



2025 CONFERENCE  
WINDSOR, ONTARIO



**BUILDING BRIDGES,  
SPARKING CHANGE**

***REGISTRATION GUIDE***

# Building Bridges, Sparking Change

On behalf of the Association of Municipal Managers, Clerks and Treasurers of Ontario (AMCTO), we cordially invite you to register for our 87<sup>th</sup> annual conference taking place June 8-11, 2025.

Join us in Windsor - the 'City of Roses' - for the premier professional development and networking event for local government professionals. Our 2025 conference theme - *Building Bridges, Sparking Change* - celebrates the power of collaboration and innovation, providing a platform to connect with industry experts, exhibitors, and thought leaders. An idea born out of the need to establish better municipal-provincial relations and inter-municipal partnerships, this year's conference is all about igniting positive change. Together, we're fostering a network that inspires growth, teamwork and adaptation in our ever-evolving sector.

2025 marks the first time the AMCTO conference is hosted in Windsor in nearly two decades. We're thrilled to be back in Zone 1, a region known for its dynamic community and innovation hubs, like the downtown art scene and groundbreaking NextStar battery plant. Taking place at the stunning Caesars Hotel & Casino with waterfront views of the Detroit skyline, the 2025 conference is the perfect opportunity to explore all that Windsor has to offer!

We're continually evolving our conference based on your feedback, and this year includes all-new activities to make the most out of your learning and networking: two community-centered Sunday Fun-Day activities, a nostalgic Monday evening excursion, elections-planning focused sessions, Zone breakout sessions, and more. Reserve early, especially for our popular additional events and activities, as spots fill up fast!

We want to thank our 2025 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 venue staff 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 Windsor, 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.

See you at the conference!

Sincerely,



**Paul Shipway, CMO, AOMC, Dipl.M.A.**  
2024-2025 President  
General Manager of Strategic  
Initiatives & Innovation,  
Middlesex County



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



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# About the 2025 Event

Taking place June 8-11, 2025 at Caesars Windsor Hotel and Casino, this year's conference is designed to help municipal professionals from across Ontario build lasting connections, strengthen professional networks, and spark fresh perspectives. Through collaborative sessions and shared insights, we'll work together to address the sector's most pressing challenges and pave the way for meaningful, transformative change in our communities.

## Highlights include:

- 24 professional development workshops
  - Two, world-renowned keynote presentations
  - Facilitated networking events
  - The opportunity to have your voice heard at the 2025 Annual General Meeting (AGM)
  - Optional add-on activities including opportunities to network, unwind, get active and explore downtown Windsor
  - A large exhibitor tradeshow
  - Professional headshot photo studio
  - Awards Gala Dinner with live entertainment
- ...and so much more!

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)



**Stay tuned for more details TBA about our 2025 conference app.**

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

# Conference Core Values & Inclusivity Policy

Our core values guide every aspect of our conference planning, from selecting the venue to curating our speaker lineup and shaping each session's delivery. These values underpin our commitment to a conference experience that is welcoming, engaging, and meaningful for everyone involved. Aligned with our Inclusivity Policy, we work to create an environment where every guest, speaker, and delegate feels respected, empowered, and able to contribute their best. Our team ensures that each detail supports these goals, and we invite you to learn more about our values and initiatives on the conference app!

## Inclusivity Policy

AMCTO is committed to providing a safe and inclusive environment for our delegates, speakers, guests, and staff where we treat everyone with respect & dignity. Aggressive, harassing or abusive behaviour of any kind will not be tolerated.

The Association strives to promote environments that are accepting and welcoming by creating safe spaces where participation from all registrants, members, and those from underserved groups or marginalized communities is valued and encouraged.

AMCTO is committed to diversity, equity and inclusion and values the voices, lived experiences and perspectives of individuals of all backgrounds. It is important that our Association reflects the diverse communities we serve.

## Zero Tolerance

The AMCTO conference is committed to providing a safe and harassment-free experience for all delegates, regardless of gender, gender identity and expression, age, sexual orientation, abilities, physical appearance, race, ethnicity, or beliefs. The Association has a zero-tolerance policy when it comes to harassing or abusive behaviour - this extends to any and all virtual or digital communications and social media or other engagements connected to the conference, other AMCTO programs, services and events. Specifically, at the conference, AMCTO staff are here to support you and provide assistance as needed when it comes to enforcing this zero tolerance policy. Within our sessions, staff have been instructed to intervene for specific situations where our inclusivity statement and general professionalism have not been upheld. Conference attendees violating these rules may be subject to further action, including possible expulsion from the event.



*Our full Inclusivity Policy will be available through the conference app.*

# Accommodations

## Hotel Information

Recently renovated and ultra comfortable, the hotel at Caesars Windsor is an amazing stay for all conference guests. The hotel is in the same space as the conference floor, and guests will be easily able to access the conference via elevator or escalator. Each room has vista views of the Windsor skyline or the Detroit River. There are numerous restaurants and the casino is attached as well! Delegates are encouraged to book their accommodation early to ensure they get their preferred accommodation.

