# UMAAS/SUMA SCHOLARSHIP PROGRAM

#### 1.0 PREAMBLE

- 1.1 The Local Government Leadership (LGL) Program at the Royal Roads University is designed for persons who wish to improve their leadership skills within the local government setting.
- 1.2 Target candidates include senior or middle managers and elected officials in municipal or regional government.
- 1.3 The UMAAS/SUMA Local Government Leadership Scholarship is made possible through UMAAS/SUMA and the Royal Roads University in Victoria.

#### 2.0 PROGRAM DETAILS

- 2.1 The LGL Program will run October 25th to 28th, 2004.
- 2.2 Estimated LGL Program costs for budgeting purposes
  - registration, materials and meals is \$1950.
  - accommodation and meals are available on site.
  - Accommodation cost is \$230 for four nights.
  - travel to/from Victoria is applicants responsibility.

#### 3.0 SCHOLARSHIP DETAILS

- 3.1 Nominations are due October 1st. 2004 for a scholarship award for the 2004 Program.
- 3.2 \$750.00 is provided by UMAAS, \$750.00 is provided by SUMA and \$500.00 is provided by the Royal Roads

#### 4.0 ELIGIBILITY

- 4.1 Members of UMAAS will be given preference.
- 4.2 Candidates must be nominated by their organization (Principal Appointed Officer, Chief Elected Official and/or Council) as potential leaders.
- 4.3 The candidate and/or their organization must indicate a preparedness to finance remaining costs for LGL Program participation by the candidate.

#### 5.0 CANDIDATE APPLICATION

- 5.1 Candidates will be persons who can show a progression toward or in a leadership role within local government by providing the following information:
  - (a) current role and responsibilities
  - (b) list of past and related leadership roles
  - (c) statement of personal leadership goals
  - (d) list of self-development initiatives and affiliations
  - (e) description of how the LGL experience will relate to the candidate's personal goals; and
  - (f) description of how the LGL experience will relate to the candidate's organization.

### **APPLICATION** LOCAL GOVERNMENT LEADERSHIP UMAAS/SUMA LOCAL GOVERNMENT LEADERSHIP SCHOLARSHIP

For the October 25th to 28th, 2004 Program applications should include the following:

- 1. Name of Organization
- 2. Name of Applicant (first and surname)
- 3. Business Address
- 4. Telephone (office, fax, home, e-mail)
- 5. Present Office
- 6. Summary of present Major Responsibilities
- 7. Principal Offices held at present (organization, position,

Professional Development Courses

Memberships and offices in Local Government Associations Outline your Personal Leadership Goals

Describe how attendance at the LGL Program will relate to these goals

The balance of funding for my attendance will come from The UMAAS Scholarship funding is necessary because. . . .

A letter from the principal Appointing Officer, Chief Elected Official or Council supporting your nomination must accompany this application. Deadline for receipt of application is Wednesday, October 15th, 2004 for the October's 2004 Program.

For application information and submission, contact:

#### Richard Dolezsar, Executive Director

Urban Municipal Administrators' Association of Saskatchewan P. O. Box 730 Hudson Bay, SK., S0E 0Y0 Phone: (306) 865-2261 Fax: (306) 865-2800

E-Mail: rdolezsar@sasktel.net

For general Program information please contact: Teija Wakeman, Senior Program Associate

> Phone: 250-391-2600 Ext. 4287 Toll Free: 1-877-RRU-LEAD Fax: 250-391-2623

E-Mail: teija.wakeman@royalroads.ca

For more information on the program content, please request the Gordon McIntosh, the Program Director [(250) 727-0156 or <a href="mailto:gmcintosh@glinstitute.com">gmcintosh@glinstitute.com</a>] to contact you.

> *Is there anything more* embarrassing than jumping at a conclusion that isn't there.

"You've removed most of the roadblocks to success when you've learned the difference between motion and direction."





