



**AMCTO**  
THE MUNICIPAL EXPERTS

# CONFERENCE

BLUE MOUNTAINS, ONTARIO

*REGISTRATION GUIDE*

MOVING  
MOUNTAINS  
CHANGING  
LANDSCAPES



# Moving Mountains, Changing Landscapes

On behalf of the Association of Municipal Managers, Clerks and Treasurers of Ontario (AMCTO), we cordially invite you to register for our 86<sup>th</sup> annual conference taking place June 9-12, 2024, in the Town of the Blue Mountains.

Join us for the sector's premier networking event where you'll have the opportunity to learn from peers and industry experts across four different learning streams, build meaningful connections with professionals from across the province, gain tips and advice on new tools and technologies from the sector's top service suppliers, and more.

Last year we were thrilled to welcome many new municipal professionals and first-time conference attendees and hope to see more of our community come out to learn and have fun with us in the Blue Mountains!

This year's conference theme – *Moving Mountains, Changing Landscapes* - invites participants to explore municipal best and promising practices, adaptability when it comes to needing to do more with less, and how sector and legislative changes are contributing to an ever-evolving municipal environment.

We want to thank our 2024 Conference Planning Committee for their hard work in helping us put together an excellent conference program that includes sessions from local government professionals with knowledgeable, first-hand experience and subject matter expertise across a wide variety of topics. We also want to thank our on-site venues and accommodation teams for their support in helping us to deliver what will be a high-quality and memorable overall delegate experience.

For those who are unable to join us in-person in the Blue Mountains, we are proud to offer a virtual livestream option once again. This will allow you to take part in the event from the comfort of your own home or office and provide you with an opportunity to re-visit session recordings and materials following the event.

We encourage you to read through this registration guide to learn more about specific event details and to stay tuned on our [conference website](#) for the latest event news, announcements, and most up-to-date schedule. For further information or questions, please do not hesitate to reach out to our conference planning team at [conference@amcto.com](mailto:conference@amcto.com).

On behalf of the AMCTO Board of Directors and staff, we thank you in advance for your ongoing support of our Association, for your continued commitment to professional development and municipal excellence. As the sector landscape continues to change and the profession continues to evolve, we look forward to evolving and 'moving mountains' with you.

See you at the conference!

Sincerely,



**Stephen O'Brien, AOMC**  
2023-2024 President  
General Manager/Clerk, City of Guelph



**David Arbuckle, MPA**  
Executive Director, AMCTO





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## About the 2024 Event

If our 2023 conference was any indication, we anticipate this year's event to be even bigger and better and to sell out quickly! Those who are planning to attend the in-person event are encouraged to register and reserve their accommodations early to secure their preferred package and to access our discounted group rates.

Taking place June 9-12, 2024 at the Blue Mountain Village Conference Centre, this year's conference offers opportunities for municipal professionals across the province to expand their network, build meaningful relationships with like-minded peers, and explore ways of working collaboratively to solve the sector's top challenges.

### Highlights include:

- 24 professional development workshops
- Two, world-renowned keynote presentations
- Numerous facilitated networking events (including zone & role-specific sessions)
- The opportunity to have your voice heard at the 2024 Annual General Meeting (AGM)
- Opportunities to get active amid the beautiful, natural Blue Mountains landscape
- An exciting evening excursion
- A bustling exhibitor tradeshow
- An all-new professional headshot photo studio
- Awards Gala Dinner with live entertainment

Check back on our event website ([amcto.com/conference](https://amcto.com/conference)) for the latest news and most up-to-date schedule.

### Event Contacts

#### General Inquiries

[conference@amcto.com](mailto:conference@amcto.com)

#### Registration Inquiries

Manjit Badh

[mbadh@amcto.com](mailto:mbadh@amcto.com)

#### Membership, Awards & Accreditation Inquiries

Nathalie Plourde

[nplourde@amcto.com](mailto:nplourde@amcto.com)

#### Event Program & Speaker Inquiries

Alex Gibson

[agibson@amcto.com](mailto:agibson@amcto.com)

#### Sponsorship, Exhibitor & Media Inquiries

Jacquelyn Folville

[jfolville@amcto.com](mailto:jfolville@amcto.com)

### Supporting the environment

Did you know: By moving to a virtual AMCTO conference app, we are reducing our carbon footprint and saving approximately 15,000 pieces of paper - the equivalent of over 1.5 trees! [Check out this handy tool](#) to figure out how much paper comes from the trees around you!

AMCTO works to create a positive, inclusive space for all!



**Stay tuned for more details TBA about our 2024 conference app.**

*Please consider the impact to the environment before printing this registration guide and related materials.*



# Accommodations



## Hotel Information

There are several different room types/locations throughout Blue Mountain Village. Most of the accommodations, outside of the Inn, are a short walk to the Village Conference Centre (for the location of the different hotels, please refer to the map on page 5). Delegates are encouraged to book their accommodations early to secure their preferred room type and access our discounted group rates\*.

\*Rates are guaranteed until **May 5<sup>th</sup>** and subject to availability.