*\*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. The portal should automatically have AMCTO's code, but if not, insert **AMC0606** and select the search button.
4. Packages will appear; please select your preferred room type 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 valet parking & self parking
- Complimentary Wi-Fi

## Book by Phone

To make your reservation, please call 1-800-991-8888 and have the group code **AMC0606** and your credit card information ready to provide.

### Selection of Available Room Types

Starting Price Per Night  
(+ applicable taxes)

#### Augustus Tower

(Tower with the AMCTO Conference Floor)

Deluxe 1 King City View	\$205
Deluxe 2 Bed River View	\$189
Deluxe 2 Bed City View	\$205

#### Forum Tower

(Tower above the Casino Floor)

Deluxe 1 King City View	\$205
Deluxe 2 Bed City View	\$205
Deluxe 1 King City View + Sofa	\$205
Deluxe 1 King River View	\$205

# 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 providing the best event experience possible for all delegates. We hold these rooms in a special block to ensure they are not sold unless requested!



# Conference Venue & Show Floor Information

Our Conference will be hosted within the Caesars' Augustus Tower, across the third floor and ground level. Guests staying in the Tower will be able to access the floor via elevator or the escalators from the lobby level. Similar to previous years, we will have directional maps as well as an accessibility map available for delegates to review within our conference app.

## Caesars Windsor Hotel & Casino

377 Riverside Drive E  
Windsor, Ontario N9A 7H7

The conference show floor includes:

- Workshop rooms all on one floor
- Quiet room to get away from the bright lights and noise of the conference
- Exhibitor hall and tradeshow floor
- Designated area for all conference meals, snacks, and break times
- Fully accessible check-in area, workshop breakout rooms, mainstage, washrooms, seating, etc.
- AMCTO Help Desk & Registration

The venue also offers a variety of other services:

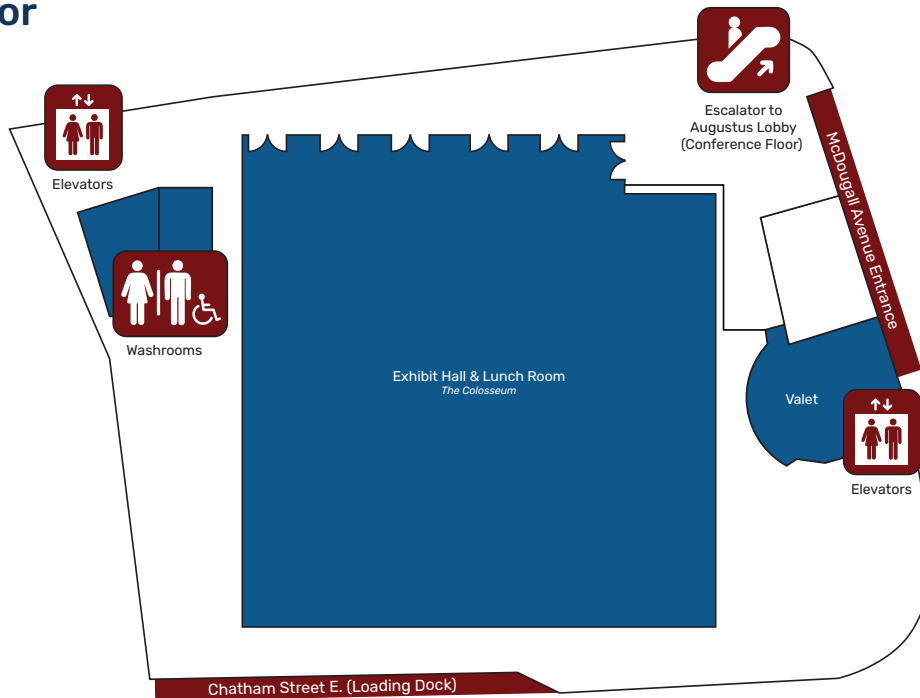
- Casino floor
  - Numerous restaurants and stores throughout the facility
  - Easy access to river walking path
  - Pools, gym and spa
- ...and so much more!



