

# School of Community Government Annual Report

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## 2006-2007

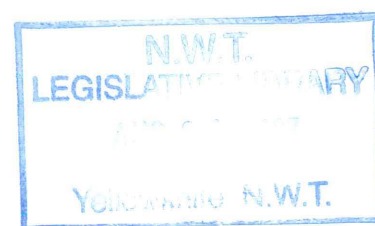
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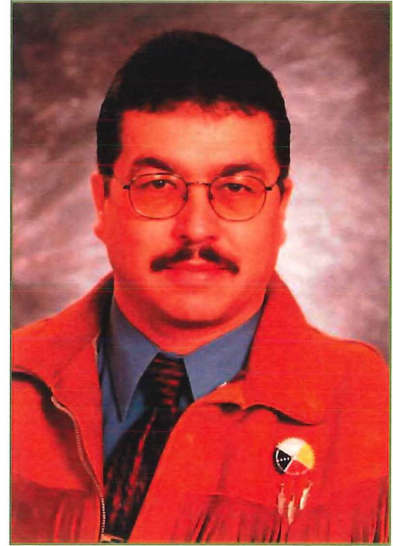


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## MINISTER'S MESSAGE

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Community and Aboriginal governments, Government of the Northwest Territories (GNWT) departments and partner organizations share the vision of capable, accountable and self-directed community governments. The Municipal and Community Affairs' School of Community Government is committed to this vision by offering training that builds local capacity.

The staff who work for NWT community governments continue to be a priority for the Department. Their ongoing training is critical to ensure they remain current in their knowledge and skill levels to meet the challenge of change impacting NWT communities. In 2006-2007 the School of Community Government offered 67 courses to 940 students in 14 program areas.

I continue to see employees from NWT community governments attend courses and workshops and achieve their goals. It was my pleasure to participate in the 2006-2007 Recognition Ceremony that celebrated the academic achievements of thirty-one students. They had successfully completed all academic and practicum requirements to complete their programs. My sincere congratulations and best wishes for future success to the graduates and to all students enrolled in School of Community Government programs.

This Annual Report provides a summary of the remarkable successes and results of the last year. Northern governments, other GNWT departments and agencies and Municipal and Community Affairs, through the School of Community Government, work together to support building community capacity by training community government staff.

It is my pleasure to be a part of the partnership network that works together to build northern capacity.

A handwritten signature in black ink, appearing to read "Michael McLeod". The signature is stylized and somewhat cursive.

Honourable Michael McLeod  
Minister of Municipal and Community Affairs



## Capacity Building

The School of Community Government was established in 1999, as a GNWT response to the training and development needs identified by community governments and Aboriginal organizations.

Community governments and Aboriginal organizations continue to require skilled and knowledgeable staff to effectively and efficiently deliver programs and services. With evolving self government activity, resource development, a potential pipeline and MACA's 'New Deal for NWT Community Governments' significant change is occurring at the community government level. These changes will see community governments take on increased roles and responsibilities, new capital investment opportunities, increased decision making powers, greater authority and accountability, and responsibility for capital planning and development.

### Survey Says:

The School of Community Government was involved in a survey conducted in 2007 by the Department of Indian and Northern Development. The survey assessed the need and demand for training as well as the significance of the School in building northern capacity. Survey results on a scale of 1-7 include:

**How satisfied are you that the programs are meeting the capacity needs of your organization?** 5.8 out of 7

**How satisfied are you with the instructors?** 5.9 out of 7

**Overall, how satisfied are you with the programs?** 6.1 out of 7





## Vision

The School of Community Government supports the Government of the Northwest Territories' (GNWT) efforts toward building local capacity and self reliant and sustainable communities. The School was established to improve on the quality and quantity of training and development opportunities for community governments and assist in building local capacity.

### Our Vision

Communities with involved citizens that govern themselves effectively, while employing northerners to deliver effective community government programs and services. The School of Community Government:

- provides timely, relevant training and development opportunities for community governments;
- provides tools and resources to assist community governments in building local capacity and providing quality programs and services;
- offers a range of integrated training and development services designed to assist Councils in making informed decisions and community government staff with the delivery of quality programs and services;
- negotiates agreements that increase the level of training to community governments;
- operates through partnerships to achieve priority results; and
- provides opportunity for community government staff to achieve a respected level of recognition.