Volume 15, Issue #2 Sept., 2004



EDITOR - Richard Dolezsar, R.M.A. Hudson Bay, SK. S0E 0Y0 **Executive Director UMAAS** 

**CONTRIBUTING DIRECTOR** Rodney Audette, Carnduff **Director Division No. 1** 

Phone: 865-2261 Fax: 865-2800 email: umaas@sasktel.net website: www.umaas.ca

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### YOUR BOARD OF DIRECTORS 2004-2005

PRESIDENT - Kim Gartner, Macklin VICE-PRESIDENT - Michael Hotsko, Wadena PAST-PRESIDENT - Jim Toye, North Battleford EXECUTIVE DIRECTOR - Richard Dolezsar, Hudson Bay ADMINISTRATIVE ASSISTANT - Eileen Danyluk, Hudson Bay DIRECTORS:

District No. 1 - Rodney Audette, Carnduff

No. 2 - Michelle Schmidt, Leader

No. 3 - Orrin Redden, Watrous

No. 4 - Kim Hauta, Kindersley

No. 5 - Colleen Digness, Choiceland

No. 6 - Ivan Gabrysh, Hague

No. 7 - Coralie Ylioja, LaRonge

Associate Director - Vacant

Ex Officio - Don Schlosser S.U.M.A. President

# President's Message

Summer is now over and our children are back to school. Hopefully everyone had some time to take a few days of holidays and relax. The summer months have been quiet as far as association business is concerned, this being normal due to governmental departments also being in holiday mode.

The new executive will be meeting for the first time in late September and we welcome the new members: Division #1 Rodney Audette, Carduff and Division #7 Coralie Ylioya, Laronge. Leaving the executive at the past convention was Ed Sigmeth, Pilot Butte, as Director for Division #1. Ed has served this association in many capacities over the past number of years and his contribution to the board will be missed. Ed played an instrumental role during the discussions on the revised financial statements, ensuring the concerns of UMAAS members were addressed. Once again thank you Ed for all the time and effort you have given to attending to association matters.

As I take the time to write this article and prepare for the upcoming executive meetings I have been informed that another member of our association has been drawn into the mighty web of Advisory Services. Director for Division Five, Colleen Digness, has accepted the manager position with Northern Municipal with Government Relations and Aboriginal Affairs in LaRonge. The details surrounding her new career path and the position of Director for Division Five will all be made clear at the September executive meetings. The executive will be a much different group without our "mom" providing guidance and encouragement to the rest of our group. All the best in your new career Colleen and we will update everyone following the executive meeting.

We as an executive will be meeting jointly with the RMAA executive in September to discuss various areas of mutual concern. We will have a joint presentation by the SAMA audit division discussing reporting procedures and a proposed new annual return report form. These changes will impact every municipal administrator equally and we will have this one chance to voice our concerns. Our two associations will be taking a lead role in developing training sessions for the implementation of the new consolidated municipal act. In conjunction with the Department of Government Relations and Aboriginal Affairs we will be very busy ensuring that all municipal administrators know and understand the implications of the new act. It will be the responsibility of the SUMA and SARM to ensure that proper education sessions are developed and delivered to our elected officials.

This joint meeting is the only time during the year that the full executives for our two associations meet. With more and more joint municipal offices being formed this type of dialogue should become more common place. If you have any questions or suggestions please contact the director for your region. This is your association and the initiatives we pursue are driven by the membership, so take the initiative and help direct our future.

Kim Gartner, President

# Executive Director's Editorial - Richard Dolezsar, RMA

n contrast to last summer's heat wave this year our Lacorner of the Province has been blessed with over 20 inches of rain and an early frost. Seems as though the weather can't ever get it quite right in Saskatchewan.

As Executive Director and responsible for the majority of our Convention arrangements, its always nice to get past this annual event and kick back to take a few holidays and work on one's golf game.

