Growing Forward TOGETHER

2017 Annual Conference
May 16-18 | Penticton BC

Penticton Trade and Convention Centre
Welcome to Our Delegates!

As President of the Local Government Management Association, I am pleased and honoured to invite you to our 2017 Annual Conference. As always, your Board of Directors and I look forward to seeing you all again in beautiful Penticton along with our exhibitors, sponsors and honoured guests. It’s our premier event of the year and the perfect way to enjoy both good company as well as many outstanding opportunities for professional growth.

This year’s excellent program will allow you to develop new skills, network, and be inspired by this year’s theme ‘Growing Forward Together’, based on the concept that purposeful collaboration is the key to meeting challenges, creating innovation, and working towards positive outcomes. Highlights include opening keynote Misha Glouberman, who will share communication secrets from expert negotiators, and John Herdman, Head Coach of the Canadian Women’s Soccer Team, who will speak on leadership and motivation – not to mention a range of sessions led by dynamic leaders and experts.

I look forward to greeting you at the President’s Reception, sharing our accomplishments at the Annual General Meeting, celebrating the outstanding contributions to our profession at the Recognition Ceremony, welcoming in the new President, and wrapping it all up with the Annual Banquet.

We look forward to sharing all the conference has to offer with you, and don’t forget to take advantage of the early registration discounts. We guarantee you’ll meet new friends, learn something new, be inspired, and HAVE SOME FUN!

Paul Murray, President
Local Government Management Association

Welcome to Penticton!

On behalf of the City of Penticton, it is my pleasure to welcome all delegates and organizers to the Local Government Management Association Annual Conference, being held May 16-18, 2017.

The City of Penticton is proud to serve as the site for your annual conference and we hope you’ll enjoy the three full days of speakers, sessions, great social events, and the all-important networking with your local government counterparts.

During your visit you will quickly discover why we are extremely proud of our community. I hope you will take time to explore the many natural highlights, vineyards, and walking trails along our beautiful waterfronts, and enjoy a fine meal at one of our renowned restaurants featuring local award-winning wines.

Please enjoy the conference and Penticton’s welcoming atmosphere. We look forward to making the ‘Penticton experience’ memorable for you on this visit and many more future visits.

Andrew Jakubeit, Mayor
City of Penticton
Keynote Speakers

Wednesday, May 17, 10:45 am-12 pm

MISHA GLOUBERMAN
Negotiations and Communications Expert

How to Talk to People

Negotiation is all about reaching decisions with people who want something different than you, which is to say, pretty much everyone. More than a skill, negotiation is about developing a new perspective on relationships with other people. We can all learn how to become better at forging agreements, creating mutual gain, and resolving conflicts in all areas of our lives...but how?

Misha Glouberman will help you transform the way you view negotiation, and the reasons people disagree in the first place. His talk will help you get past the roadblocks that prevent agreement, and recognize the traps and misunderstandings that people fall into, especially when emotions run high.

Glouberman is an expert in conflict resolution, communication and negotiation skills, and teaches an ongoing series of classes on these topics entitled “How to Talk to People about Things.” A collection of his thoughts, The Chairs Are Where the People Go, co-authored with Sheila Heti, was called “a triumph of what might be called conversational philosophy... hilarious and humane” by The New Yorker. Glouberman draws on research from many sources, including Harvard’s Program on Negotiation, and uses storytelling and humour to illustrate how to talk to people when it seems like you are speaking in two different languages. These are life-changing skills that can transform how you see the world and the people around you.

Thursday, May 18, 3:30-4:45 pm

JOHN HERDMAN
Head Coach of the Canadian Women’s Soccer Team

Rise

In this riveting presentation, John Herdman shares his performance-improvement philosophies including leadership and motivation, going outside one's comfort zone, reaching for the top and, most importantly, crafting and leading a high-performance culture. Providing instantly useable takeaways, including visualization techniques and goal-setting strategies, Herdman’s talk is guaranteed to inspire and transform.

Under his leadership, the team won the bronze medals at both the 2012 and 2016 Summer Olympic Games, and a gold medal at the 2011 Pan Am Games in Mexico – the first Pan Am gold in Canadian soccer history.