## A Little History...

### 1997

- Auditor General reported a need to help build community capacity particularly at the management level.

### 1998

- Cabinet directed MACA to begin to develop community empowerment initiatives.
- MACA consulted with stakeholders on capacity building needs and approaches.
- External consultants led a strategic planning exercise.
- Department introduced: "Building Communities Strategies."

### 1999

- Concept and direction of the School approved and a division was established within MACA.
- Established Governance Committee to guide initial strategic and collaborative efforts.
- Consultation with partners and community governments and distribution of an initial strategic plan.
- Linkages established with Federal and GNWT departments, community and Aboriginal organizations, and Aurora College.
- Program Advisory Committees established to guide program areas.
- First training programs launched in Management, Land Administration and Public Safety areas.

### 2000

- School designed, tested and implemented a successful Human Resources Tool that assisted communities in identifying training needs by occupational areas.
- Regional Offices, partners and the School developed a schedule of training events based on assessed needs and occupational regulations.
- Registry database developed and implemented to track student information.

### 2001

- Approved Standards and Certification process for community government positions developed with the Department of Education, Culture, and Employment.
- New programs tested and implemented in Information Technology, Community Finance and Works.
- Partnerships extended to include Federal departments.
- Completion of Northern Firefighters Instructor Program.

### 2002

- New modular approach in Governance Training Program successfully implemented.
- New program designs meeting northern needs of community-based Firefighters and Recreation Facility Operators successfully implemented.

## A Little History...

### 2003

- Partnerships developed to support projects related to "Outreach Program for Performance Measurement and Evaluation."
- Occupational Standards and Certification approved for Senior Administrative Officers, First Nations Administrators, Finance Officers, Tenant Relations Officers, and Assistant Housing Managers.
- First Occupational Certifications awarded to Ruby Landry (Kakisa), Eleanor Young (Ulukhaktok) and Diana Tingmiak (Inuvik).
- Expanded agreements with Nunavut government for cost shared arrangements.

### 2004

- Occupational Standards and Certification approved for Housing Managers.
- Developed and delivered the Community Government Administrative Assistant Program.
- Completed the development of Occupational Standards for Community Works Foreman, Community Recreation Coordinator and Community Recreation Facility Operator.
- Two surveys designed and implemented to assess training needs of DIAND and the NWT Housing Corporation.
- Development of Level 2 Bylaw course.

### 2005

- Delivered pilot project to assess the training requirements of community government staff with the Deninu Ku'e First Nation, Akaitcho Territorial Government, Aklavik and Tsiigehtchic.
- Occupational Certification process approved for Community Works Foreman and Community Recreation Coordinator.
- Hosted first Territorial 'Good Governance' Conference.
- Agreement developed with the State of Alaska for training in road maintenance.

### 2006

- NAIT partnership initiated for Works Program.
- Human Resource Assessment tools developed and implemented in Beaufort Delta.
- New Deal revisions to course materials and promotional items.



#### More Information:

Occupational Certification is based on position profiles that identify the duties, responsibilities and occupational standards that an individual requires to be considered competent in the position. Completed Human Resource assessments provide valuable information to develop training plans for community government staff.

**Presently we have nine community government positions with an approved occupational certification process.**

## Commitment to Quality

### Northern Focus

Since the formation of the School of Community Government, MACA's Regional Offices and its many partners have devoted considerable time and effort to ensure training and development initiatives are relevant to the needs of communities and that training is of the highest quality that encourages safe, effective and efficient community operations. To ensure participant and community satisfaction, the School is committed to a 'made in the NWT, for the NWT, by the NWT' approach.

### Quality Programming

Program Advisory Committees, community governments and valued partners contribute to and oversee the scheduling, development and delivery of training programs offered by the School. Program Advisory Committees are comprised of local staff, professional associations and industry to ensure courses effectively fulfill training requirements of community governments.

The School of Community Government is committed to on-going involvement and guidance by regional offices, partner organizations and Program Advisory Committees.

### Standards and Certification

The Community Government Human Resource Sector Council considers the unique situation, cultures and traditions of the NWT in the design and development of occupational standards and certification. These standards document the skills, knowledge and abilities required for an individual to be successful and effective in community government positions. Occupational standards validated in the NWT make it possible to provide recognized certification under the Apprenticeship, Trades and Occupations Certification Act.