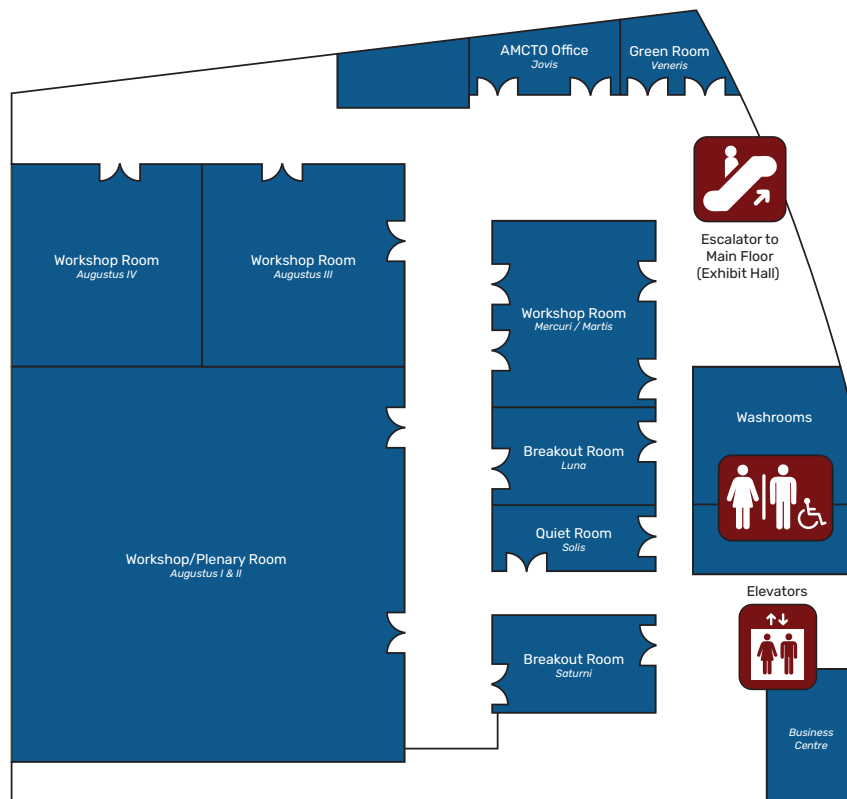
# Venue Maps

All conference workshops and sessions will take place within the Augustus Tower on the ground floor and 3<sup>rd</sup> floor.

## Ground Floor



## 3<sup>rd</sup> Floor





# Conference Agenda

Below is a high-level overview of the agenda for this year's event. A detailed event agenda will be available on our [conference website](#) and within our conference app (launching in May 2025). Please be sure to check our website or schedule within the conference app for the latest updates (agenda subject to change).

*\*For those who keep track of AMCTO Conference sessions year over year: if you created a profile within our app (SCHED) in the past, this information will be saved for you to login again. The app allows you to keep track of your conference attendance all in one spot for each event you attend.*

## Sunday, June 8

1:00pm - 9:30pm	Conference Registration Open
	Sunday Fun-Day Activities (see page 13 for details)
3:50pm - 6:00pm	Ale-MCTO - Windsor Brewery Tour
	Scooters, Murals, & Margaritas - Windsor Local Art Tour
5:50pm - 6:50pm	New Conference Attendees & Scholarship Recipients Networking Session
6:00pm - 6:55pm	AMCTO Board, Zone Executive & Volunteer Appreciation Mixer (Private Event)
6:45pm - 10:00pm	Exhibitor Tradeshow Reception & Opening Night Party (see page 14 for details)
8:00pm - 8:15pm	Exhibitor Battleship Challenge - Winner Announcement

## Monday, June 9

7:00am - 7:30am	Morning Yoga
7:30am - 4:20pm	Exhibit Hall Open
8:00am - 4:00pm	Registration/Help Desk Open
8:00am - 9:00am	Sponsored Breakfast Workshop - <i>Presented by Elections Ontario</i>
9:00am - 9:30am	Break
9:30am - 10:45am	AMCTO 2025 Conference Opening Ceremonies
11:00am - 12:00pm	Opening Keynote Presentation - The Hero Mindset: How to Drive Results & Embrace Change - <i>Kevin Rempel</i>
12:00pm - 1:00pm	Lunch Break & Exhibitor Challenge - Bingo
12:00pm - 1:00pm	Municipal Association Heads Meet & Greet (Private Event)

## Monday, June 9 (Continued)

Annual Update on Provincial-Municipal Affairs - *Sabine Matheson*

1:00pm - 2:00pm

Now Therefore: Drafting Municipal Bylaws that Work for Your Community - *Laura Dean & John Pappas*

The Grey Tsunami Challenge: Plugging the Holes in the Finance Department - *Colin MacDonald*

High School Halls to Town Halls: Building the Next Generation of Municipal Workers through Specialist High Skills Major (SHSM) Programs - *Alex Denonville*

2:00pm - 2:15pm

Break

2:15pm - 3:00pm

AMCTO Zone Networking Sessions

3:00pm - 3:20pm

Break

Exhibitor Challenge - Bingo Winner Announcement

3:20pm - 4:20pm

Navigating Privacy & Access in the Digital Age: Key Insights for Municipal Leaders - *Patricia Kosseim*

Managing the Double Digits - *Gloria Raybone*

Overview of Municipal Policy Governance: Distinguishing Council & Administrative Policies for Effective Governance - *Tara Stephens*