This year's Convention Committee decided to shake things up a bit and try a revised format and an informal themed banquet evening. I think we all enjoyed the changes along with an excellent Conference program, however, it does appear from the evaulations received that the majority of attendees preferred our previous program format.

Overall, the 2004 Convention rating was Good to Excellent and the challenge before us will be to top it with our 50th Anniversary program in 2005.

I recently reviewed an article relating to the importance of being a good communicator while in a supervisory role. The following is a summary of some of the more important tips.

1) Be a better listener - pay attention to your employees.

2) Make Ťime For Employees - Regular one-onone meetings with your team members are important.

3) Get the Word out to those affected as efficiently as possible - Don't forget to tell someone who needs to know. Inspire confidence by getting the message out and look like you are in the "know".

4) Put out a consistent message about your values - knowing who you are and what you stand for will help your employees to make better decisions on their own.

5) Give regular feedback, avoid surprises - Don't wait for annual evaluations to deal with issues. Use the evaluation as a recap.

6) Be effective in speaking to groups - Speaking well in front of employee groups will help your credibility as a manager.

7) Don't hide behind e-mails - Delicate matters must be discussed in person.

And above all, remember that there will be instances when you want the last word in, an argument, try saying, "I guess you're right."



in this one. Get him another pot of coffee."

# **NOTICE**

**Need Legal advice on** issues between vourself as Administrator and your Council

# **CALL FOR FREE INITIAL PHONE CONSULTATION:**

Benedict E. NussBaum **NussBaum and Company** 204 - 2102 8th St. East Saskatoon, SK S7H 0V1 Phone: 955-8890

Fax: 955-1293

Mr. NussBaum is under annual retainer to your Association and is available to members for initial consultations.

# E.F.A.P.

#### **EMPLOYEE AND FAMILY ASSISTANCE PROGRAM**

#### Do You...

- have difficulty coping at work?
- live in fear and apprehension?
- have more bills than money?
- require legal advice?
- find living stressful instead of exciting?
- have trouble talking with your spouse or children?
- use alcohol and/or other drugs to cope with life?
- want someone confidential to talk to?

#### Wonder What To Do???

If you need information or assistance to sort out a problem we invite you to have a private discussion with your Program Manager, Internal Referral Agent, Supervisor, Employee Group Representative or your Counselling Service.



Yorkton: 352-4166 Regina:

786-6454

1-800-305-4477 Melfort: 1-800-305-4477

### URBAN MUNICIPAL ADMINISTRATORS' ASSOCIATION OF SASKATCHEWAN JUNIOR LOCAL GOVERNMENT CERTIFICATE SCHOLARSHIP PROGRAM

#### **OBJECTIVE:**

To provide 3 annual scholarships in the amount of \$400 each to Clerks or Assistant Administrators desiring to obtain their education requirement for the Standard

- 2 scholarships shall be provided to town or village
- \* 1 scholarship shall be provided to an Assistant Administrator

- Must be employed by an urban or northern municipality
- \* Must be a member of UMAAS
- \* Shall have completed the first semester of the program.

#### **APPLICATION PROCEDURE:**

- Applicants shall submit a letter of application for funding assistance to the Advisory Committee \* The application shall address the following issues:
  - \* Length of service as an Administrator or Assistant Administrator
  - \* How long has the applicant been a member of UMAAS
  - \* Indicate if employing Council will be providing any assistance
  - \* Outline community activities
  - \* Outline education previously obtained

- \* Confirm successful completion of at least one semester under the Local Government Administration Certificate Program
- \* Provide any additional information which may assist the Committee to reach a decision
- \* Application deadline is October 1st of each year

#### **PAYMENT PROCEDURE:**

- 50% of the scholarship shall be paid upon successful completion of the 2nd semester
- The remaining 50% shall be paid upon successful completion of the 3rd semester and proof of enrollment into the 4th semester
- The committee will be permitted to consider the spring semester in the awarding of the scholarships
- The committee may award partial scholarships on a per semester basis, provided applications are received in advance of the semester start date.