A nominee for both the 2012 and 2015 FIFA Coach of the Year, Herdman stresses the importance of learning to overcome adversity with grace, and the role of leaders to inspire trust, confidence, and success whether on the field, in the workplace or at home.
Registration Information

IMPORTANT 2017 DATES
Registration deadline: May 9
Early-bird pricing deadline: March 24, 4:30 pm
Pre-conference workshops: May 16
Conference sessions: May 17-18
AGM and Recognition Ceremony: May 17
Annual Banquet: May 18

HOW TO REGISTER
CLICK HERE or go to www.lgma.ca > Programs & Events > Annual Conference & AGM > 2017 Conference & AGM

FEES (GST will be added)

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<tr>
<th>Session Description</th>
<th>Early Bird</th>
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<tr>
<td>Approving Officers Workshop (full day)</td>
<td>$275</td>
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<tr>
<td>Communication Officers Forum (full day)</td>
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<td>FOI Workshops: Half day (9 am-noon OR 1-4 pm)</td>
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<td>FOI Workshops: Full day (both sessions)</td>
<td>$275</td>
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<td>Intentional Leadership (half day)</td>
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*Includes lunch

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<tr>
<td>LGMA member</td>
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<td>Non-member</td>
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*Includes President’s Reception on Tuesday night, breakfast and lunch Wednesday and Thursday, and the banquet Thursday night

Other Fees
- Extra breakfast tickets: $30
- Extra lunch tickets: $35
- Extra banquet tickets: $80
- Extra President’s Reception tickets: $55

Student Rates: If you are a full-time student at a post-secondary institution and not employed full-time, we have special rates for you to attend the Conference. Please contact the LGMA office.

TOP 5 REASONS TO ATTEND
Here is why you can’t afford to miss the LGMA Conference:

1. Networking – Harness the “power of community” and make valuable connections with colleagues from across British Columbia.
2. Inspiration – Keynote sessions meant to get you thinking about things differently and moving in a new direction.
3. Professional development – In-depth workshops and breakouts led by local government experts to provide critical skills that you can put into action back at the office.
4. Knowledge gathering – Opportunity to interact with sponsors and exhibitors and learn how they can help you move your organization forward.
5. Knowledge sharing – Add value and assist your peers by asking questions and adding insights at interactive sessions or during informal conversations.

PARTNERING WITH LGMA: SPONSORS & EXHIBITORS
Partner with the LGMA Conference and position your organization and message in front of key representatives of the BC local government sector, who are actively looking for the tools, expertise, and support to improve results for their communities.

We invite you to connect with attendees by sponsoring, exhibiting, or both. Contact LGMA at office@lgma.ca to request a sponsorship or trade show package. Trade show space is limited so we encourage you to reserve your booth early.

For further information, contact the LGMA office at 250-383-7032 or office@lgma.ca
Tuesday, May 16

PLEASE NOTE: For detailed pre-conference workshop agendas, CLICK HERE or visit www.lgma.ca > Programs & Events > Annual Conference & AGM > 2017 Conference & AGM.

Pre-conference Workshops

8:30 am-4:30 pm: PRE-CONFERENCE SESSION #1
APPROVING OFFICERS WORKSHOP
This annual workshop will address a number of fundamental issues and provide practical advice related to the approval of subdivisions. The program will consist of both plenary sessions on topics of common interest for all Approving Officers working in BC local governments, as well as breakouts for more in-depth discussions on specified topics. In addition, the interactive format will include facilitated discussion where participants can present issues, share best practices, and benefit from peer-to-peer learning.

8:45 am-4 pm: PRE-CONFERENCE SESSION #2
COMMUNICATION OFFICERS FORUM
Connect with your community! Join us for a one-day session packed with best practices on building community awareness and support for local government services. Building on past events, this year’s forum features stand-out examples of:

- community engagement for long-term strategic vision;
- plain language for public messages;
- creative local government websites;
- positive public relations programs for improved bylaw compliance; and
- a panel discussion on winning communications strategies in smaller/rural communities.

Take advantage of the tips and tools – and build support networks with other local government staff to increase the profile and efficiency of your organization’s communications efforts.

9 am-12 pm & 1-4 pm: PRE-CONFERENCE SESSION #3
WHAT FOI HEADS AND COORDINATORS NEED TO KNOW – FOUNDATIONAL OR ADVANCED WORKSHOPS
Through the use of case studies to illustrate best practices, these sessions have you covered no matter if you are seeking foundational or more advanced knowledge. The morning session will provide a basic introduction to the core components of the legislation, while the afternoon is aimed at those looking to enhance their knowledge of administering the legislation. Take one or the other – or both!