Crowd Control: Combatting Mobbing (Group Bullying) - *Suhaib Ibrahim & Natasha Savoline*

6:00pm - 10:00pm

Evening Excursion: Party Like it's 1999 (see page 15 for details)  
*Presented by the Hobson Chahal Advisory Group at CIBC Wood Gundy*

6:00pm - 8:00pm

Dinner with Friends & Colleagues (see page 16 for details)

## Tuesday, June 10

7:00am - 7:30am

Morning Yoga

7:30am - 1:00pm

Exhibit Hall Open

8:00am - 4:00pm

Registration/Help Desk Open

8:00am - 9:00am

Sponsored Breakfast Workshop - Implementing the Digital Governance Standards Institute's Online Voting Standards for your 2026 Municipal Election - *Presented by Sequent*

Sponsored Breakfast Workshop - Planning Powerful Communities: Working Collaboratively to Secure Ontario's Energy Future - *Presented by the Independent Electricity System Operator (IESO)*

8:15am - 9:15am

Professional Headshots Charity Photo Studio Open (see page 18 for details)

9:00am - 9:10am

Break

**Tuesday, June 10 (continued)**

A Balancing Act: Crafting Effective Strategies to Manage Public Conduct - *Joanna Bull*

**9:10am - 10:10am**

Doctor Recruitment in a Small Municipality in Central Ontario - *Allan Hewitt*

Enhanced Internal Customer Service - *Jamie Boyle*

Municipal Asset Management: Funding the Infrastructure Gap - *Brian Kavanagh*

**10:10am - 10:20am** Break

**10:10am - 11:00am** Professional Headshots Charity Photo Studio Open (see page 18 for details)

**10:20am - 10:50am**

AMCTO Session - Accreditation

AMCTO Session - Career Development Packages

**10:50am - 11:00am** Break

Municipal Case Law Update 2025 - *John Mascarin & Tom Halinski*

**11:00am - 12:00pm**

The Secrets to Building a Positive & Attractive Culture - *Rob Adams, Nina Lecic & Jennifer McPetrie*

The Clerk's Department as a Key Strategic Partner in Municipal Operations - *Todd Coles & Isabel Leung*

Implementing a Vacant Homes Tax (VHT): Considerations for Ontario Municipalities - *Anne Lindsay*

**12:00pm - 1:00pm**

Lunch Break & Exhibitor Challenge - Scavenger Hunt

Professional Headshots Charity Photo Studio Open (see page 18 for details)

**12:00pm - 2:00pm**

AMCTO Past Presidents Luncheon & Social (Private Event)

Sustaining Authentic Teams: Building Strong Support Networks to Combat Workplace Toxicity - *Andrea Coyne, Amanda Fusco, Julie Kirkelos, Amanda Knight & Danielle Manton*

Accessibility Governance and Accountability - *Tyler Cox & Megan Richards*

**1:00pm - 2:00pm**

Surety Bonds: Setting Up Your Municipality for Success - *Daryl Abbs*

Automated Speed Enforcement Administrative Penalty: Our Experience One Year In - *Sarah Corbett & Lisa Lehr*

**2:00pm - 2:10pm** Break

## Tuesday, June 10 (continued)

2:00pm - 3:00pm	Professional Headshots Charity Photo Studio Open (see page 18 for details)
2:10pm - 2:45pm	AMCTO 2026 Municipal Elections Training Program Announcement & Breakout Sessions
	Break
2:55pm - 3:10pm	Exhibitor Challenge - Scavenger Hunt Winner Announcement
	Guess Who's Coming to Council: Delegations, Demagogues & Decorum - <i>Rick O'Connor</i>
	Pushing the Boundaries: Everything You Need to Know About Ward Boundary Reviews - <i>Evan Read</i>
3:10pm - 4:10pm	Economic Update - <i>Andrew Grantham</i>
	Keeping Public Spaces Open by Keeping Them Safe - <i>Andrew Kirsch</i>
6:00pm - 6:45pm	AMCTO Board of Directors & Past Presidents Pre-Gala Reception (Private Event)
6:30pm - 7:30pm	Pre-Gala Cocktail Reception
7:00pm - 7:15pm	Pre-Gala Walkthrough Session (Private Event)
7:30pm - 12:00am	AMCTO 2025 Awards Gala Dinner

## Wednesday, June 11

8:00am - 10:00am	Registration/Help Desk Open
8:30am - 9:30am	Breakfast & AMCTO Annual General Meeting (AGM)
9:35am - 10:35am	Closing Keynote Presentation - Unleashing the Power of Collective Intelligence - <i>Dan Riskin</i>
10:35am - 10:40am	Social Media Challenge & Exhibitor Multi-Day Challenge Prize Announcements
10:40am - 10:50am	AMCTO 2025 Conference Closing Ceremonies

# Keynote Speakers

## Opening Keynote - The Hero Mindset: How to Drive Results & Embrace Change Kevin Rempel Paralympian & Peak Performance Strategist

Kevin Rempel has surmounted incredible challenges to reach the Olympic podium and now to bring his powerful message of hope and resilience to audiences through his speaking and writing. After a freestyle motocross accident left Kevin paraplegic at the age of 23, he was told by doctors he would likely never walk again.