## Book Online

1. Go to our [online booking tool](#).
2. Select your dates, number of rooms and individuals.
3. Click on the 'I have a group/promo code' link and enter our group code: **GB00004714**
4. Click the search button to view available packages and preferred room rates (based on availability).
5. Review your selection, enter your personal details and payment information to reserve.
6. Once you have made the reservation, you will receive a confirmation email from the hotel.

When you book your hotel through our [online booking tool](#), you qualify for:

- Free above-ground parking (underground parking is \$20 + HST per day)
- Complimentary Wi-Fi

## Book by Phone

To make your reservation, please call 1-833-583-BLUE (2583) and have the group code **GB00004714** and your credit card information ready to provide.

Room Types (See additional types available using the online booking tool)	Price Per Night (+ applicable taxes & village tax)
<b>Mosaic</b>	
Mosaic Deluxe	\$194
Mosaic 1 Bedroom	\$209
Mosaic 1 Bedroom + Den	\$249
<b>Grand Georgian/Seasons at the Blue /Weider Lodge</b>	
Village Studio	\$174
Village Bachelor	\$194
Village 1 Bedroom	\$209
Village 2 Bedroom	\$359
Village 3 Bedroom	\$399
<b>Blue Mountain Inn*</b>	
Inn King	\$149
Inn 2 Double	\$149
King Suite	\$209

*\*Please note: there is shuttle service from the Inn to the conference centre that runs daily on a regular schedule in the mornings and afternoons*

# Accessibility

## Our Commitment to Accessibility

If you require accessible accommodations, please reach out to [conference@amcto.com](mailto:conference@amcto.com) and let our team know as soon as possible. Accessible hotel rooms are available on a first-come, first-served basis. AMCTO is committed to ensuring all accommodation requests are met and we will provide the best event experience possible for all delegates. We hold these rooms in a special block to ensure they are not sold unless requested!





	Village Conference Centre		Grand Central Lodge		Inn Conference Centre	
	Walking	Shuttle	Walking	Shuttle	Walking	Shuttle
Blue Mountain Inn	9 Min.	2 Min.	5 Min.	2 Min.	-	-
Grand Georgian	2 Min.	1 Min.	< 1 Min.	-	5 Min.	1 Min.
Weider Lodge	3 Min.	-	1 Min.	-	6 Min.	-
Season's at Blue	1 Min.	-	2 Min.	-	7 Min.	-
Mosaic	< 1 Min.	-	3 Min.	< 1 Min.	8 Min.	2 Min.
Rivergrass	3 Min.	1 Min.	7 Min.	1 Min.	10 Min.	2 Min.
Historic Snowbridge	15 Min.	3 Min.	17 Min.	4 Min.	24 Min.	4 Min.
Mountain Walk	4 Min.	1 Min.	2 Min.	< 1 Min.	5 Min.	1 Min.
Wintergreen	2 Min.	1 Min.	4 Min.	1 Min.	7 Min.	1 Min.
Cachet Crossing	3 Min.	1 Min.	< 1 Min.	-	5 Min.	1 Min.
Château Ridge	12 Min.	2 Min.	9 Min.	2 Min.	2 Min.	1 Min.
The Westin Trillium House	5 Min.	1 Min.	2 Min.	-	10 Min.	2 Min.

**VILLAGE CONFERENCE CENTRE ~ 242 Jozo Weider Blvd, Blue Mountains, L9Y 3Z2**

○ = Village Entrance

○ = Front Entrance

## Conference Venue & Show Floor Information

All conferencing programming will be held throughout the Blue Mountain Village Conference Centre. Walking distance varies depending on which venue guests' accommodations are located. Check the village map on page 5 for approximate walking distances. Those staying at the Village Inn will have access to a shuttle service in the morning and afternoons.

### Blue Mountain Village Conference Centre Address

242 Jozo Weider Blvd,  
The Blue Mountains, ON L9Y 3Z2

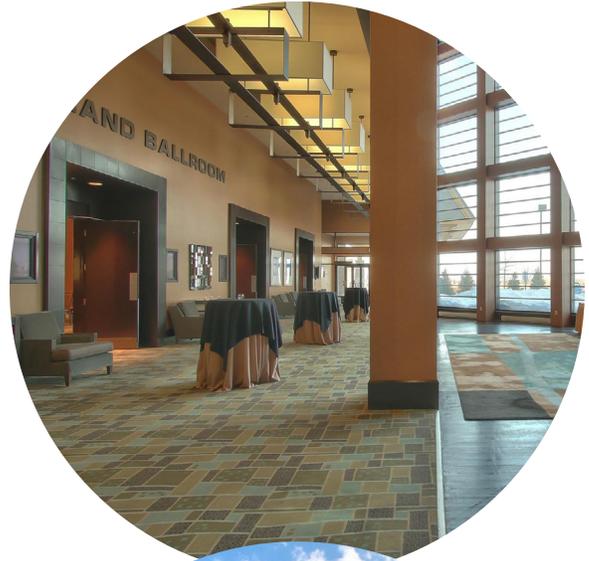
The conference show floor includes:

- Large outdoor terrace (ground floor) and several balcony terraces with sweeping views
- Workshop rooms with beautiful natural light
- Quiet room to get away from the bright lights and noise of the conference
- Exhibitor tradeshow
- Designated area for all conference meals, snacks, and break times
- Fully accessible check-in area, workshop breakout rooms, main stage, washrooms, seating, etc.
- Large bathrooms throughout the conference venue
- AMCTO Help Desk and registration

Inside the Blue Mountain Village, delegates can explore:

- Numerous restaurants, bars, and food vendors
- Unique stores, one-of-a-kind boutiques and shopping
- Pools and outdoor activities

...and so much more!