## Together, Achieving More

The School of Community Government receives support from valued partners to provide community government training. This collaborative and integrated approach reduces duplication of effort, integrates multiple layers of administration and pools resources to focus on community government priorities. The following organizations have assisted the School in achieving community capacity building results:

### Government of the Northwest Territories

- Education, Culture and Employment
- Executive
- Health and Social Services
- Justice
- Public Works and Services
- NWT Bureau of Statistics (Finance)
- NWT Housing Corporation
- Environmental and Natural Resources

### Alberta Organizations

- Fire etc. Lakeland College
- Northern Alberta Institution of Technology
- University of Alberta
- Alberta Association of Recreation Facility Personnel

### International Organizations or Governments

- Association of Boards of Certification
- Alaska Department of Transportation and Public Facilities

### NWT Organizations

- Aboriginal Finance Officers Association: NWT Chapter
- Aboriginal Governments
- Aboriginal Summit
- Aurora College
- Local Government Administrators of the NWT
- NWT Association of Communities
- NWT Literacy Council
- Northern Territories Water and Waste Association
- NWT Recreation & Parks Association

### Government of Canada

- Agriculture Canada
- Canadian Rural Partnership
- Indian and Northern Development Canada
- Industry Canada
- Natural Resources Canada
- RCMP
- Heritage Canada
- Canadian International Development Agency

### National Organizations

- Aboriginal Finance Officers Association of Canada
- Canadian Water and Waste Association
- Certified General Accountants
- Canadian Recreation Facilities Council

### Nunavut Organizations

- Department of Local Government and Transportation
- Nunavut Arctic College
- Municipal Training Organization



## Administrative Assistant Program

### Program Focus

The Community Government Administrative Assistant Training Program trains staff who work as Office Managers, Administrators and Clerks in community government offices. Learning new information about office procedures and participant exchange of best practices is a powerful combination that enriches the learning experience for everyone.

### Program Objective

To assist communities in building the capacity to provide efficient and effective client service.

### Training Topics Include

- Community Government Office Procedures
- Community Government Advanced Office Procedures
- Bookkeeping for Community Governments
- Community Government Computer Foundations
- Community Government Advanced Computer Applications
- Communicating with the Public

### Program Advisory Committee

- Pauline Simba, Finance Officer, Fort Liard
- Ruby Landry, Band Manager, Kakisa
- Sheila Curran, Instructor, Tsiigehtchic
- Art Bungay, Finance Manager, Norman Wells
- Denise Alger, Administrative Assistant, Fort Simpson
- Mildred Martin, Administrative Assistant, Fort Smith
- Cecilia Rabesca, Office Support Manager, Behchoko
- Sharon Morrison, Senior Researcher, MACA, Yellowknife

### Program Results: 2006-2007

Participants: 81

Courses: 9

Hours of instruction: 405

Communities involved: 14

#### 2007-2008 Development Plans:

- Training community experts to assist in delivery of courses.



## Emergency Measures and Search and Rescue

### Program Focus

The Emergency Management Program trains emergency management practitioners to carry out their role as members of a Community Emergency Response Agency. Courses are structured to provide participants with both a broad base of knowledge (Basic Emergency Management) and a specific function (Emergency Site Management and Emergency Operations Centre Management) from which to carry out emergency planning and operations.

The Search and Rescue Program qualifies experienced Ground Search and Rescue personnel to conduct and manage search operations under the direction of the Royal Canadian Mounted Police.

### Program Objectives

- 100% of NWT communities participate in emergency management training in a five year cycle.
- To coordinate a continuum of training opportunities that prepare communities with the skills and knowledge needed in emergency situations.

### Training Topics Include

- Basic Emergency Preparedness
- Emergency Site Management
- Emergency Operations Centre Management
- Ground Search and Rescue—Search Manager

### Program Advisory Committee

- In Development

### Program Results: 2006-2007

#### Emergency Services

**Participants:** 48

**Courses:** 6

**Hours of Instruction:** 912

**Communities involved:** 6

#### Search and Rescue

**Participants:** 29

**Courses:** 6

**Hours of Instruction:** 360

**Communities Involved:** 14



## Community Airports

### Program Focus

Providing NWT communities with safe, dependable and cost effective air transportation systems is the focus of the Community Airports Training Program.

The three courses in the program include: Airport Management, Winter Maintenance and Summer Maintenance. On-site one-on-one training may also be provided upon request from a community government or contractor responsible for maintaining a community airport.