Kevin willed himself to move one toe, then another, then another until – eventually – he not only walked again, but was able to become one of Canada’s best Paralympic athletes, earning a bronze medal at the 2014 Paralympics in Sochi, Russia. Since then, he has travelled the world, inspiring thousands of people, and has been featured around the world in media such as CBC, TSN, and BBC Sport.

Through his keynote, *The Hero Mindset*, Kevin shares his personal story inspiring others that even when you have every reason to give up, you must keep going. By adopting *The Hero Mindset* and applying the principles inside *The Hero Mindset Blueprint*, you too can become the hero of your own story. Unlock the mindset that enables you and your organization to drive results and embrace change.



## Closing Keynote - Unleashing the Power of Collective Intelligence Dan Riskin Biologist, Science Journalist, Author and TV Host

A renowned evolutionary biologist, award-winning television presenter, and bestselling author, Dan Riskin has been making science accessible, engaging, and fun for more than a decade. Whether he’s inspiring viewers as the co-host of Discovery Canada’s flagship science program, *Daily Planet*; terrifying them as the host of Animal Planet’s docu-horror show, *Monsters Inside Me*; or covering the latest news as CTV’s Science and Technology Specialist, Riskin’s passion and curiosity have made him an unparalleled source of science inspiration for all.

Renowned for his infectious humour and charismatic presence, Riskin has been interviewed about science by Anderson Cooper, Gayle King, Lisa LaFlamme, Don Lemon, Jay Leno, Charlie Rose, Peter Sagal, and many others. Craig Ferguson, who has had Riskin as a guest on *The Late Late Show* eight times, once called him “my favourite scientist.” Riskin is also the author of two bestselling books, *Mother Nature is Trying to Kill You* and the beloved children’s book, *Fiona the Fruit Bat*.

By stoking a childlike passion, Riskin gives audiences so much more than scientific “wow” facts. His keynotes, like his television shows, help individuals see their own curiosity in a new light, pursue their interests with more vigour, and tap into a deeper sense of inspiration.



# Sunday Fun-Day Activities

Following the success of Sunday Fun-Day in 2024, we are pleased to offer two unique off-site excursions for delegates! You will not need to check-in at the registration desk prior to joining these activities. **These are optional ticketed events; those who wish to participate must add these as part of your online conference registration. Space is limited, so don't miss out!**

## Ale-MCTO Windsor Brewery Tour

**Sunday, June 8, 2025**  
**Arrival Time:** 3:50pm  
**Event Capacity:** 40

Windsor is home to some amazing regional craft breweries. Join this tour to experience two unique brewery locations, ending at the iconic Windsor Eats – Ontario's largest patio and food truck lot – to try their signature margaritas and the best local bites. You will have time to do a little shopping at each brewery followed by time to network with your fellow conference delegates.



### What's Included:

- Round trip bus transportation to each venue, and back to hotel
- Two unique breweries – multi-tasting + information about the brewery and their process
- A signature margarita or drink at Windsor Eats

**Price:** \$45.00 +HST

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

## Scooters, Murals, & Margaritas Windsor Local Art Tour

**Sunday, June 8, 2025**  
**Arrival Time:** 3:50pm  
**Event Capacity:** 35

Did you know that downtown Windsor has a vibrant art and mural scene? Explore some of these amazing pieces with a local guide, learn more about the art and artist. This tour utilizes e-scooters to seamlessly get around downtown\*. This tour will end at Windsor Eats, where guests can try their signature margaritas and purchase a meal at one of the local food trucks.



### What's Included:

- Round trip bus transportation to art tour starting point and back to hotel from Windsor Eats
- 75-minute art and mural tour, provided by local guide
- E-scooter rental
- Signature margarita or drink

**Price:** \$45.00 +HST

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

*\*This activity utilizes e-scooters and therefore has limited options for those requiring accessibility devices/assistance. We apologize for any inconvenience. Ticket holders will be required to fill out a waiver form prior to participating.*

# Exhibitor Tradeshow Reception & Opening Night Party

Sunday, June 8, 2025

Time: 6:45pm - 10:00pm

Location: Exhibit Hall (The Colosseum, Ground Floor)

Join us for our exhibitor tradeshow reception and conference opening night party on Sunday, June 8 in the Colosseum! 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 event is included as part of your conference registration, however additional tickets can be purchased for accompanying guests.

