrity in Local Government****Presenters to be confirmed from:****UBCM, LGMA and the Ministry of Community, Sport, and Cultural Development**

The landscape of local government in BC is shifting and the issues of ethics and integrity have become much discussed topics in council and board chambers, on social media and in the broader community. What does this mean for today's CAO, and how can you navigate this reality? The presenters will provide an overview of some of the collaborative initiatives being undertaken to support improved integrity in local government in BC.

9:00 – 10:45 AM**Building Resiliency****Presenters:****Brooke Owen, Psychologist****Debra Oakman, CAO, Comox Valley Regional District****Ron Mattiussi, City Manager, City of Kelowna**

In the workplace, setbacks abound – the coveted promotion that went to an outside candidate, a mediocre performance evaluation, a challenging relationship with your elected officials or staff. Can you bounce back from these types of disappointments or frustrations and be the role model you'd like to be for your staff? Everyone experiences varying degrees of adversity during their careers: periods of fear, vulnerability or disappointment. The ability to deal with, overcome, learn from and in some cases, be transformed by this adversity is resilience.

Learn practices to help you boost your own resiliency from experienced peers and Brooke Owen, registered psychologist and a regular speaker on workplace resiliency. This session will help you improve your strategies for enhancing your resiliency at both work and in life.

10:45 – 11:00 AM**BREAK****11:00 AM – 12:15 PM****Local Government Economic Development – Challenges, Tools and Case Studies****Facilitator: Diane Kalen-Sukra, CAO, Village of Salmo****Panelists include:****Kevin Cormack, CAO, City of Nelson****Rose Klukas, Economic Development Officer, City of Campbell River****Greg Goodwin and Kim Reid, Ministry of Jobs, Tourism and Skills Training**

Economic development in local governments can take many forms, and having an understanding of different approaches to economic development can assist you in supporting and implementing your council's or board's vision for your community.

UBCM, in collaboration with the Ministry of Jobs, Tourism and Skills Training and the Economic Development Association of BC, recently released survey information on how BC communities approach economic development.

This session will provide an overview of the key findings from survey, along with a discussion on economic development models, challenges and opportunities in BC. Two case studies will highlight different strategies and tools to support economic development initiatives.

12:15 – 1:00 PM	LUNCH
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1:00 – 1:45 PM	Resiliency Challenge
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1:45 – 3:00 PM	Managing Challenging Behaviours
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Presenters:

Rob Buchan, CAO, District of North Saanich

Andy Laidlaw, Retired CAO

Tim Wood, Retired CAO

Everyone is entitled to a respectful workplace. What happens when this is not your reality and you feel you are the target of disrespectful treatment by members of your council or board or the public? As the leader of your organization, what can you do to manage the challenging behaviours around you?

A panel of respected peers will provide their insights on how to assess unacceptable behaviours and strategies to address them. You will have the chance to evaluate your own experiences and approaches to manage, improve and restore a respectful workplace environment.

3:00 – 3:15 PM	BREAK
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3:15 – 4:15 PM	Strategies for Managing Homelessness
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Presenters:

Lisa Spitale, CAO, City of New Westminster

Craig Crawford, VP Operations, BC Housing

James Yardley, Lawyer, Murdy & McAllister

Homeless people have become familiar faces in BC's suburbs and cities. However, homelessness is also a problem in small, rural communities. While the most visible homeless are those living on the streets, many more people live in poor-quality housing and are at risk of homelessness. The issues are complex, and because local governments are the most directly affected level of government, there are expectations and pressures to do something to "fix" the problem.

While local governments often struggle with not only how to address these challenges for their communities but what role they should play, many have been active to develop and implement strategies to address homelessness. Learn from a panel of experts and practitioners about potential strategies and options for consideration in your community.

4:15 – 5:30 PM	Concurrent Session A Strategies for Managing Homelessness Walking Tour
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Representatives from the Victoria Downtown Service Providers will escort participants on a walking tour in the downtown core to share how the City of Victoria and the Capital Regional District have implemented strategies for managing homelessness.

4:15 – 5:30 PM	Concurrent Session B Performance Measurement and Reporting Framework for Sustainable Service Delivery
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Presenters:

Doug Allin, CAO, City of Grand Forks

Kevin Ramsay, Innova Strategy Group

Understanding the sustainability of municipal services is critical to supporting a healthy local government. Many local governments have information and metrics in individual performance areas, but there is no universally accepted standard. The City of Grand Forks has been considering different methods to measure performance and asset management and recently received pilot funding from the UBCM Strategic Priorities Fund to develop a Performance Measurement and Reporting Framework for Sustainable Service Delivery that could serve as a best practices resource guide for use by local governments across BC.

The City of Grand Forks, with support from Urban Systems and the Innova Strategy Group, are leading this pilot and will discuss the concept of performance measurement in local government and seek feedback on the measurement areas that provide value to CAOs in the work they do and the perceived value for the elected officials they serve.

6:30 PM	Dinner and Networking Event Peacock Billiards
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Join your colleagues for conversation and good food in a private and relaxed, atmosphere, with the added opportunity of playing a casual game of pool or darts.

Peacock Billiards has been a staple in Victoria's entertainment for over 25 years. Located in the heart of downtown, Peacock Billiards was voted 'Billiards Digest's Best New Pool Room in 2007'.

LGMA Gratefully acknowledges
the financial support of:



STEWART McDANNOLD STUART
Barristers & Solicitors

FRIDAY, FEBRUARY 24, 2017

7:45 – 8:30 AM	BREAKFAST
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8:00 – 9:00 AM	Nuts and Bolts
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The ever popular session where CAOs can informally discuss common problems and the solutions that are working for them. CAOs will have an opportunity to post their topic and delegates will vote on an agreed set of topics to be discussed at the beginning of the session.

9:00 – 10:30 AM	Strategic Alignment Initiative
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Facilitator:
Gord McIntosh

Most Chief Elected Officials (CEOs) and CAOs acknowledge that a successful political/administrative interface is essential for local government effectiveness. And yet, few tools exist for Councils and Boards (and CAOs) to give consistent attention to build and perfect strong governance practices. Likewise, consistent and effective feedback between the governing body and the CAO is not common practice.

At the 2015 CEO Forum, Mayors and Chairpersons indicated a desire to work with CAOs to develop 'user friendly' tools that help align strategic and behavioral expectations. This session will provide an overview of the initial input from the 2016 CEO Forum to develop roles & responsibility guidelines, governance check-in tools and CAO Performance Process Options. Session participants will have a critical opportunity to be part of this developmental process to develop practical tools and strategies.

10:30 – 11:00 AM	BREAK
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11:00 AM - NOON	Legal Update
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Presenter:
Sukh Manhas, Young Anderson

An update on the current legal cases of interest and how they impact local government decision making.

LGMA Gratefully acknowledges
the financial support of:



NOON – 1:00 PM	The Provincial Election and What it Means for Local Government
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Presenter:**Keith Baldrey, Global Television Political Commentator**

With the May 2017 provincial election fast approaching, “silly season” will be in full swing. What are the key issues in the provincial election? And what do the daily announcement of election promises mean for local government? Join Keith for his insightful analysis of the provincial political landscape.

1:00 PM	Bag Lunch to Go
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