### Program Objectives

- Develop competency levels so that community staff safely operate and maintain airport facilities to a required standard.
- Build the capacity of staff to fulfill the responsibilities in community airports management.

### Training Topics Include

- Surface Maintenance
- Airport Regulations
- Mobile Equipment Maintenance
- Risk Management
- Service Contracts
- Building Maintenance
- Reporting Procedures





## Community Airports

### Program Advisory Committee

- Ben Webber, Assistant Director Programs and Standards, Airports Division, Department of Transportation
- George Poirier, Training Officer Programs and Standards, Airports Division, Department of Transportation
- Kelly O'Connor, Regional Airports Manager, Department of Transportation, Hay River
- Daniel Michaud, Regional Airports Manager, Department of Transportation, Norman Wells
- Karen King, Regional Airports Manager, Department of Transportation, Inuvik
- Scott McIntosh, Regional Airports Manager, Department of Transportation, Fort Simpson
- Ralph Sanguéz, Senior Researcher, School of Community Government, MACA, Hay River

### Partner

- Airports Division, Department of Transportation, Government of the Northwest Territories.

### Program Results: 2006-2007

**Participants:** 19

**Courses:** 3

**Hours of instruction:** 168

**Communities involved:** 14

- 100% satisfied or better with course content, instruction and coordination

#### 2007-2008 Development Plans:

- On-site inspections and deliveries
- Updated curriculum in Summer and Winter Maintenance Courses
- Revised training manual for Management course
- Engaging regional airports staff to assist



## Community Finance

### Program Focus

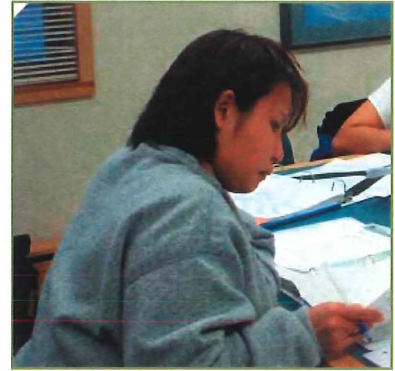
Community Finance Training Program develops sound financial management practices and enhances technical skills relevant to northern community governments. Upon completion, participants are prepared for the roles of Community Government Finance Officer/Comptroller or Assistant Housing Manager.

### Program Objective

- Build community capacity to process, maintain and report financial information pertaining to the operations of community governments.

### Training Topics Include

- Community Government Accounting Cycle I
- Community Government Accounting Cycle II
- Keeping Your Accounting Records
- Budgeting, Reporting and Monitoring Financial Results
- Communications
- Payroll Administration
- Human Resource Administration
- Aboriginal Law
- Computerized Accounting Applications (Introduction)
- Computerized Accounting Applications (Intermediate)



## Community Finance

### Program Advisory Committee

- John McKee, Senior Administrative Officer, Fort Liard, Chairman
- Peter Bayha, Senior Administrative Officer, Deline
- Dora Tsetso, Finance Manager, Fort Simpson
- To Be Announced, Aboriginal Finance Officers Association, Yellowknife
- Charlene Ross, Northwest Territories Housing Corporation, Inuvik
- Jill Robertson, Northwest Territories Housing Corporation, Inuvik
- Sharon Morrison, Senior Researcher, MACA, Yellowknife

### Partners

The School of Community Government has been working in partnership with the Aboriginal Finance Officers Association of Canada (AFOA) since 2000. This partnership provides a collaborative approach for accreditation between the School of Community Government and the AFOA towards the Certified Aboriginal Financial Manager (CAFM) designation. Accreditation of four course equivalents was approved by AFOA Canada for course exemption. Further partnership arrangements include the offering of online AFOA courses.

### Program Results: 2006-2007

**Participants:** 88

**Courses:** 9

**Hours of instruction:** 360

**Communities involved:** 20

- 6 Financial Officers received certification

#### 2007-2008 Development Plans:

- Development of New Deal Regional Finance Workshop to be delivered fall and winter of 2007-08
- Engaged in formal articulation agreements with Aboriginal Finance Officers



## Community Governance

### Program Focus

'Good Governance - A Workshop Series' provides training for Community Councils throughout the NWT. Customized training is designed to meet the needs of elected officials, Aboriginal leaders, and other volunteer and non-volunteer decision-makers. Three-hour workshop modules present information in a broad range of governance topics.