## 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
- An opportunity to win prizes in our Exhibitor Battleship Challenge
- Surprise entertainment

Tickets for this evening are included with your conference registration

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



# Party Like It's 1999 Evening Excursion

Presented by the Hobson Chahal Advisory Group at CIBC Wood Gundy

Monday, June 9, 2025

Time: 6:00pm - 10:00pm

Location: Surprise Venue (meet at the bus pick-up location at the hotel; a short 3-5 minute drive)

Event Capacity: 160

AMCTO is taking a journey back in time...when frosted tips and butterfly clips were in, cellphones were bricks, emails were almost nonexistent...when our pets were Tamagotchi's, MSN messenger was a regular activity, and the Spice Girls were topping the charts! Join us to party like it's 1999! Dress to impress in your best 90s gear and take a pic in our mall-inspired photo booth! We promise this excursion will be 'da bomb' with everyone 'getting jiggy with it!'

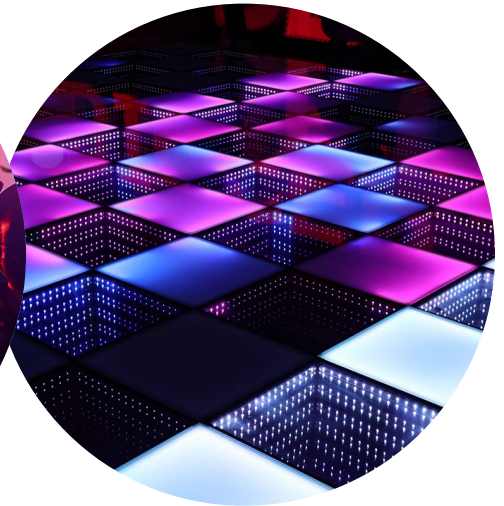
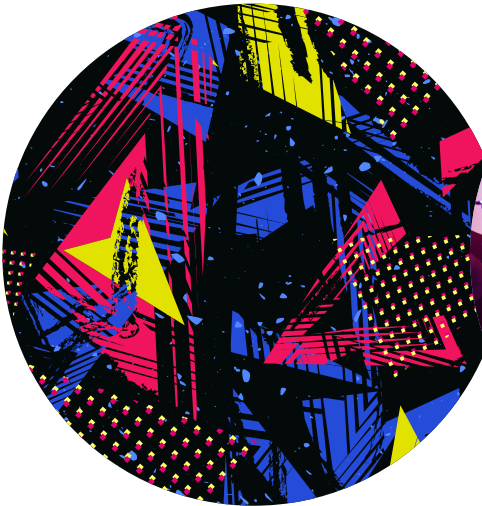
## What's Included:

- Round trip transportation from hotel to our surprise venue (a short 3-5 minute drive)
- Appetizers, food stations, dessert, snacks in the evening, and four drink tickets that can be used at the bar or for one of our signature cocktails
- Assorted prizes for best dressed and other categories
- Live DJ

**Member Price:** \$105.00 + HST

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

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





# Dinner with Friends & Colleagues

Monday, June 9, 2025

Time: 6:00pm - 8:00pm

Location: Augustus 27 (top floor of the hotel in the Augustus Tower)

Event Capacity: 40

Hosted in the beautiful Augustus 27, join us for an amazing culinary experience featuring panoramic views of the Windsor and Detroit skylines. Perfect for those looking to have a more casual evening, enjoy time to network with friends and colleagues.



## Menu\*:

Dinner includes one complimentary drink (beer, wine, spirits, or soft drink).

### Soup:

- Roasted Red Pepper with Pesto, Crème Fraîche

### Main:

- Black Truffle Roasted Chicken Supreme
- Roasted Baby Vegetables
- Rosemary & Port Wine Reduction
- Roasted Garlic Mash

### Vegetarian/Vegan Option:

- Vegetable Napoleon
- Assorted Grilled Vegetables
- Poached Asparagus
- Fire Roasted Red Pepper
- Rice Pilaf and Tomato Sauce

### Dessert:

- Maple Crème Brûlée with Berry Compote and Almond Biscotti

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

**Non-Member Price:** \$115.00 + HST

*\*Please note that any dietary accommodations you have disclosed as part of your conference registration will be provided to the venue and culinary staff in advance. Alternatives will be provided according to your identified dietary needs. However, staff may not be able to accommodate last minute changes or requests.*

# Awards Gala Dinner

Tuesday, June 10, 2025

Time: 6:30pm - 12:00am

Location: Augustus I & II

Our annual Awards Gala Dinner celebrates our members' accomplishments during the 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!

New this year...