10-10:30 am: REFRESHMENT BREAK

12-1 pm: LUNCH

12:30-4:30 pm: PRE-CONFERENCE SESSION #4
INTENTIONAL LEADERSHIP
Franklin Holtforster, Colliers Project Leaders
Intentional leaders punch above their weight in any organization, regardless of role or function. Discover the tangible skills that project leaders use daily to inspire excellence and collaboration in their teams. Following this session, participants will be ready to build and deliver stronger presentations; use email communication effectively; lead strategic, productive meetings; and apply these methods to create opportunities to position projects and project teams for success.

2-2:30 pm: REFRESHMENT BREAK

4:15-5 pm: FIRST-TIME ATTENDEE MEET AND GREET
First time attending the LGMA Conference? Jump right into all the networking activities the conference has to offer! During the Meet and Greet, you will have the opportunity to meet the LGMA Board, enjoy a refreshment and make a new friend or two. This event is open to first-time attendees only.

5-7 pm: PRESIDENT’S WELCOME RECEPTION AND TRADE SHOW KICK-OFF
Join LGMA President Paul Murray to kick off the 2017 Conference! Reacquaint with old friends and connect with new colleagues. Meet knowledgeable exhibitors who supply the goods and services that make our work possible.
**Wednesday, May 17**

**7:30-8:30 am: Delegates’ Breakfast**

**Concurrent Sessions**

**8-8:50 am: Board/Council-Staff and First Nation Relations, The New Zealand and British Columbia Experiences**

Rob Buchan, District of North Saanich
Fiona McTavish, Bay of Plenty Regional Council, NZ

A comparison of Council-Staff relations in the BC context to that of New Zealand, and an examination of the New Zealand co-governance model with the Maori. An opportunity to share lessons learned, co-presented by the participants in the 2016-17 LGMA / SOLGM Overseas Manager Exchange program.

**8-8:50 am: Enquiring Minds Need to Know: Public Disclosure and Social Media**

Sandra Carter & Adrienne Atherton, Valkyrie Law Group

Balancing the legislative requirements of FOIPPA, employee and employer rights, and the public’s right to access information requires knowing the ins and outs of digital information management. This session will focus on managing interactions and consequences of social media, with suggested policies and strategies for local governments.

**8-8:50 am: The Importance of Municipal-Regional District Relationships**

Jim Martin, Regional District of Fraser-Fort George
Anne Yanciw, Town of Smithers

Many different types of relationships exist between Regional Districts and their member municipalities, with great value gained in developing and maintaining positive relationships. Attend this session to gain an understanding of the possible benefits, including real examples of efficiencies through shared projects, services and information, along with some steps you can take to encourage collaboration within your Regional District.

**9-10:15 am: Official Welcome, Annual General Meeting & Recognition Ceremony**

Come learn more about what your Association is doing for you, and celebrate the outstanding contributions to our profession!
Wednesday, May 17

10:15-10:45 am: NETWORKING BREAK / MEET THE EXHIBITORS

10:45 am-12 pm: KEYNOTE SPEAKER
MISHA GLOUBERMAN, NEGOTIATIONS AND COMMUNICATIONS EXPERT
Details on page 3

12:00-12:30 pm: TRADE SHOW

12:30-1:30 pm: DELEGATES’ LUNCHEON

CONCURRENT SESSIONS

1:45-3 pm: FIRST NATIONS AND LOCAL GOVERNMENT PARK SYSTEM COLLABORATION OPPORTUNITIES
Murray Kopp, Regional District of Central Okanagan

Over the past 20 years, the Regional District of Central Okanagan (RDCO) has embraced opportunities to collaborate with the Westbank First Nation (WFN) and the Okanagan Nation in the conservation of regional parks throughout the Central Okanagan. The RDCO and WFN have successfully implemented formal partnership agreements and routinely work together, which has also resulted in a growing understanding and appreciation of First Nation cultural values on these landscapes. Important Aboriginal relationship opportunities being implemented at local government levels are now being recognized within First Nations communities, as well as provincial, territorial and federal governments and the non-governmental organization parks sector. Hear about recent RDCO / WFN regional park partnership projects, and how other local governments may consider opportunities to build relationships with First Nations through the delivery of parks services.