# Conference Agenda

Below is a high-level overview of the agenda for this year's event!

\*Agenda subject to change. For the most up-to-date schedule information, please check back on our [conference website](#) and stay tuned for a full detailed agenda to become available within our AMCTO conference app (launching in early May).

Sunday, June 9	
1:00pm - 9:30pm	Conference Registration Open
2:30pm - 5:00pm	AMCTO 'Get Active' Sunday-Funday in Blue Mountain Village (see page 11 for details)
5:15pm - 6:15pm	New Conference Attendees & Scholarship Recipients Networking Session
5:30pm - 6:30pm	AMCTO Board, Zone Executive & Volunteer Appreciation Mixer (Private Event)
6:45pm - 10:00pm	Exhibitor Tradeshow Reception & Opening Night Party (see page 12 for details)
8:00pm - 8:15pm	Exhibitor Battleship Challenge - Winner Announcement
Monday, June 10	
7:00am - 7:30am	Morning Yoga
8:00am - 4:00pm	Registration/Help Desk Open
8:00am - 9:00am	Sponsored Breakfast Workshop Sessions
9:00am - 9:30am	Break
9:00am - 10:45am	AMCTO 2024 Conference Opening Ceremonies
11:00am - 12:00pm	Opening Keynote Presentation: The 60-Minute Perspective Makeover - Proven Tips to Living an Awesome Life! - <i>Jessica Holmes</i>
12:00pm - 1:00pm	Lunch Break & Exhibitor Challenge - Bingo
12:30pm - 1:00pm	Municipal Association Heads - Meet & Greet (Private Event)
1:00pm - 2:00pm	Reflections on Strong Mayor Powers: Code of Conduct Sanctions, Clerk's Authority & Other Weighty Issues - <i>Jeff Abrams &amp; John Elvidge</i>
	Even Little Municipalities Can Do BIG Things - <i>Kara Smith</i>
	Achieving Your Municipal Energy Goals Through a Taxpayer-Neutral Solution - <i>Ashley Jones</i>
2:00pm - 2:15pm	Break
2:15pm - 2:50pm	AMCTO Zone Networking Sessions
2:50pm - 3:15pm	Break



## Monday, June 10 (Continued)

2:50pm - 3:15pm Exhibitor Challenge - Bingo Winner Announcement

Authentic Teams: The Importance of Vulnerability, Trust & Commitment to Growing a Support Network - *Andrea Coyne, Amanda Fusco, Kate Jones, Julie Kirkelos, Amanda Knight & Danielle Manton*

3:15pm - 4:15pm

Addressing Staff Recruitment One Municipal Partnership at a Time - *Gloria Raybone*

How Our Changing World Impacts Municipal Budgets & Decision-Making - *Jennifer Hess*

Managing the Privacy Portfolio from the Corner of your Desk - *Matthew Trennum*

6:30pm - 10:00pm AMCTO Boot Scootin' Evening Excursion (see page 13 for details)

## Tuesday, June 11

8:00am - 4:00pm Registration/Help Desk Open

8:00am - 9:00am Sponsored Breakfast Workshop Sessions

9:00am - 9:10am Break

Annual Update on Provincial-Municipal Affairs - *Stacy Hushion & Sabine Matheson*

9:10am - 10:10am

Finding the Right Fit for the CAO Role - *Ashley Bilodeau*

The Future of Municipal Asset Management - *Brian Kavanagh*

When Digital Elections Go Wrong & How to Fix It - *James Brunet, Aleksander Essex & Nicole Goodman*

10:10am - 10:20am Break

10:10am - 11:00am Professional Headshots Charity Photo Studio Open (see page 15 for details)

10:20am - 10:50am AMCTO Session - Accreditation

AMCTO Session - Career Development Program

10:50am - 11:00am Break

Municipal Case Law Update 2023 - *Tom Halinski & John Mascarin*

11:00am - 12:00pm

How to Build Lean Communities of Practice to Foster Continuous Improvement - *Rima Hasan, Monica Krnac & Kenneth Leung*

The Clerk's Role in the Development Planning Process - *Tonia Bennett, Trista DiLullo & Christine Vigneault*

It's 2024: What's Your Data Doing for You? - *Nicole Cooper & Alexander Harras*

12:00pm - 1:00pm

Lunch Break & Exhibitor Challenge - Scavenger Hunt

Professional Headshots Charity Photo Studio Open (see page 15 for details)