- Extended Pre-Gala Reception from 6:30-7:30pm
- 360 camera will be available before and after dinner
- **Reserved tables:** Guests who purchase their tickets prior to May 1<sup>st</sup>, 2025 will have the option to reserve their tables. **To maintain the table reservation, all guests at the table must have purchased their tickets by May 1<sup>st</sup>, 2025.**
  - *Please note: If all guests at the table have not purchased tickets by this deadline, the table reservation will be forfeited. To ensure your reserved table is secured, make sure all guests have their tickets by the cutoff date. AMCTO staff will not be making changes to guest lists for reserved tables following May 1<sup>st</sup>.*
  - *Guests who purchase tickets following this date are welcome to sit wherever they choose. Please note that while there is a limited capacity for the Gala, there will always be enough seats for everyone - while guests are encouraged to book early, there is no need to reserve a table and/or to leave the Pre-Reception early to 'reserve' seats.*



## What's Included:

- Access to our Pre-Gala cocktail reception beginning at 6:30pm (each gala ticket includes a complimentary drink)
- 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 26, 2025)
    - Char-Grilled Beef Striploin
    - Herb Crusted Chicken Breast
    - Pan-Seared Eggplant Parmesan
- Live entertainment

**Member Price:** \$115.00 + HST

**Non-Member Price:** \$135.00 + HST

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

*\*All 2024-2025 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 2025, we are proud to support two regional charities – **Noah's House** and **Street Help**.



### Noah's House

Noah's House is a mental health charity supporting young people in the local community. Founded in 2018 in memory of Noah Butcher-Hagell, who tragically lost his battle with mental illness, the organization aims to empower individuals to overcome mental health challenges and ensure no one faces them alone. The charity offers free and affordable counseling and programs through its youth centre. Relying solely on community support, Noah's House operates without government funding to provide these vital services.

AMCTO will be making a donation to each charity and on behalf of our 2025 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.



### Street Help

Street Help is dedicated to providing sanctuary and dignity to those experiencing homelessness, empowering individuals to contribute to their own well-being and to that of others. Guided by a mission to foster inclusivity and understanding, Street Help delivers essential services, including daily meals and outreach to those unable to visit the centre, offering sleeping bags, coats, hygiene products, and more. As a leader in improving lives, Street Help strengthens the Windsor community by sharing values of compassion and support, creating a model of giving and opportunity for all.

## Professional Headshots Charity Photo Studio

As another way to give back to our conference charities, we are offering delegates the opportunity to have professional headshots taken in our on-site photo studio where all proceeds will go towards supporting each charity. This initiative raised over \$1,500 for our charities in 2024, and we want to keep the momentum going!

The headshot studio will be available on-site at specific times throughout the day on Tuesday. Photos will be available for delegates to access online following the event.



**Tuesday, June 10, 2025**

**Times:** 8:15am - 9:15am, 10:10am - 11:00am, 12:00pm - 1:00pm, 2:00pm - 3:00pm

**Location:** Saturni Room

Pre-registration will be available through the conference app in May; delegates are encouraged to log-in and book their spot early!

The minimum donation amount for headshots is **\$10.00** per person with **\$25.00** per person as the suggested donation (cash only).

## Virtual Conference Livestream

Our virtual conference livestream provides an easy way to access all professional development workshops and special sessions in real-time, and provides access to all livestream recordings 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 Windsor 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)
- 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 **\$55.00 + HST**, 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 small group 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 keys to provide access for three or five individuals. For those interested in purchasing more, please contact [Manjit Badh](#) to receive a custom quote.

*\*Note: This discounted offer is available for a limited time only up until Friday, May 23, 2025. 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>	<ul style="list-style-type: none"> <li>• Access to Sunday opening reception and exhibitor tradeshow (Sunday - Tuesday)</li> <li>• All open professional development and special sessions (Sunday - Wednesday)</li> <li>• Breakfasts and lunches (Sunday - Wednesday)</li> <li>• One (1) ticket to the Pre-Gala Reception and Awards Gala Dinner (Tuesday)</li> </ul>	<b>\$875.00 + HST</b>	<b>\$1,035.00 + HST</b>
<b>Conference Package</b>	<ul style="list-style-type: none"> <li>• Access to Sunday opening reception and exhibitor tradeshow (Sunday - Tuesday)</li> <li>• All open professional development and special sessions (Sunday - Wednesday)</li> <li>• Breakfasts and lunches (Sunday - Wednesday)</li> </ul>	<b>\$789.00 + HST</b>	<b>\$979.00 + HST</b>
<b>Student Member</b> <i>Exclusive to AMCTO Student Members</i>	<ul style="list-style-type: none"> <li>• Access to Sunday opening reception and exhibitor tradeshow (Sunday - Tuesday)</li> <li>• All open professional development and special sessions (Sunday - Wednesday)</li> <li>• Breakfasts and lunches (Sunday - Wednesday)</li> </ul>	<b>\$370.00 + HST</b>	
<b>Retired Member</b> <i>Exclusive to AMCTO Retired Members</i>	<ul style="list-style-type: none"> <li>• Access to Sunday opening reception and exhibitor tradeshow (Sunday - Tuesday)</li> <li>• All open professional development and special sessions (Sunday - Wednesday)</li> <li>• Breakfasts and lunches (Sunday - Wednesday)</li> <li>• One (1) ticket to the Pre-Gala Reception and Awards Gala Dinner (Tuesday)</li> </ul>	<b>\$370.00 + HST</b>	
<b>Virtual Conference Livestream</b>	Livestream access to all conference professional development workshop and special sessions (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>\$368.00 + HST</b>	<b>\$433.00 + HST</b>

