# U M A A S A





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"DEALING WITH DIFFICULT PEOPLE"

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# <u>President's Message</u>

#### "COVID, COVID, COVID"

he title of this editorial is supposed to emulate the "Brady Bunch" with the "Marsha, Marsha, Marsha" line uttered by Jan Brady when fed up with her older sister. I believe we are all fed up with COVID-19; however, the unfortunate truth is that things are going to get worse before they get better. As I am writing this editorial, the Province just announced the new COVID-19 restrictions. It appears that my triumphant return to recreational hockey is being cut short with restrictions being placed on all hockey. I say triumphant return as my team is 1-1 after my almost one-year absence due to wonky knees. Have I ever stated in these editorials just how much I hate getting old?

In all seriousness, COVID-19 is going to be the reality for the foreseeable future. We are quite fortunate in the municipal sector as ours is deemed a vital service. Most of our municipal staff and us have continued to work during this trying time. The large businesses, especially those with a strong online presence, are faring well. The small business owner is the sector suffering. The restaurants, service providers, and the Mom & Pop businesses will be feeling the most effects from the new restrictions.

Are stronger restrictions the answer? I do not know. We all had a pretty good run through the Summer months; however, it is pretty evident that the case numbers, active cases, and COVID-19 related death numbers are on the rise. Can we collectively flatten the curve again? Only time will tell. In the meantime, and as municipal leaders, we can continue to follow the Provincial guidelines by wearing masks, washing our hands regularly, coughing into your elbow, and staying home if you feel ill.

On the UMAAS side, things keep plugging along. We just had a UMAAS Executive Meeting in late November. I would like to take this opportunity to welcome Barry Elliott to the UMAAS Executive. Barry is the CAO for the Town of Nipawin and was recently elected as the Director of Division 5.

Regarding the UMAAS meeting, one interesting

# Jason Chorneyko President UMAAS

item discussed was that we are working with the Municipalities of Saskatchewan (MuniSask) to assist in the development of a certificate program at Sask. Polytech. There is some division over this topic, which is borne out in the study that was done, whereby some believe the current education format is sufficient; however, we hear repeatedly how people are not adequately prepared for their role as CAO. The Sask. Polytech Program, if implemented, may help with the preparation of new CAO's.

One continual disturbing item we discussed was the harassment experienced by many in the municipal administration field. Many administrators members of a closed Facebook page where a petition was formulated, distributed to many administrators, and sent to both UMAAS and RMAA. The complaints about workplace harassment are not unique to members of either organization. The decided course of action for UMAAS, which is really the only action we can take, is to continue to lobby the Ministry of Government Relations to implement better protection for administrators, and all workers, who are suffering from workplace harassment. Perhaps the recent municipal elections will solve some of these problems. I am not holding my breath as, in the past week, I have heard of one administrator who was fired after the first meeting of Council and one administrator who did not have their contract renewed.

One other interesting development is the letter distributed by SARM to most, if not all, urban municipalities. The letter is asking the Councils of urban municipalities to reject the name change from SUMA to The Municipalities of Saskatchewan. In my humble opinion, CAO's have better things to do than get pulled into a micturating-match between SARM and MuniSask. Also, and again, in my humble opinion, this battle is about something that is a non-issue and a complete waste of time.

In closing, and as we close in on the end of 2020, I would like to wish people a Merry Christmas or Happy Holidays, you can choose which one to accept. Stay safe and healthy everyone and let us look forward to a better year in 2021.

#### **Executive Director's Message**

# Richard Dolezsar, RMA, Executive Director

am absolutely positive that everyone has been inundated with the issues and news surrounding the pandemic which we are in the midst of and I will not address the issue any further in this article. Instead I will share some suggestions relating to a foundation to build a healthy partnership and training your new councils.