## Tuesday, June 11 (continued)

12:00pm - 2:00pm	AMCTO Past Presidents Luncheon & Social (Private Event)
1:00pm - 2:00pm	Everyday Ethics: Examining Three CAO Decisions - <i>Annette Gilchrist, Kyle Pratt &amp; Paul Shipway</i>
	A New Kind of Diversity: Generational Perspectives & Competitive Advantage - <i>Lorna Weston Smyth</i>
	A Dollar Earned is a Tax Dollar Saved: Investing for Small to Medium-Sized Municipalities - <i>Jennifer Hess</i>
	Mid-term in the Muniverse... Now What?! - <i>Rick O'Connor</i>
2:00pm - 2:15pm	Break
2:00pm - 3:00pm	Professional Headshots Charity Photo Studio Open (see page 15 for details)
2:15pm - 2:50pm	Clerks Networking Session
	CAOs Networking Session
	Treasurers Networking Session
	Municipal Managers Networking Session
2:50pm - 3:10pm	Break
3:10pm - 4:10pm	You Are Here: Why Public Education on Local Government Matters & Helping Residents Find Their Place in Decision-Making - <i>Matt Cowley</i>
	MVP: What's Your Employee Value Proposition? - <i>Rob Adams &amp; Kyle Pratt</i>
	Municipal Ransomware Risk: Lessons from the TELUS Study & the Town of St. Mary's - <i>Anthony Fernando, Brent Kittmer &amp; Kevin Lonergan</i>
	More Change, Less Change Management: An Innovative Solution for Digital Records - <i>Liz Harrison, Nina Lecic, Meaghen Reid &amp; Aaron Smit</i>
6:00pm - 6:45pm	AMCTO Board of Directors & Past Presidents Pre-Gala Reception (Private Event)
6:45pm - 7:30pm	Pre-Gala Cocktail Reception
7:00pm - 7:15pm	Pre-Gala Walkthrough Session (Private Event)
7:30pm - 12:00am	AMCTO 2024 Awards Gala Dinner

## Wednesday, June 12

8:00am - 10:00am	Registration/Help Desk Open
8:30am - 9:30am	Breakfast & AMCTO Annual General Meeting (AGM)
9:30am - 10:30am	Closing Keynote Presentation: Blazing Your Own Trail - <i>Samra Zafar</i>
10:30am - 10:45am	AMCTO 2024 Conference Closing Ceremonies



## Keynote Speakers

**Opening Keynote:**  
**Jessica Holmes**  
**Comedian, Auhtor, and Mental Health Advocate**

Jessica Holmes is one of Canada's top comedic talents. She has brought the house down opening for giants like Ellen DeGeneres, Russell Peters, Jerry Seinfeld, and Oprah Winfrey. She has also performed at Just For Laughs and The Second City, and starred in the hit comedy series, *Royal Canadian Air Farce* and *The Holmes Show*.

Her funny and inspiring book, *Depression The Comedy: A Tale of Perseverance*, takes readers deep into her mental health journey with validation and warmth. Jessica is grateful to help end the stigma around mental illness, and in 2018 was honoured to join the Bell Let's Talk team as a celebrity ambassador.



**Closing Keynote:**  
**Samra Zafar**  
**Leadership & DEI Expert, Author, and Physician-in-Training**

Samra Zafar is an award-winning, internationally renowned speaker, bestselling author, physician-in-training, and leading corporate consultant who specializes in diversity, equity, and inclusion; mental health and wellness; and authentic leadership.

A four-time TEDx speaker, Samra is currently pursuing a medical degree at McMaster's DeGroote School of Medicine, specializing in psychiatry. She has been recognized by Women's Executive Network as one of Canada's "Top 100 Most Powerful Women" and has been named among the "Top 25 Most Inspirational Women" in Canada and the "Top 25 Canadian Immigrants".

In 2019, Samra released her memoir, *A Good Wife: Escaping the Life I Never Chose*. It shares her journey of escaping an abusive child marriage to pursue her education and sheds light on gender-based oppression. She is currently writing her second book, titled *Unconditional*, which explores science-based strategies to unlearn limiting beliefs and live a fuller, unconditional life.



# 'Get Active' Sunday-Funday in Blue Mountain Village

Sunday, June 9, 2024

Arrival Window: 2:30pm - 3:00pm\*

Time: 2:30pm - 5:00pm

## Venue Locations:

### Cascade Putting Course

150 Jozo Weider Blvd,  
Blue Mountain Village

### AXED

166 Jozo Weider Blvd,  
Blue Mountain Village

*\*Come early to have some fun prior to checking-in to your hotel or join us afterwards- registrants can come directly to the venues to participate (AMCTO staff will have a registrant list to check you in on-site)*

In lieu of a golf tournament this year, we will be hosting 'get active' Sunday-Funday activities in Blue Mountain Village! Join us on Sunday afternoon to compete in some team-building mini-putt and axe throwing competitions! Compete against your fellow conference delegates for the chance to win some great prizes! Guests will receive 1-hour of axe throwing games (including instructions and training on how to throw) and a round of mini putt at the challenging Cascade Mini Putt Course. Guests will also receive a complimentary drink ticket that can be used at Kaytoo restaurant following each activity, with a great patio on the village pond (one drink ticket per person). Get active and have fun together right in the Village!