# Registration Information

Package	What's Included	Member Rate	Non-Member Rate
<b>OPTIONAL ADD-ONS</b>			
<b>Sunday Fun-Day: Ale-MCTO Windsor Brewery Tour</b> <i>Sunday, June 8</i>	<ul style="list-style-type: none"> <li>Round trip bus transportation to each venue, and back to hotel</li> <li>Two unique breweries – multi-tasting + information about the brewery and their process</li> <li>A custom margarita or drink at Windsor Eats</li> </ul>	<b>\$45.00 + HST</b>	
<b>Sunday Funday: Scooters, Murals, &amp; Margaritas</b> <i>Sunday, June 8</i>	<ul style="list-style-type: none"> <li>Round trip transportation to art tour starting point and back to hotel from Windsor Eats</li> <li>75-minute art and mural tour, provided by local guide</li> <li>E-scooter rental</li> <li>Signature margarita or drink</li> </ul>	<b>\$45.00 + HST</b>	
<b>Exhibitor Tradeshow Reception &amp; Opening Night Party</b> <i>Sunday, June 8</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>An opportunity to win prizes in our Exhibitor Battleship Challenge</li> <li>Surprise entertainment</li> </ul>	<p><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></p>	
<b>Dinner with Friends &amp; Colleagues</b> <i>Monday, June 9</i>	<ul style="list-style-type: none"> <li>Dining experience with panoramic views of the Windsor and Detroit skyline</li> <li>Three-course plated dinner with complimentary drink ticket</li> <li>Opportunity to explore Augustus 27, including its outdoor terrace</li> </ul>	<b>\$100.00 + HST</b>	<b>\$115.00 + HST</b>
<b>Party Like It's 1999 Evening Excursion</b> <i>Monday, June 9</i>	<ul style="list-style-type: none"> <li>Round trip transportation from hotel to surprise venue</li> <li>Appetizers, food stations, dessert, four drink tickets</li> <li>Prizes for best dressed</li> <li>Live DJ</li> </ul>	<b>\$105.00 + HST</b>	<b>\$120.00 + HST</b>



# Registration Information

Package	What's Included	Member Rate	Non-Member Rate
<b>OPTIONAL ADD-ONS</b>			
<b>Awards Gala Dinner</b> <i>Tuesday, June 10</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 10</li> <li>Three-course plated dinner with wine</li> </ul>	<b>\$115.00 + HST</b>	<b>\$135.00 + 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</li> </ul>	<b>\$55.00 + 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 2, 2025 12:00pm. **No refunds will be made for cancellations received after May 2, 2025, 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 2, 2025 12:00pm. **No refunds will be made for cancellations received after May 2, 2025, 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 2, 2025, 12:00pm. **No refunds will be made for cancellations received after May 2, 2025, 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 an 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](#).

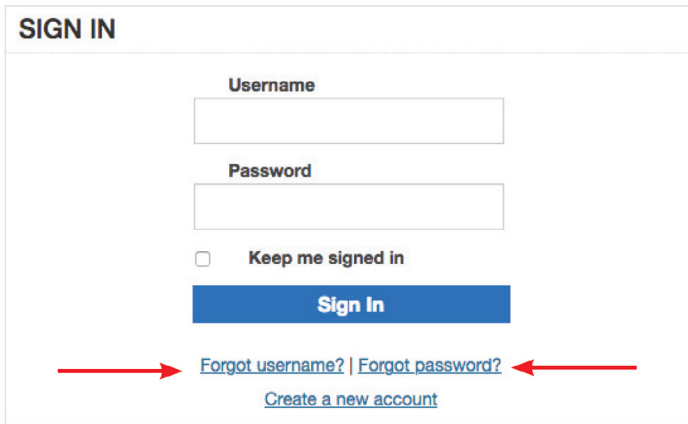
### 2. I have specific accessibility requirements...how can I make these accommodations?

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-served 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.



**SIGN IN**

Username  
[Text Input Field]

Password  
[Text Input Field]

Keep me signed in

**Sign In**

[Forgot username?](#) | [Forgot password?](#) | [Create a new account](#)

### 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:

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 [get in touch with 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.



**AMCTO**

**CONFERENCE**  
**WINDSOR, ONTARIO**  
**JUNE 8 - 11, 2025**

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