After a general election I have always found it rewarding and beneficial to undertake an orientation session with councils prior to starting into the regular business of the municipality. I have also found it extremely beneficial to include all senior staff in this process and ask each one of them to address the new council, outlining their roles in the organization and the specifics of the services and facilities they are in charge of. So in an attempt to provide some hands on useful information to our newer members, the following is an outline of what a new council orientation agenda may look like:

- 1) Oath of Office
- 2) Public Disclosure Statements
- 3) Regular Meeting Dates ( to be set by council )
- 4) a) Council Procedural Bylaw
  - b) Administration Bylaw
  - c) Code of Ethics Bylaw
- 5) Mission Statement and Organizational Values
- 6) a) Boards and Committees Outside Council
  - b) Organizational Guide Principals/Council Committee Structures - Options
- 7) Municipal Government Process
  - a) 1) Yearend and Audit (January)
    - 2) Budget Annual Plan (February to May)
    - 3) Tax Collections/Enforcement
    - 4) Water and Sewer Billing cycles (January to December)
    - 5) Carrying out the Plan (January to December)
    - 6) Monitoring and Evaluation
    - 7) How did we do?
    - 8) Budget Review Oct. 31st Financial Statement YTD
    - 9) Capital Projects Review
    - 10) Five year Capital Plans/Asset Register
  - b) Legislation
    - 1) Bylaw Index
    - 2) Urban Municipalities Act
    - 3) Other Acts
  - c) General
    - 1) Collective Bargaining Agreement(s) if

applicable

- 2) Policy Manuals
- 3) Out of Scope Salary Schedule
- 4) Conflict of Interest MA Section 144
- 5) Council Remuneration and Travel
- 6) Schedule of Reserves
- 8) Staff's Role in Local Government
  - a) Administrator
  - b) Assistant Administrator/Treasurer
  - c) Director of Public Works
  - d) Recreation Facilities Maintenance Manager
  - e) Community Development Director / Economic Development Officer / Planner
  - f) Fire Chief
- 9) History and Projections
  - Tax Levy
  - Water and Sewer Rates Policies
  - Funded Reserves
- 10) Current Priority Issues (These are examples and will obviously vary amongst muncipalities and will require input from council members)
  - ➤ Diversification of Economy
  - ➤ Capital Infrastructure Projects
  - ➤ Official Community Plan / Zoning Bylaw
  - Economic Development and Tourism Work Plans
- 11) Orientation Tours Public Works, Utilities, Fire Dept, Facilities Set Dates/Time
- 12) Upcoming Council Training Opportunities
  - Newly Elected Officials training offered by the Municipalities of Saskatchewan
  - Municipal Leadership Development Program, Municipal Leaders' Roles and Responsibilities Workshop
- 13) Adjournment

I trust that some of you will find this outline helpful and be able to use at least a portion of it in the orientation of new council members in your municipality.

Another very important skill for any CAO is to strive to find the right balance between the internal leadership that council members expect of you, while still allowing council members to fully exercise their roles of leading in the community.

Merry Christmas and Happy New Year! Stay Safe and healthy. All the best to everyone in the year ahead!

## **Executive Editorial**

#### - Barry Elliott, RMA CAO - Town of Nipawin, Director Division 5

At some point, each of us have had to deal with difficult people. These people can readily be identified through a number of tell-tale indicators such as the volume of their speech, their outward mannerisms, body language (rolling eyes, distracted listening, pointing fingers and fidgeting) and their way of speaking to others often in condescending, rude and aggressive tones. It goes without saying that most people we deal with in this, our chosen profession, are not difficult. However, in those instances where these attributes are found in others, the results can dramatically affect anyone's demeanor, productivity and personal health on any given day.

I, as I would suspect each of you, have been in the dubious position of interacting with others who likely fall at the extreme end of the "difficult" scale. In my case, the most extreme individual's demeanor was such that his entire staff (yes ... he was an administrator) were afraid to share a coffee room with him during a break lest they inadvertently distract him while he completed his beloved crossword puzzles. I had witnessed his reports reduced to tears by his behavior. I only share this personal experience with you because I recognize my relationship with this particular individual proved to be the catalyst for my own personal growth. Indeed, it was because of this experience I then committed in my resolve toward becoming an administrator.