### What's Included:

- 18 holes of miniature golf at the challenging Cascade Putting Course
- 1 hour of axe throwing at AXED
- 1 complimentary beer or seltzer to be used at Kaytoo restaurant
- Team prizes awarded to the winning teams of each competition

**Price:** \$55.00 +HST

*Space is limited and spots will be reserved on a first-come, first-served basis.*



### Looking to get a full round of golf in?

Golfers can still book a tee-time to golf at their own convenience at the Monterra Golf clubhouse. The clubhouse is located at the Village Conference Centre, on-site in the village.

### Monterra Golf

220 Jozo Weier Blvd, Blue Mountain Village

[Website](#) | 705-445-0231 ext. 52303

Price: \$134.00 + HST (regular 18-holes),  
\$94.00 + HST (twilight 18-holes)



# Exhibitor Tradeshow Reception & Opening Night Party

**Sunday, June 9, 2024**

**Time:** 6:45pm - 10:00pm

**Location:** Village Conference Centre (The Courts)

Join us for our exhibitor tradeshow reception and conference opening night party on Sunday, June 9 in 'The Courts'! We will have lots of great exhibitors in attendance for delegates to network with and learn from, as well as fun exhibitor challenges and other activities throughout the evening.

This year, we are excited to have our first-ever 'AMCTO's Got Talent' karaoke stage where delegates are encouraged to sing their favourite songs in between networking! After singing your heart out, don't forget to stop by our 360-degree photo booth for a fun conference keepsake.



## What's Included:

- Access to the full exhibitor tradeshow
- Complimentary drink ticket and light fare served throughout the evening
- Live DJ who will be spinning all the hits
- Our first-ever 'AMCTO's Got Talent' karaoke stage (with prizes up for grabs for those awesome enough to share their singing talents!)
- An opportunity to win more prizes in our Exhibitor Battleship Challenge
- 360-degree camera activation

**Price:** Included with your conference registration!\*

\*Additional tickets are available for \$35.00 + HST per person for guests not registered for the conference. Please email [Manjit Badh](mailto:Manjit.Badh) for further details.



# AMCTO Boot Scootin' Evening Excursion

Monday, June 10, 2024

Time: 6:30pm - 10:00pm

Location: Rusty's (150 Jojo Weider Blvd., Blue Mountain Village)

We think it was Alan Jackson who said, "I've been workin' all week, And I'm tired and I don't wanna sleep, I wanna have fun, AMCTO is about having a good time", or something along those lines! We are proud to host a Boot Scootin' Evening Country Party Excursion! Grab your Stetson and boots, and join us for an amazing evening of food, music, dancing, and networking – conveniently located in the Blue Mountain Village! Whether you're a little bit country or a little bit rock n' roll, Rusty's in the Village offers something for everyone! Join us for an evening of live music from the award-winning Dean James Band, BBQ (with tasty vegetarian and vegan options available), and lots of space to network and unwind!



### What's Included:

- Live entertainment by the award-winning Dean James Band
- Four (4) drink tickets
- Fresh southern style BBQ including a roast pig on a spit, taco station, house-made jambalaya, tasty hors d'oeuvres, and delicious desserts
- Indoor-outdoor spaces to lounge, dance, and network

**Member Price:** \$100.00 + HST

**Non-Member Price:** \$120.00 + HST

*Space is limited and spots will be reserved on a first-come, first-served basis.*



# Awards Gala Dinner

Tuesday, June 11, 2024

Time: 6:45pm - 12:00am

Location: Village Conference Centre (Huron Room)

Our annual Awards Gala Dinner celebrates our members' accomplishments during the 2023-2024 year including our academic, Zone, E.A. Danby, and Prestige Award recipients. Join us for a formal evening to recognize and honour your peers in the sector!



## What's Included:

- Access to our Pre-Gala cocktail reception beginning at 6:45pm (each gala ticket includes a complimentary drink)
- Access to our evening Awards reception beginning at 7:30pm
- Formal, plated dinner with wine served at the tables
  - Guests will have a choice of meals to select from with their Awards Gala Dinner registration (available up until Monday, May 24, 2024)
    - AAA Prime Rib au jus & Yorkshire Puddy
    - Herb Crusted Baked Chicken
    - Herbed Risotto with Ratatouille
- Live entertainment from the Supersonic Hearts

**Member Price:** \$110.00 + HST

**Non-Member Price:** \$130.00 + HST

*Tickets can be purchased with your conference registration or separately\*.*

*\*All 2023-2024 Award recipients will receive a free Gala ticket and plus one to the event and will be notified in advance of the conference.*



## Conference Charities

Each year, the AMCTO Board, staff, and conference planning committee select registered Ontario charities to support as part of an annual initiative to give back. In 2024, we are proud to support two regional charities – **My Friend's House** and **The Blue Mountain Watershed Trust Foundation (the Watershed Trust)**.



