

From: [AMO Events](#)
To: [Jennifer Willoughby](#)
Subject: Navigating Conflict Relationships as an Elected Officials
Date: Tuesday, July 20, 2021 2:35:25 PM

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AMO Online Training's Banner



July 20, 2021

AMO Training Navigating Conflict Relationships as an Elected Official

September 14/15, 2021

This training is an opportunity to gain skills in building collaborative relationships and negotiating difficult ones in your role as an elected municipal official.

Elected officials run for municipal office for a variety of reasons which include providing leadership, stewardship and improving their local communities.

However municipal life is very much a people-oriented business, meaning elected representatives must engage in and build a wide variety of relationships with constituents, municipal staff, other elected officials, other orders of government and community organizations to name a few.

Not all relationships are smooth sailing and conflicts are inevitable. Sometimes the waters become choppy especially when navigating challenging relationships and conflict situations.

Having conflict-free and collaborative relationships can play a significant role in helping locally elected officials carry out their collective responsibilities as decision-makers of their communities.

During this 2-part virtual, interactive workshop, we will explore the constructs, traps and pitfalls of conflict relationships, why relationships may go wrong and how to approach, plan and execute relationships successfully using practical tips, tools and real-world examples.

Who Should Attend?

Locally elected municipal representatives.

Learning Objectives:

- The typical patterns of behaviour that give rise to creating “conflict traps” and how to escape from them.
- The secrets of neuroscience and how this knowledge can give us a heads-up on what we should do in the moment.
- Understanding conflict styles and how these can create obstacles or pave the way toward collaboration.
- The importance of moving from a position-based to an interest-based approach in order to create a win-win, value-add relationship.
- The roles of empathy and assertiveness in relationship formation.
- Learning effective and practical communication tools which include:
 - o Avoiding communication blockers,
 - o First words to use,
 - o The difference between Acknowledging vs. Agreeing,
 - o A simple yet powerful 4-step technique to assist in having better and more collaborative conversations.

Date:

- Part 1: September 14, 2021-10am-12:00pm
- Part 2: September 15, 2021 – 10am-12:00pm

Registration:

- \$200.00 + HST
- Limited to 20 participants (first come first served)

**** A \$50.00 cancellation fee applies****

[Register here.](#)



Session Facilitator: [Sharad Kerur](#)

Sharad Kerur created and leads Resolution Pathways as its CEO which assists people and organizations to resolve conflicts.

Sharad has a Bachelor of Commerce (Honours) and Master of Industrial Relations from Queen’s University, with a focus on negotiation theory and alternative dispute resolution methods.

For over 30 years, Sharad held senior level positions in the union and association sectors. His most recent position was Executive Director of the Ontario Non-Profit Housing Association (ONPHA), Canada’s largest non-profit housing association. As a result, he has a strong grasp on the “business” of non-profit organizations and associations, and real-world experience in negotiation and mediation.

He is Harvard-trained having obtained a Certificate in Mediating Disputes and a Certificate in Negotiating Difficult Conversations from the Harvard Negotiation Institute (Harvard Law School) and also holds a Certificate in Dispute Resolution and an Advanced Certificate in Dispute Resolution, both from the University of York located in Toronto.

Sharad holds a Q.Med (Qualified Mediator) designation from the ADR Institute of Ontario, is an accredited C.C.Med (Chartered Community Mediator) from the Ontario Community Mediation Coalition, is a CINERGY® Certified Conflict Management Coach, and is a Certified Workplace Fairness Analyst accredited by the Workplace Fairness Institute of Canada.

He has also obtained a Certificate in Civil Procedures for Non-Lawyer Mediators from the ADR institute of Ontario.

Currently he is on the Community Mediation Roster and Associate Mediation Roster with St. Stephen's Community House (Conflict Resolution & Training), where he has also served as an instructor in their mediation and conflict resolution training programs and the mediation roster for the Office of the Independent Police Review Director (OIPRD).

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From: [AMO Communications](#)
To: [Jennifer Willoughby](#)
Subject: AMO Policy Update - AMO Long-Term Care Transformation Advocacy, Expanding Addictions Support, Free Skills Training for Newcomers
Date: Thursday, July 8, 2021 1:45:54 PM

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AMO Policy Update



July 8, 2021

AMO Policy Update – AMO Long-Term Care Transformation Advocacy, Expanding Addictions Support, and Free Skills Training for Newcomers

AMO Long-Term Care Transformation Advocacy

The AMO Board is providing recommendations to the government in a number of critical areas to aid with the transformation of long-term care. This advocacy was informed by AMO's Health Task Force, its expert group on the Long-Term Care COVID-19 Commission, and by working with AdvantAge Ontario, an association representing municipal homes and non-profit homes.

In July 2021, AMO provided a submission to the Minister of Long-Term Care in response to the recommendations of the Long-Term Care COVID-19 Commission Final Report. This submission identifies opportunities for further examination and consultation and provides recommendations on how the Final Report must be used as a platform for discussion around the transformation of long-term care in Ontario. AMO looks forward to continuing to provide municipal perspectives to the Ministry of Long-Term Care.