This brief editorial is not intended to offer in-depth insights or help in dealing with difficult individuals. Indeed, there are many workshops, self-help books and support groups all of whom would better serve you in this regard than my few lines of diatribe. Instead, this editorial's underlying intent is to encourage each of us to take time periodically to reflect on our personal approach to those with whom we interact ... in part to consider whether we are of the mind that those around us (the public, Council, our co-workers and direct reports and even family) view us as being one of those "difficult" people. Remaining steadfast as required in the face of a challenging decision is certainly one of the hallmarks of a good administrator, and there are many others. I contend that holding firm to the truth that maintenance of a respectful approach toward others and showing empathy and kindness to all (yes ... even the difficult person) is one of the greatest attributes of a good administrator. We must all make conscious efforts not to become that "difficult" person ... our staff, Council and public deserve better.

For those of us fortunate enough to be in leadership roles, I submit that it is incumbent on us, through periodic reflection, to recognize that the weight of our stressors do impact our ability to relate positively, respectfully, empathetically and, most importantly, professionally toward others. In this regard, I would encourage you, as I have done through the years, to reach out to your colleagues in the field for support and guidance. We, as a group, are fortunate in that one of the foundational principles of our organization, UMAAS, is to provide a needed collective support mechanism for all its members, a network that has been further enhanced in recent years with the introduction of the "peer network". We should all take full advantage of the resources we have so readily at our disposal.

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#### **Administrator's Profile**

#### - Barry Elliott CAO - Town of Nipawin



I grew up throughout Manitoba as the son of a Mountie, which meant that our home base changed every three years when he was transferred to a different detachment. I attribute this as being the catalyst for embarking on the "gypsy" lifestyle I have lived for many years ... until I was

fortunate enough to land in my current role of CAO with the Town of Nipawin at the beginning of 2016.

Although I began working for municipal government in 1980, it was not until 2007 that I completed the Municipal Administration Program at the University of Manitoba and then made the leap to administration. I have had the opportunity to work in all provinces from

Ontario through to British Columbia. 2020 marks my 40<sup>th</sup> year working in municipal government, and what a ride it has been. It never ceases to amaze me how different each jurisdiction can be and yet how alike they all are.

In 2012, while working in Fort Macleod Alberta, I also graduated from the University of Alberta's National Advanced Certificate in Local Authority Administration Program. Currently, I am completing my second term on the Board of the Saskatchewan Economic Development Alliance.

My wife, Carmen, and I are empty nesters with family scattered throughout Saskatchewan. We own and operate a small business in Nipawin called Nipawin Art On Main, and we are thrilled to call Saskatchewan "home".

I very much look forward to working closely with the UMAAS Board of Directors and staff and representing the interests of the members of Division 5.

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#### **Community Profile**

## Submitted by Barry Elliott CAO - Town of Nipawin

# Nipawin, A Town for the People, Exceptional by nature

The Town of Nipawin is a treasure, situated on the forest fringe in the boreal area of northeastern Saskatchewan.

Nipawin is a safe, friendly, optimistic, diverse, and welcoming community that provides employment and business opportunities for future growth and development. Nipawin has a solid population of 4400 and offers a strong retail and service sector capable of serving the region. We are nestled between two lakes: Codette and Tobin. Boreal forest expands to the North and some of the best agricultural land in Canada surrounds the area. These conditions have led to Nipawin becoming, and continuing to be known, as one of the best all season recreational areas anywhere.

Nipawin consistently maintains and updates our infrastructure. In that regard, 2020 saw the completion of a new Water Treatment Plant in full operation and keeping with our tradition of providing excellent water.