**My Friend's House** is a violence against women (VAW) crisis shelter serving women and children who have experienced abuse or who are at risk of experiencing abuse. The organization offers an eight-week program with the goal of finding women and children safe and affordable housing and connecting them with wrap-around services that support their needs as individuals or as a family.

**The Watershed Trust**, Ontario's first watershed trust, was formed in 1994 to protect natural areas in Collingwood and the Blue Mountains from development pressures of many kinds. Since then, the Foundation has been instrumental in preserving and protecting the region's remaining wild places.

AMCTO will be making a donation to each charity throughout 2024 and on behalf of our 2024 conference and Forum speakers. We also encourage all conference delegates to take some time to talk to representatives from each charity at the event to learn more about what they do and how you can help support in making a difference.

## Professional Headshots Charity Photo Studio

As another way to give back to our conference charities this year, we are also offering delegates the opportunity to have professional headshots taken in our on-site photo studio where all proceeds will go towards supporting each charity.



**Tuesday, June 11, 2024**

**Times:** 9:00am - 10:00am, 12:00pm - 1:00pm, 2:00pm - 3:00pm

**Location:** Village Conference Centre (Nipissing Room)

Stop by our on-site photo studio to get a professional headshot for your municipal website, personal LinkedIn or to use in your future AMCTO speaker submissions!

Photos will be available for delegates to access online following the event. The minimum donation for headshots is **\$10.00** per person (**\$25.00** suggested donation). Donations can be made by cheque or credit card on-site.



## Virtual Conference Livestream

Our virtual conference livestream provides municipal professionals with an easy and accessible way to access all professional development workshops and special sessions in real-time, as well as have access to the livestream conference recordings to re-watch following the event.

Take part in this year's conference from the comfort of your own home or office at a **reduced rate**. This package is ideal for those who may not be able to travel to the Blue Mountains to attend the event in-person.



### What's Included:

- Livestream access to all conference professional development workshop and special sessions including two-world renowned keynote presentations (available through our AMCTO conference app – SCHED)
- Registered participants can ask questions in real-time during each session's Q&A period
- Connect with colleagues and exhibitors via the AMCTO conference app and session chat features
- Access all livestream session recordings for several months following the event

**Member Price:** \$399.00 + HST

**Non-Member Price:** \$420.00 + HST

**REGISTER  
NOW FOR  
THE VIRTUAL  
LIVESTREAM**

### Virtual Conference Lite

**Attending the event in-person? Add-on livestream access at a discounted rate.**

For **\$50.00 + HST** (AMCTO member rate), in-person conference delegates can add on a virtual conference livestream package. Re-watch your favourite sessions, see ones you might've missed, and continue building connections online!

### Multi-Key Registration

We are proud to offer a [multi-key discounted registration option](#) to municipalities who want to access the virtual livestream conference for multiple staff to tune in. **To purchase this registration option, the lead registrant must be an AMCTO member and will be asked to provide their member ID #.**

Municipalities have the option of purchasing 3 or 5 keys to provide access for 3-5 individuals. For those interested in purchasing more than 5 keys, please contact [Manjit Badh](#) for more information and to receive a custom quote.

*\*Note: This discounted offer is available for a limited time only up until Friday, May 24, 2024. This offer only applies to access the virtual conference livestream and does not apply to groups who wish to attend the event in-person. All other registrations must be completed individually via the AMCTO conference website.*



## Registration Information

We are pleased to offer a variety of conference packages to suit your needs and budget – explore the options below to determine what package is best for you!

Package	What's Included	Member Rate	Non-Member Rate
<b>IN-PERSON &amp; VIRTUAL EVENT PACKAGES</b>			
<b>Conference Package &amp; Gala Ticket</b>	Access to all open conference professional development workshop and special sessions, meals (breakfast & lunches), networking sessions and open receptions + a single ticket to the Awards Gala Dinner and Pre-Gala Reception	<b>\$850.00 + HST</b>	<b>\$1,005.00 + HST</b>
<b>Conference Package</b>	Access to all open conference professional development workshop and special sessions, meals (breakfast & lunches), networking sessions and open receptions	<b>\$767.00 + HST</b>	<b>\$950.00 + HST</b>
<b>Student Member</b> <i>Exclusive to AMCTO Student Members</i>	Access to all open conference professional development workshop and special sessions, meals (breakfast & lunches), networking sessions and open receptions	<b>\$370.00 + HST</b>	
<b>Retired Member</b> <i>Exclusive to AMCTO Retired Members</i>	Access to all open conference professional development workshop and special sessions, meals (breakfast & lunches), networking sessions and open receptions + a single ticket to the Awards Gala Dinner and Pre-Gala Reception	<b>\$370.00 + HST</b>	
<b>Virtual Conference Livestream</b>	Livestream access to all conference professional development workshop and special sessions including two-world renowned keynote presentations (available through our AMCTO conference app)	<b>\$399.00 + HST</b>	<b>\$420.00 + HST</b>
<b>One-Day Conference Pass</b> <i>Select conference activities included</i>	Access to all open conference professional development workshop and special sessions, meals (breakfast & lunches), networking sessions and open receptions for selected day	<b>\$357.00 + HST</b>	<b>\$420.00 + HST</b>