### **GENERAL:**

- The Committee's decision shall be final
- \* The Committee shall not be required to provide reasons for its decision
- \* The Committee shall, from time to time, recommend amendments to the criteria or application procedure.

"There is no comparison between that which is lost by not succeeding and that which is lost by not trying."

MINUTES OF THE FORTY-NINTH ANNUAL RELATIONS & ABORIGINAL AFFAIRS CONVENTION OF THE URBAN MUNICIPAL Presentation on behalf of the Department: ADMINISTRATORS ASSOCIATION OF SASKATCHEWAN HELD AT THE TRAVELODGE HOTEL IN SASKATOON, JUNE 9TH TO 11TH, 2004.

Present were: 146 Delegates

18 Spouses 4 Fraternals

21 Sponsors and Exhibitors

## WEDNESDAY, JUNE 9<sup>TH</sup>, 2004

#### **CALL TO ORDER**

President Gartner called the meeting to order at 9:00 a.m. Wednesday, June 9th, 2004.

### **INVOCATION**

Joan Brown, McClure United Church gave the Invocation.

#### WELCOME AND INTRODUCTIONS

President Gartner introduced the head table and gave his welcoming remarks.

#### **EXECUTIVE DIRECTOR'S REPORT**

Executive Director Richard Dolezsar provided his annual Report on the operation of the Association and announcements relating to the 2004 Convention Program.

#### **2003 CONVENTION MINUTES**

Moved by Richard Dolezsar that the 2003 Annual Convention minutes be approved as circulated.

- CARRIED

#### **2003 AUDITED FINANCIAL STATEMENT**

Moved by Richard Dolezsar that the 2003 Audited Financial Statement be accepted as circulated.

- CARRIED

### **KEYNOTE SPEAKER - DARCY LANG**

Darcy Lang provided an inspiring Conference Kickoff presentation entitled "Magnify Your Attitude -How To Focus On What Is Important".

#### **CALL FOR NOMINATIONS**

Phil Boivin, Gov't Relations, Advisory Services, conducted the Call for Nominations for Vice President of UMAAS.

Colleen Digness nominated Michael Hotsko for Vice President.

No further nominations for the Office of Vice President were received upon third call.

Phil Boivin declared Michael Hotsko elected by acclamation as Vice President.

### HON. LEN TAYLOR - MINISTER OF GOV'T

- Contribution and Commitment of Saskatchewan Local Government Administration
- "New Deal" negotiations with Federal Govern-
- New Infrastructure Programs announced with Federal Government - 38 million dollars over 5
- Śaskatchewan Assessment Management Agency funding from Education Sector.
- Three phase system of restructuring School Division and future funding of Education.

#### **EXHIBITORS' PARADE**

Exhibitors were each given 1-2 minutes to introduce themselves and their products to the Delegates.

#### **DISTRICT MEETINGS**

District Meetings took place from 11:30 a.m. to 12:00 noon.

#### **NOON LUNCHEON**

Greetings on behalf of the City of Saskatoon by the Deputy Mayor.

Don Poon of SAL Engineering made a presentation as Luncheon Co-Sponsor. Introduction of:

- \* New Certificate Holders
- \* Retirement Awards
- \* Membership Pins
- \* New Members

Fraternal Delegates representing LGAA, RMAAS and SCCA were introduced and gave remarks on behalf of their Associations.

#### **KEYNOTE SPEAKER**

Sponsor representative, Brian Kelly, Business Manager Sales, SaskPower, introduced the keynote speaker, Evan A. M. Purchase whose presentation was titled "Negotiations/Conflict Resolution and Problem Solving".

### WORKSHOP - SMALL CLAIMS COURT **PROCEDURES**

Christine Bogad from the City of Saskatoon, City Solicitor's office presented a workshop on Small Claims Court Procedures.