1:45-3 pm: MANAGING PUBLIC EXPECTATION IN THE EVENT OF A CLAIM
Sherman Chow, Municipal Insurance Association of BC
Jeff Locke, Stewart McDannold Stuart

Join a discussion on how to deal with the public and manage their expectations in the event of a claim. This session will provide advice to front-line people who deal with the public on a day-to-day basis, advice to Administration and Council when claims get “political,” and insight on how expectations are managed from a claims and legal perspective.

1:45-3 pm: THE MODERN WORKPLACE: MANAGING TODAY’S WORKFORCE
Thomas A. Roper, Q.C.
Jennifer Devins, Roper Greyell LLP

The modern workplace has brought changes to how work is performed and who performs it. Technology has changed the nature of work, and new generations of employees bring different perceptions and aspirations about work and the role it plays in their lives. The new workplace challenges employers, government regulators and unions, all of which must change the way they understand work and the needs of those who are performing it. This session will include a discussion of the evolution of and challenges caused by the modern workplace, including workplace trends, technology and multi-generational workforces.

3-3:30 pm: NETWORKING BREAK / MEET THE EXHIBITORS

Take the opportunity to meet with exhibitors who have the knowledge and experience to help your organization be successful.
**Wednesday, May 17**

**CONCURRENT SESSIONS**

**3:30-4:45pm: GROWING SUCCESSFUL LOCAL GOVERNMENT RELATIONSHIPS**

Rob Cooke, Leadership Advisor  
Peter Weeber, City of Penticton

Key to success as a local government administrator is having healthy and productive relationships with key stakeholders including Mayor and Council, the press and local media, community partners, unions and First Nations. During this session delegates will hear examples of great relationships that have been developed (and what was required to make these work), along with failures and where these relationships have broken down. Walk away with a better understanding of the importance of these relationships, what they need to do to ensure they have positive and healthy relationships with their key stakeholders, and what can get in the way.

**3:30-4:45pm: NEGOTIATION SKILLS: PRINCIPLES AND TIPS TO ELEVATE YOUR INTUITION**

Jeff Locke, Stewart McDannold Stuart

This skills-based presentation is designed to provide principles and organizational tools to better equip local government professionals in the various negotiations they engage in. The primary learning objective is for participants to start thinking about negotiations and negotiation skills in a manner that elevates “instinct” to a more organized approach. The presentation will have a significant component of take-away tips that can be put to immediate use.

**3:30-4:45pm: MANAGING THE ASSET MANAGEMENT MESSAGE: PRACTICAL POINTERS FOR COMMUNICATING WITH YOUR COUNCIL/BOARD AND COMMUNITY**

David Allen, City of Courtenay  
Christina Benty, Strategic Leadership Solutions  
Jan Enns, Jan Enns Communications

In recent years, the term “asset management” has become commonplace in local government lingo as plans are made to address the true costs of sustainable service delivery. Yet, despite the significant cost and service impacts for residents and businesses, local governments are still grappling with how to better communicate the message in a way that their Council/Board and community can get behind. Join our panel of three seasoned professionals as they share the challenges of making these sometimes less-than-popular decisions in the media spotlight and how a proactive, compelling and consistent message can help your Council or Board get on the same page (including what to say if they aren’t!).

**ANDREA JOHNSON PHOTO**
Thursday, May 18

7:30-8:30 am: DELEGATES’ BREAKFAST

**CONCURRENT SESSIONS**

8-8:50 am: GOVERNING RELATIONSHIPS – LEGAL ANATOMY OF A COMMUNITY FOREST

Rina Thakar, Civic Legal LLP

Community forests continue to be an important resource and stewardship tool in BC, providing opportunities for long-term socio-economic benefits, community participation and relationship-building between Aboriginal and non-Aboriginal communities. A key aspect of ensuring that your community forest is properly governed is establishing a legal structure that is clear, manageable and understood by all stakeholders.

This session will discuss the modern anatomy of a community forest initiative involving First Nations, economic development corporations and local governments, with a focus on the legal structure used to facilitate and protect the economic and legal interests of all parties.

8-8:50 am: PERFORMANCE AUDITS IN LOCAL GOVERNMENT

Gordon Ruth, Auditor General for Local Government

An overview of the purpose, mandate and work completed to date by the office of the Auditor General for Local Government. From this interactive session delegates will gain a better understanding of what a performance audit is, what to expect in the process, as well as the value of a performance audit and how it can be used to strengthen the ability of local governments to serve their residents.