Package	What's Included	Member Rate	Non-Member Rate
<b>OPTIONAL ADD-ONS</b>			
<b>'Get Active' Sunday-Funday in Blue Mountain Village</b> <i>Sunday, June 9</i>	<ul style="list-style-type: none"> <li>18 holes of miniature golf at the challenging Cascade Putting Course</li> <li>1-hour of axe throwing at AXED</li> <li>1 complimentary beer or seltzer</li> </ul>		<b>\$55.00 + HST</b>
<b>Exhibitor Tradeshow Reception &amp; Opening Night Party</b> <i>Sunday, June 9</i>	<ul style="list-style-type: none"> <li>Access to the full exhibitor tradeshow</li> <li>Complimentary drink ticket and light fare served throughout the evening</li> <li>Live DJ</li> <li>Karaoke stage</li> <li>360-degree camera activation</li> </ul>	<b>Included with your conference registration</b> <i>Additional tickets are available for \$35.00 + HST per person for guests not registered for the conference</i>	
<b>AMCTO Boot Scootin' Evening Excursion</b> <i>Monday, June 10</i>	<ul style="list-style-type: none"> <li>Live entertainment</li> <li>Four (4) drink tickets</li> <li>Fresh southern style BBQ including a roast pig on a spit, taco station, house-made jambalaya, tasty hors d'oeuvres, and delicious desserts</li> </ul>	<b>\$100.00 + HST</b>	<b>\$120.00 + HST</b>
<b>Awards Gala Dinner</b> <i>Tuesday, June 11</i>	<ul style="list-style-type: none"> <li>Access to Pre-Gala Reception with complimentary drink ticket and hors d'oeuvres</li> <li>Single (1) ticket to the Awards Gala Dinner on Tuesday, June 11</li> <li>Three-course plated dinner with wine</li> </ul>	<b>\$110.00 + HST</b>	<b>\$130.00 + HST</b>
<b>Virtual Conference Lite</b> <i>Only available as an add-on for registered in-person delegates</i>	<ul style="list-style-type: none"> <li>Access the virtual conference livestream session recordings for several months following the event to supplement your in-person attendance and maximize your own professional development</li> </ul>		<b>\$50.00 + HST</b>

### How to Register

Registration is now open! Visit our [conference website](#) for the most up-to-date event details!

**REGISTER NOW!  
IN-PERSON CONFERENCE**

**REGISTER NOW!  
VIRTUAL LIVESTREAM**



## Cancellation & Refund Policy

### In-Person Conference

All registration cancellations must be communicated and confirmed in writing to [conference@amcto.com](mailto:conference@amcto.com). A refund levy of \$210.00 (plus HST) will be applied to every cancellation received up to and including Friday, May 3, 2024 12:00pm. **No refunds will be made for cancellations received after May 3, 2024, 12:01pm. Substitutions will be permitted.**

### In-Person Conference Additional Items

Any Gala tickets, package additions, or excursion event ticket cancellations must be communicated and confirmed in writing to [conference@amcto.com](mailto:conference@amcto.com). No refund levy will be applied to any cancellation received up to and including Friday, May 3, 2024 12:00pm. **No refunds will be made for cancellations received after May 3, 2024, 12:01pm. Substitutions will be permitted.**

### Virtual Conference

All cancellations must be communicated and confirmed in writing to [conference@amcto.com](mailto:conference@amcto.com). A refund levy of \$100.00 (plus HST) will be applied to every cancellation received up to and including May 3, 2024, 12:00pm. **No refunds will be made for cancellations received after May 3, 2024, 12:01pm. Substitutions will be permitted.**

### Force Majeure

*Should an event beyond the reasonable control of AMCTO that shall cause AMCTO to be delayed, restricted or unable to fulfill its duty to deliver the conference, or that shall prevent conference participants from having substantial benefit of the function as contracted by the parties wherein such cases the conference would need to be cancelled, the Association shall return each participant's registration fees paid, less a pro-rated share of costs committed by the Association to that time and date. This includes but is not limited to: acts of God; acts of war; any pandemic, epidemic, quarantine, public health emergency or breakout infections/disease at or respecting the AMCTO conference, its participants, staffing or venues within Ontario, as substantiated by federal, provincial, or municipal governments' warnings or advisory notices; disaster, fire, earthquakes, hurricanes; or any other cause reasonably beyond AMCTO's control. Due to circumstances beyond AMCTO's control, the conference program may be subject to change without notice.*



# Frequently Asked Questions (FAQs)

## Registration Information

### 1. In previous years, I was able to register on behalf of someone, but cannot find this option currently. How do I register someone else?

Individuals are encouraged to register using their own accounts to ensure they receive all relevant registration, payment and event information directly and so that this information is logged accurately within our system. If an individual cannot log into their account to register themselves, please contact [AMCTO Support](#).

### 2. My spouse/companion/partner may come to the region for vacation. I noticed that the companion package is not available, are companions welcome?