## THURSDAY, JUNE 10<sup>TH</sup>, 2004

### **ASSOCIATE MEMBERS MEETING - ELECTION**

A meeting of Associate Members was held and there were no nominations for Associate Director.

#### **WORKSHOP - DEALING WITH THE MEDIA**

Evan A. M. Purchase of JER Business Consultants along with Chris Decker City of Saskatoon's Media Relations, presented a workshop on "Dealing With The Media And Getting Your Message Out".

#### WORKSHOP - MUNICIPAL ADMINISTRA- INTRODUCTION OF 2004-2005 EXECUTIVE TORS' FORUM

Benedict Nussbaum of Nussbaum & Company presented a Workshop on Employee Evaluations/Contracts/Harassment and other legal issues of concern to Municipal Administrators.

#### **NOON LUNCHEON**

Fraternal Delegates were introduced and made remarks on behalf of their respective Associations:

- Bev Wells Manitoba Municipal Administrators Association
- Janice Mann City Clerks Association
- Ida Mae Leek Ŕural Municipal Administrators
- Barry Gunther Saskatchewan Urban Municipalities Association

#### WORKSHOP - WATER SYSTEM **ASSESSMENTS**

Frank Reid of Saskatchewan Environment made a presentation on Water System Assessments.

#### **MEPP UPDATE - BRIAN SYCH**

Brian Sych, UMAAS Representative on the Municipal Employees Pension Plan Board provided an update.

#### **EFAP UDATE**

Bob Giles of Human Resources Services provided an update and overview of the UMAAS Employee and Family Assistance Program.

#### **KEYNOTE PRESENTATIONS - "BUILDING ENERGY**"

Wendy Bodnar of The Growth Shop made a Keynote presentation entitled "Building Energy In A Low Energy World".

#### **ANNUAL BANQUET**

The 2004 Banquet took the form of a Medieval Feast.

## FRIDAY, JUNE 11<sup>TH</sup>, 2004

#### **WORKSHOP-STRESS BITES**

Wendy Bodnar conducted an informative Workshop entitled "Stress Bites, So Take The Bite Out Of Stress".

#### **RESOLUTIONS SESSION**

There were no Resolutions received.

#### NACLAA UPDATE

Janet Mulatz provided an overview of the National Advanced Certificate in Local Authority Administration which is currently available after the Local Government Administration Program with some credit for Classes.

INTRODUCTION OF 2004-2003 LALCOTTV		
Division 1	Rodney Audette, Carnduff	
Division 2	Michelle Schmidt, Leader	
Division 3	Orrin Redden, Watrous	
Division 4	Kim Hauta, Kindersley	
Division 5	Colleen Digness, Choiceland	
Division 6	Ivan Gabrysh, Hague	
Division 7	Coralie Ylioja, LaRonge	
Associate	Vacant	
Vice President	Michael Hotsko, Wadena	
President	Kim Gartner, Macklin	
Past President	Jim Toye, North Battleford	
Executive Director	Richard Dolezsar, Hudson Bay	
Executive Assistant	Eileen Danyluk, Hudson Bay	

#### PRESIDENT'S ADDRESS

President Kim Gartner thanked the Delegates and Executive Members for their support and looked forward to working with the new Executive and membership in the coming year.

#### **ADJOURNMENT**

President Kim Gartner declared the Convention adjourned at 11:00 a.m.

## **ADVERTISING RATES -UMAAS UPDATE**

Published 3 times a year -April, Sept., Dec.

	<u>Member</u>	<u>Other</u>
Page	\$150	\$200
½ Page	\$75	\$100
1/3 Page	\$50	\$70
1/4 Page	\$35	\$50
Card	\$20	\$25

YEARLY RATES FOR ALL 3 ISSUES -DISCOUNT 20% PLEASE ADD GST

## **DEADLINES: 15th day of the** preceding month.

The time to relax is when you don't have time for it.

> What sunshine is to flowers, smiles are to humanity.