8-8:50 am: PROPERTY ASSESSMENT 101

Michael Spatharakis, BC Assessment

An interactive introduction to BC Assessment – our role and our roll! *Assessment 101* provides a detailed background on the work we do, the products and services we offer, and our role in your communities. It’s a chance for both new and long term local government members to learn more in order to properly answer your citizens’ questions and concerns related to property assessments, values and taxes, as well as be part of the continuing conversation about building and strengthening our relationship.

9-10:15 am: COLLABORATIVE CONVERSATIONS: SHIFT HAPPENS

Carol Ann Fried, Friedom Training & Empowerment Services

*Collaborative Conversations: Shift Happens* is an “ouchless” way to deliver and receive feedback. From this interactive presentation, learn how to enhance individual and team effectiveness by increasing trust and understanding when resolving conflict, doing performance reviews and offering both critical and positive assessment. Become more open to hearing feedback and more comfortable in delivering the words others don’t want to hear.

9-10:15 am: FACING THE FUTURE

Emilie Adin, City of North Vancouver

Gary Buxton, District of Squamish

Dorit Mason, North Shore Emergency Management

Don Lidstone, Lidstone & Company (Chair)

Local governments are the focus of increasing concerns regarding direct impacts of changing global economic and environmental conditions. To help communities face their futures, keep their populations, pay for services and prevent ghost towns, the panel will discuss potential impacts and tools to address them, including loss of assessment and jobs (forestry, fishing, mines, oil/gas, agriculture); survival of physical retail; sea levels, pestilence, agriculture and drought; new age virtual services; Aboriginal title claims and many more. The expert panel is made up of a finance futurist, climate adaptation scientist and urban sustainability planner, with Don Lidstone, Q.C. as the panel chair.

9-10:15 am: TRANSGENDER INCLUSION ACROSS LOCAL GOVERNMENT SERVICES, FACILITIES AND OPERATIONS

Drew Dennis, TransFocus Consulting

Adriana Wills, Harris & Company LLP

With gender identity and expression now explicitly recognized in BC’s Human Rights Code, organizations across the province have been prompted to re-examine how they can align with this emerging actuality. This interactive session will provide an overview of the legislation, key concepts and common terminology related to gender identity, and a discussion of practical considerations that participants can begin to apply within human resource and service-delivery frameworks.
10:45-10:45 am: NETWORKING BREAK / MEET THE EXHIBITORS

CONCURRENT SESSIONS

10:45 am-12 pm: BUILDING DEPARTMENT CHALLENGES IN A WORLD OF CHANGING DEVELOPMENT TRENDS

Ken Kunka, City of Penticton
Neil Pagett, Town of Osoyoos
Derek Townson, Building Officials Association of BC

Recent changes in building codes for sustainability and local government initiatives towards mixed use and densification have resulted in a significant challenge to building departments to review projects based on traditional code measures. Many projects (even housing) now incorporate many unique building technologies, systems and mixed uses that can absorb more time in training, reviews and closure of permits. This is compounded by infrastructure shortfalls, the pace of development and phased building projects putting high demands on limited department staffing.

Using case examples, this presentation will provide a better understanding of what building departments do for the organization and community both short and long term. It will also help bridge the gap related to planning and economic initiatives, ensuring projects are not delayed during permit review, and will help limit the liability risk to a local jurisdiction in the long term.

10:45 am-12 pm: LEGAL UPDATE 2017

Colin Stewart, Stewart McDannold Stuart

A lively and informative review of leading cases from late 2016 and early 2017 of most significance to local governments, as well as a quick look at legislative changes of note.

10:45 am-12 pm: PLANNING FOR FOOD AND AGRICULTURE

Olga Rivin, Lidstone & Company

With food and agriculture an important industry in BC, this session aims to provide clarity about the role of local government in regulating and addressing public concerns related to the industry. Discussions will cover planning and environmental considerations raised by agricultural operations such as the applicable aspects of land regulation (zoning and farm bylaws); water licensing and dedication of water for agricultural uses; environmental management and protection; and animal welfare.

CONCURRENT SESSIONS

2-3 pm: INCLUSIONARY ZONING: A SOLUTION TO OUR AFFORDABLE HOUSING DILEMMA?