In December 2020, the provincial government released "A Better Place to Live, A Better Place to Work: Ontario's Long Term Care Staffing Plan". Among other measures, this Staffing Report commits to investing in providing an average of four hours of care to all residents. AMO's submission to the Ministry of Long-Term Care emphasizes that municipal homes must be eligible for full funding for implementation under the right conditions in order to enhance the quality of care and health and well-being of long-term care residents.

The provincial government has committed to expanding new long-term beds and

providing support for older long-term care homes to redevelop. AMO's submission to the Ministry of Long-Term Care provides recommendations around application processes, planning and project support, financing, lifecycle funding, rural and remote communities, redevelopment building construction, building system capacity, municipal home applications and campuses of care, to support successful development and redevelopment of municipal homes.

All [three submissions and more about long-term care, seniors and age-friendly communities](#) are found on the AMO website.

Ontario Expanding Support for Addictions Treatment Throughout the Province

The Ontario government is providing \$32.7 million in new annualized funding for targeted addictions services and support, including treatment for opioid addictions, as part of the [Roadmap to Wellness](#). This welcome funding will help enhance access to evidence-based, high-quality addictions services and address urgent gaps in needed supports across the continuum of care.

This will include support for the Toronto Academic Health Sciences Network, provincial opioid response investments, bed-based investments for adults and youth, and community-based services to support life-long stabilization and recovery.

Free Skills Training for Newcomers

The Ontario government is providing \$7.7 million in language and skills training supports to help 2,700 newcomers impacted by the COVID-19 pandemic start new jobs. New immigrants were among the hardest hit by COVID-19 with an employment loss of 12%, compared to only 4% for the Canadian-born population.

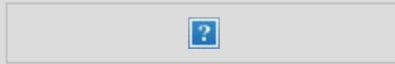
Through [19 programs](#) across Ontario, newcomers can gain skills that will help qualify them for in-demand jobs in food manufacturing, health care, web development, and others. The programs will also help employers find the skilled workers needed to maintain and grow their businesses, advancing the province's economic recovery.

AMO's [COVID-19 Resources](#) page is being updated continually so you can find critical information in one place. Please send any of your municipally related pandemic questions to covid19@amo.on.ca.

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From: [AMO Communications](#)
To: [Jennifer Willoughby](#)
Subject: AMO Policy Update - Northern Wildfire Evacuations, Ontario Connects
Date: Tuesday, July 20, 2021 11:22:14 AM

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AMO Policy Update



July 20, 2021

AMO Policy Update – Northern Wildfire Evacuations and Ontario Connects

Northern Wildfire Evacuations – Host Municipalities Urgently Needed

There is an urgent need to find additional willing municipal hosts for northern communities who need to evacuate their homes due to wild fires – either right now or during the 2021 fire season. There is no better time to extend a neighbourly hand to Indigenous people and communities.

Currently there are several [Nishnawbe Aski Nation communities](#) in Northwestern Ontario being evacuated. There may soon be more evacuations needed. Many municipalities who have hosted in the past are continuing with their neighbourly efforts, but more are needed to put up their hands to host our northern neighbours.

All eligible hosting costs for First Nation evacuations are recoverable from the federal government. The federal government, through Indigenous Services Canada (ISC), enters into hosting agreements with interested municipalities that are designed to contain all the needed elements. A link to the federal funding template/model (ISC) is [here](#).

Where evacuations need to be hosted on short notice, there may not be time to permit the usual legal reviews, etc. to finalize an ISC hosting agreement. In such a scenario, we understand that Emergency Management Ontario (EMO) is willing to work with the host municipality and ISC to get it done or find a short-term alternative.

The Ministry of Health has also prepared a COVID-19 guidance document: [Community Emergency Evacuations Version 2.0 – July 6, 2021](#) for reference.

Interested municipal leaders and staff can contact the Provincial Emergency Operations Centre Duty Officer, in the EMO at PEOCDO01@ontario.ca, who will let you know the next steps for becoming a host.

Ontario Connects – Broadband Announcement

On Friday, the Province [announced](#) a new [innovative procurement process](#) that would help connect every region to high-speed internet by the end of 2025. Infrastructure Ontario will lead the procurement process beginning this summer. The process will be transparent and competitive by enabling Internet Service Providers (ISPs) to bid for provincial support through a series of reverse auction events for defined geographic areas and based on requirements for high-speed internet infrastructure development.

The [Ontario Connects](#) program will run separate and apart from the Improving Connectivity in Ontario (ICON) program and other initiatives outlined in the July 2019, “*Up to Speed: Ontario’s Broadband and Cellular Action Plan*”. It will, however, be implemented in accordance with the *Supporting Broadband and Infrastructure Expansion Act, 2021* which was announced earlier this Spring.

AMO is encouraged to see the Province moving forward with its plan to bring high-speed connectivity to all Ontarians by 2025. More updates will be provided as details on the Program are released.

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