# **Board of Examiners Report**

Since I took over as Chairman of the Board of Examiners, we have had two meetings during 2004 to review applications and approve certificates. The following certificates were issued:

**Standard Certificates** 

Deborah Schatchel Town of Govan Karen Radush Village of Theodore Mami Berggren Town of Assiniboia Laura Bingham Town of Govan Town of Creighton Paula Muench Village of Ebenezer Angela Filipchuk Barb Webber Village of Frontier R.M. of Invermay Beverley Psovsky Collette Flaman Town of Southev Town of Vonda Helene Houniet Kathy Reschny Village of Denzil Rose Haeusler Village of Muenster Town of Wilkie Lana Gerein Town of Hudson Bay Teresa Parkman

Coralie Ylioja Town of LaRonge Richard Kindrachuk R.M. of Fish Creek No. 402

Sonja Lynn Giesbrecht Resort Village of Saskatchewan Beach

Lara Dahl Village of Ceylon
Lynne Hewitt Town of Alameda
Wanda Boon Town of Blaine Lake
Marie Button Village of Vanguard

We also have a new Secretary for the Board. Rochelle Francis from the Town of Leader has recently been appointed to this position. Rochelle can be reached at (306) 628-3868 or Fax: (306) 628-4337 or email: town.leader@sasktel.net.

Information on certificates and application forms can be found at the UMAAS website.umaas.ca.

Michael Hotsko Chairman

Certificate in Local Government Goes Here.

# **Administrator Profile**

### Rodney Audette - Town of Carnduff

I am proud to say that I am a second generation Municipal Administrator, following inmy father's chosen profession. I graduated from Milestone High School in 1988, and after a very eventful first year of university at the University of Saskatchewan, I enrolled in the LGA Course through the University of Regina in 1990.

I completed the LGA Course in 1991 and started my "tutelage" under Ernie Audette at the Town of Milestone/R.M. of Caledonia #99. After a few months, I was told to start sending out my resume. In November 1991, I was employed with the Town of Lampman as Assistant Administrator. In June 1992, upon receiving my Class "C" Certificate, I was appointed Administrator. In June 1997, I received my Urban Class "A" Certificate and Rural Class "C" Certificate. In May 2002, we moved to Carnduff, where I assumed the Administrator responsibilities there.

My most enjoyable times are when I am involved in my family's activities. My wife, Linda and I are very active in the community and supportive in our children's activities. Matthew, Jennifer and Shaelyn are involved in a number of sports and programs in Carnduff and it makes us extremely proud to see them participating in activities that make them smile.

Over and above the work that sneaks up on one at the town office, I am very active in the community being involved with the Lions Club, 2004 Centennial Committee, Economic Development Committee, Millennium Estates Inc., and various other committees. I enjoy hockey, baseball, golfing, fishing, well heck anything outdoors and that has to do with family.

I was elected as Division 1 Director in 2004.

# **Editorial**

Rodney Audette, Administrator, Town of Carnduff Director Division 1

It is 8:00 a.m., Monday morning and you open your municipal office with a renewed enthusiasm to tackle the work stockpiled from the previous week. As you get ready to jump right on into your work "Charlie" walks into the office. No "hello", no "how was your weekend?" All you get is a verbal barrage of remarks about the supreme shortsightedness of the Council or the way the public works crew performs their job. As "Charlie" walks out of the office, all you are left to do is ask yourself "is it Friday yet?"

Sound all too familiar. At times being a municipal administrator is as trying of a profession as any in the job related world. Dealing with complaints is sometimes the most difficult aspect of our job. To make complaints less stressful and trying there are a few things you can do to ease the apparent profession complaints are a few things.

pain sometimes inflicted on us.

Some of us tend to take complaints personally. This isn't wrong, for it is human nature to feel one is being attacked or put down personally when fielding a tongue lashing from "Charlie". At times, yes this may seem that "Charlie" is upset with the administrator, but one must remember we work for an employer that serves a public, a public with a wide variety of tolerances and abilities to deal effectively with issues. We are bound to feel personally involved as administrators are responsible for implementing policies and programs that a Council deems necessary. So our personal attention is given to issues and matters.