Bill Buholzer, Young Anderson

For nearly 40 years, cities in the US have been legally compelled to use “inclusionary zoning” regulations to ensure that housing opportunities are available to citizens at all income levels. Three Canadian provinces (Alberta, Manitoba and Ontario) have either enabled municipalities to enact this type of zoning, or have introduced government bills that would do so. This session will familiarize delegates with a zoning tool that has been used for many years in the US, is in place or under consideration elsewhere in Canada, and could emerge in British Columbia as the Province considers enhancing the existing BC zoning “toolkit” to enable governments to address the need for affordable housing. It will also raise questions regarding the ownership and management of affordable housing units at the local government level.

2-3 pm: MAXIMIZING YOUR COMMUNITY’S GREATEST STRATEGIC ASSET: THE PUBLIC LIBRARY

Kevin Cormack, City of Nelson
Scott Hargrove, Fraser Valley Regional Library
Ben Hyman, BC Libraries Cooperative
Donna MacDonald, Nelson Public Library (retired)

Public libraries are strategic assets in 247 BC communities, with existing physical and digital infrastructure and well-established relationships. Investment in public libraries supports economic vitality and community resiliency. Learn from and interact with a panel of your peers, library leaders and technologists as we explore trends, approaches and opportunities to maximize an incomparable community strategic asset.

2-3 pm: UNCIVIL CIVIC ENGAGEMENT

Kathleen Higgins & Erika Lambert-Shrizad, Norton Rose Fulbright

With the open meeting rule there has been more transparency in local government meetings. Along with this, however, there has been a disturbing trend of citizen “trash talking” and harassing behaviour toward Council members and staff in person and online. Attend this session to learn what steps can be taken to prevent or limit such conduct – including well-drafted Procedure Bylaws and restraining orders – and how to deal with defamation in the context of social media.
Thursday, May 18

**3:30 pm:** NETWORKING BREAK / MEET THE EXHIBITORS

**3:30-4:45:** KEYNOTE SPEAKER
JOHN HERDMAN, HEAD COACH OF THE CANADIAN WOMEN’S SOCCER TEAM
Details on page 3

**6pm:** ANNUAL BANQUET

When was the last time you sat on the edge of your seat with your eyes wide open in amazement? Following the cocktail reception and elegant dinner, illusionist and mind reader Derek Selinger will have you spellbound from the moment he steps on the stage until long after the lights go down.

Then, celebrate the success of the Conference with the help of local talent, whether you like to slow down and unwind or get your groove on! Rhythm and Blues band Uncorked! will provide a relaxing musical backdrop as you catch up on conversation, while DJ Shakes will rock the house with feel-good finds for the party crowd. DRESS IS BUSINESS CASUAL.

**THANKS TO OUR SPONSORS!**

The LGMA would like to sincerely thank the following sponsors of the 2017 Conference:

We would also like to acknowledge and thank all other Conference sponsors who contributed to this event after the printing of this program.
STAYING HERE
The 2017 Conference is being held at the **Penticton Trade and Convention Centre**, 273 Power Street.
Delegate room blocks are available at the **Penticton Lakeside Resort**, 21 Lakeshore Drive West, a 15-minute walk from the conference venue. Special conference rates are offered at $150-$170, plus taxes (rates in effect until March 30).
To make a reservation please call 1.800.663.9400 and reference ‘Local Government Management Association’.

GETTING HERE
Getting to Penticton is very easy, with great air service and three different ways to get to Penticton by road as well. You'll know you've arrived when you see the famous Penticton sign on top of Munson Mountain!

**BY AIR:**
The Penticton Regional Airport, conveniently located at the south end of Penticton, offers up to four scenic and quick flights from Vancouver International Airport daily via Air Canada, as well as daily flights with WestJet between Penticton and Calgary.

**AIR CANADA**, the official airline for the Conference, is providing discounts on eligible fares. To qualify, you must enter promotion code VNEB8KM1 when booking online at www.aircanada.com.

*Terms & Conditions:*
- Excludes Tango fares.
- Only bookings made to Penticton; bookings originating in Penticton are not eligible.

**WESTJET** is also offering delegates 10% discounts on the base fare (taxes, fees and charges are extra). To qualify, you must use coupon code YLW01 if booking through an agent.

*Terms & Conditions:
- Blackout dates are May 18-19, 22-23.

**BY ROAD:**
Lucky for us, Penticton is centrally located along Highway 97’s Wine Route with convenient access to the Trans-Canada Highway and other major BC highways. Get Penticton driving routes at www.hellobc.com.

For more travel information or tips on things to see and do in Penticton, visit www.visitpenticton.com.