Excellent facilities abound in Nipawin for citizens and visitors alike. A world-class 18-hole Evergreen Golf Course offers an outstanding course and driving range. The adjacent Evergreen Centre offers full-service restaurant and catering services, a lounge, several small conference rooms, as well as a large auditorium allow for large or small group functions. Winter activities include many opportunities such as curling, pickle ball, SJHL Hockey at a newly renovated Centennial Arena, snowmobiling on an extensive system of groomed trails, and downhill and cross-country skiing, to highlight a few.

There are opportunities for young and old alike to enjoy the green spaces of Nipawin's beautiful Central Park. Central Park hosted the opening of a new outdoor pool, complete with water slide, in July 2017. The Nipawin Skate Park allows young people to enjoy and enhance their biking and boarding skills. Families and visitors can enjoy the area's Regional Park which offers daily campsites, spray pool, a swinging bridge, and a trout pond. Nipawin's living Forestry Museum allows for a stroll through the past. The museum



boasts, among other things, a working antique sawmill, cabooses and an old one-room schoolhouse and small prairie church. July 1st events at the museum include freshly baked bread from an outdoor clay oven. Considered a tourism destination, Nipawin is also home to the Premier's Walleye Cup, Fish for Freedom and Vanity Cup fishing tournaments and the famous annual Northern Pike Festival. Houseboat rides on the Saskatchewan River, Nipawin Exhibition and fishing for the elusive walleye on Tobin Lake (largest pike and walleye records) are only some of the attractions.

We also offer an excellent K to 12 education system as well as adult education through Cumberland College. The town has good access to daycare, Home Care and to a comprehensive array of health care services including a full complement of physicians housed in a new Medical Clinic adjacent to the Nipawin Hospital which accommodates a variety of visiting specialists and services.

We are well known for our volunteers and our hometown spirit. The Town of Nipawin offers a safe community with an outstanding quality of life including access to excellent health services and facilities as well as an excellent education system.

Perhaps, while visiting Nipawin, you may have the opportunity to see a spectacular view of the Northern Lights as they dance across the clear northern skies. We very much look forward to welcoming all guests to our community.



# Board of Examiners Report December 3, 2020

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The W Law Group
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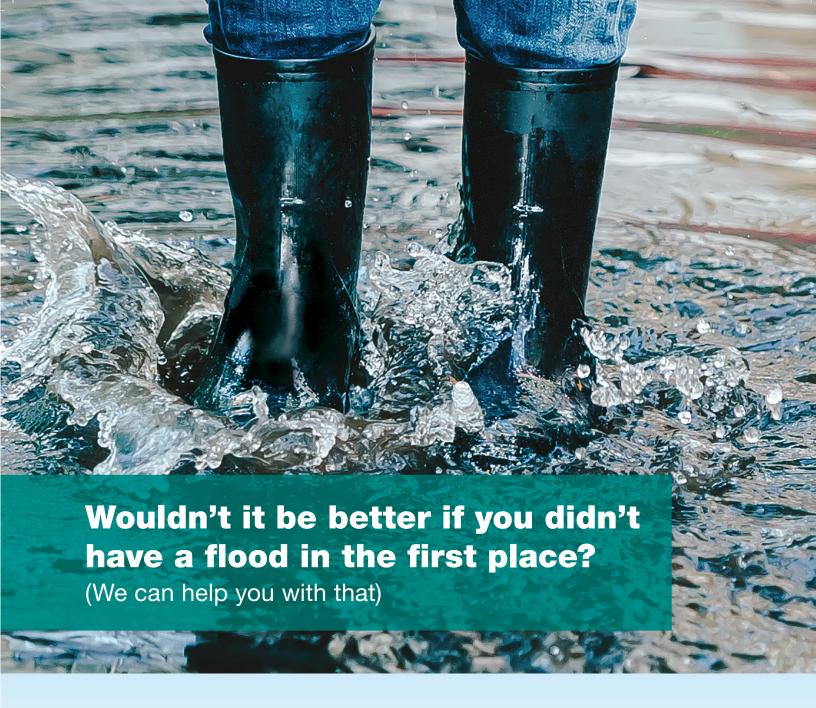
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