Companions are welcome to attend the Exhibitor Tradeshow Reception & Opening Night Party, Awards Gala Dinner and/or the Excursion with the purchase of a additional ticket. Companions who are interested in attending the conference professional development workshop sessions and other daily activities will need to purchase their own applicable conference package to allow them access on the conference show floor.

### 3. If I purchase ONLY a virtual conference package, can I attend the in-person event?

No. The virtual conference package only provides access to the conference app and the livestream sessions. Delegates who are planning to attend the in-person event can, however, purchase access to the virtual conference livestream session recordings at an add-on discounted rate.

### 4. While registering, I forgot to purchase an optional add-on (Excursion, Awards Gala Dinner, Virtual Conference Lite) can I still purchase tickets? How can I update my registration?

Yes – please reach out to [Manjit Badh](#) to make this change. Once your request has been received, we will provide you with a direct link to purchase any additional items and update your registration.

## Accommodations

### 1. I have specific dietary requirements...how can I make these accommodations?

If you are planning to attend the in-person event, please ensure to complete all sections within our registration form to indicate any specific dietary requirements. Please note that this only refers to specific dietary needs for health purposes (i.e. vegetarian, vegan, celiac, allergies) and does not mean that all dietary requests will be accommodated (i.e. 'I prefer salad with dressing on the side' does not count). For more information or to update your registration, please contact [Manjit Badh](#).

### 2. I have specific accessibility requirements...how can I make these accommodations?

If you are planning to attend the in-person event, please ensure to complete all sections within our registration form to indicate any specific accessibility requirements. Accessible hotel rooms are available on a first come, first-serve basis. AMCTO is committed to ensuring all accommodation requests are met and we will do our best to provide the best event experience possible for all delegates. For more information or questions, please [contact us](#).



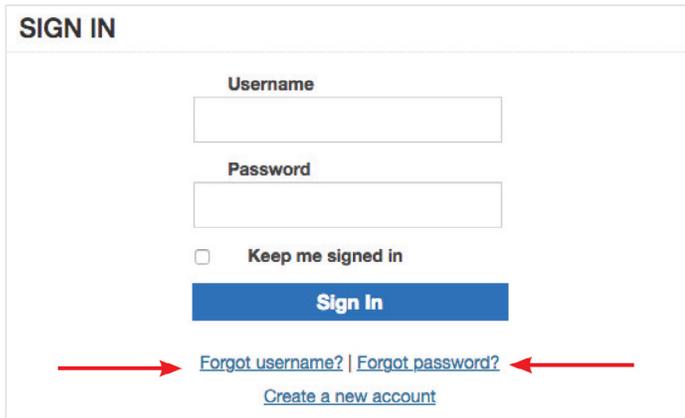
## Membership

### 1. How do I become an AMCTO member?

Want to join our community of over 2,200 municipal experts and attend the conference at a discounted rate? [Visit our website](#) to learn more about our different membership categories and become an AMCTO member today.

### 2. I am having difficulty logging in to access my account – what do I do?

If you have previously enrolled in an AMCTO course or registered for an event, you most likely already have an account. If you're not sure of your account username or password, please click on the 'Forgot username' or 'Forgot password' link within the sign-in box:



**SIGN IN**

Username  
[Text Input Field]

Password  
[Text Input Field]

Keep me signed in

**Sign In**

[Forgot username?](#) | [Forgot password?](#)

[Create a new account](#)

Clicking on the '**Forgot username**' will prompt you to enter an email address associated with your account. If you have previously registered for an event with us, this will most likely be the same email you would have registered under.

Clicking on the '**Forgot password**' will prompt you to enter the username associated with your account. If you have previously registered for an event with us, your username will most likely be either your first and last name (no spaces, all caps – i.e. FIRSTLAST) or your email address.

**If you are still having difficulty signing in, please contact [AMCTO Support](#) for assistance prior to creating a new account.**

If you have never made a purchase with us or registered for a course or event, you can click on the 'Create a new account' link to create an account and complete your conference registration.

## Other Event Information

### 1. Where can I learn more about your sponsorship and exhibitor opportunities?

The AMCTO conference has a number of sponsorship and exhibitor opportunities for businesses to connect with key decision-makers in the municipal sector. To learn more about our unique, custom sponsorship and exhibitor opportunities, please [contact us](#).

### 2. Where can I find more information about the event?

For the latest event news and updates, please visit our [conference website](#) or contact us.





# CONFERENCE

BLUE MOUNTAINS, ONTARIO

**JUNE 9 - 12, 2024**

[conference@amcto.com](mailto:conference@amcto.com) | [amcto.com/conference](https://amcto.com/conference)

The Association of Municipal Managers, Clerks and Treasurers of Ontario (AMCTO) represents excellence in local government, management and leadership. Over the past 85 years, AMCTO has provided education, accreditation, leadership, and management expertise for Ontario municipal professionals. With 2,200+ members working in municipalities across the province, AMCTO is Ontario's largest association of local government professionals, and the leading professional development organization for municipal professionals.

Our mission is to deliver professional growth, networks, advocacy, and leadership to support and strengthen the knowledge, skills, and capabilities of municipal professionals now and into the future.