Complaints and attacks being received are not personal (in extreme and rare instances, perhaps, but certainly not the norm). "Charlie" may not be able to communicate their frustrations or concerns to an administrator effectively as they cannot accept how certain matters are discussed and acted upon. This can lead to what seems to be a more personable confrontation.

You have heard all "Charlie" complain about his neighbour not trimming tree branches that overhang on his property; why is the municipality planting flowers and worried about beautification rather than lower taxes; or (my favorite) my neighbour dogs barks all day and I want the Town to do something about it, but I don't want my name involved. What do you do? How do you react?

Taking complaints with a certain calm does take practice. It is no different

than learning to skate properly or perfecting penmanship. Remaining calm requires practice, practice, practice.

An administrator should tryto be conscientious of what "Charlie" is trying to convey. Sometimes all "Charlie: knows how to do is rumble in mad short sentences. Acknowledge what they are saying and perhaps remind "Charlie" he may have a valid concern.

Remain cordial. This at times can be terribly harder to say then do. However, by remaining cordial "Charlie" tends to settle down if irate. This may mean their stay in the office can be made shorter.

Patience, patience, patience. "Charlie" may not be able to comprehend explanations given by you. Tax policy, assessment details, bylawenforcement and other areas may not be easily explained let alone comprehensible by the general public. Remember to ask them if they fully understand what they are concerned about. If they are not, explain it as many times as necessary all the time staying positive, cordial and non-combative.

In the end, smile. It is hard to believe, but smiling in a pleasant manner while taking a complaint sometimes sets a more positive tone. If you can present a more friendly demeanor complaints are usually less negative and "Charlie" can be dealt with in a more less stressful atmosphere.

If you can remain positive, cordial and calm, you will be able to deal with "Charlie" effectively. More importantly, your stress levels should be maintained at minimal levels. To help relieve some of the complaint stress phone another administrator up and laugh about some of the outrageous things you have to deal with. Not only will this help you, but it will help your colleagues as they too may see humor from similar situations.

Remember, ratepayers are not always right how they may perceive a situation or comment on how a municipality delivers services. Rather "Charlie" does have the right to voice their concerns and opinions. We as administrators must remember this and by being positive, calm and cordial dealing with complaints can be ... almost stress free.

Speaking of voicing opinions. About last years convention and making us golf on Tuesday rather than Thursday, what was the executive thinking when they decided to  $\dots$  justkidding.

# **Community Profile**

### **Town of Carnduff**

The community of Carnduff is located in the southeast corner of the Province at the junctions of Highways #18 and #318 just West and North of the Manitoba and U.S. borders.

Incorporated in 1892 as a village and 1905 as a town, Carnduff now has a population of 1,050. Agriculture and petroleum industries are the major economic factors in our area. Carnduff offers its residents and visitors a number of quality activities and facilities in areas of sports and recreation; professional services; service clubs; and educational programs. Recently a new \$7.0 million K-12 education complex was completed in Carnduff. This state of art facility will be a major community learning center as the regional and school library systems have integrated to form the first truly public/school library circulation in the Province.

As with many rural communities, recreation activities play a major role in the

community. Recreational facilities like the skating and curling rinks, ball diamonds, bowling alley, and others allow for year-round activities and

Carnduff is also home to a beautiful 9-hole grass green golf course, which is rated as one of the toughest in the Province.

Excellent fishing and boating is just 15 minutes away at the Alameda Dam and Reservoir project. This area is becoming a great tourist attraction and benefits of this have been felt in the community.

Carnduff is a wonderful community rich in community pride. This is a testament to the number of quality volunteer groups that provide so many of the services and programs offered to residents.

Next time your driving through stop in and experience what we have to offer!!!