### Program Objectives

- To build the capacity of Community Councils by developing the knowledge and skills to govern effectively.
- To build awareness among elected officials of the ethical and legislative responsibilities of their positions.

### Training Topics Include

- Roles and Responsibilities
- Leadership
- Planning
- Programs and Services
- Community Constitutions
- Financial Awareness
- Governance and the Law
- Councillor Essentials
- Effective Meetings
- Teamwork
- The Senior Administrator: Roles and Responsibilities
- The Senior Administrator: A Team Resource
- Exercising Our Authority
- Emerging Governance



## Community Governance

- Risk Management
- Conflict of Interest
- Aboriginal Governance: Tlicho Government
- Involving the Community in Council Activity
- MACA Programs and Services
- Developing Community Government Policy
- Council Land Responsibilities
- Capital Planning at the Community Level
- Ensuring Safe Drinking Water
- Managing Community Infrastructure

### Program Advisory Committee

- Yvette Gonzales - Northwest Territories Association of Communities
- Graham Baptiste - Department of Indian and Northern Development, Yellowknife
- Suzanne Desfosses - Northwest Territories Housing Corporation
- Fred Norwegian - Jean Marie River
- Jennifer Keith - Tlicho Government
- Frank Andrew - Tulita
- Sharon Morrison - Municipal and Community Affairs, Government of the Northwest Territories, Yellowknife

### Program Results: 2006-2007

**Participants:** 39

**Courses:** 5

**Hours of instruction:** 150

**Communities involved:** 33

- 100% of participants were satisfied or better with the course content, instruction and coordination

#### 2007-2008 Development Plans:

- Regional Governance "Core Business Workshops" to be delivered.
- Training of Trainers to deliver workshops relating to new and extended authorities and responsibilities.

In November 2006, the department hosted a successful Sustainable Communities Conference in Yellowknife.

The conference featured a series of keynote addresses, presentations, exhibits and workshops of various lengths. Participants were offered the opportunity to share and learn more about best practices relating to Integrated Sustainable Community Planning at the local and National levels. This event was planned and organized in partnership with the NWT Association of Communities and the Government of Canada.



## Community Management

### Program Focus

Community Management training is designed to explore concepts and best practices that create a community vision, sustainable government, skilled human resources and safe, effective and efficient community operations.

This program consists of three training streams: Senior Administrative Officers, Housing Managers and Band Managers. Participants also choose electives that provide applicable and valuable learning.

### Program Objectives

- To provide a forum for learning, exchange of ideas and networking for community government managers.
- To explore leadership unique to Northern and First Nations governments.
- To build on the knowledge about legislation, human and financial resource management, community development and strategic planning that participants bring to the program.
- To improve job performance.



## Community Management

### Program Advisory Committee

- Graham Baptiste, Indian and Northern Development Canada, Yellowknife
- Liza McPherson, Superintendent Dehcho Region, Municipal and Community Affairs
- Ruby Jumbo, Band Manager, Trout Lake
- Veryl Gruben, Housing Manager, Tuktoyaktuk
- Vicki Boudreau, Housing Manager, Inuvik
- Debbie Raddi, Senior Administrative Officer, Tuktoyaktuk
- Ioan Astle, Northwest Territories Housing Corporation, Program Development Specialist
- Samantha Van Genne, Municipal and Community Affairs, Government of the Northwest Territories, Yellowknife

### Partners Include

- NWT Housing Corporation
- Indian and Northern Development Canada

### Program Results: 2006-2007

**Participants:** 107

**Courses:** 13

**Hours of instruction:** 421

**Communities involved:** 21

- 100% satisfied with course instruction, course co-ordination, and content
- 45 new participants completed one or more management training courses

#### 2007-2008 Development Plans:

- Implement a 'Northern Instructor Development Program'
- Agreements for instruction with agencies and/or institutions
- Work with Program Advisory Committee on program design
- Refine transfer credit agreement with the University of Alberta



## Fire Protection

### Program Focus

The NWT Fire Protection Program currently delivers training to a nationally recognized standard. Local community Firefighters are equipped with the skills to maintain both a defensive and offensive position to fight fires and protect lives.

### Program Objectives

- 100% of community Firefighters trained to a level of Defensive ability.
- To provide Firefighter training courses in all Regions annually .
- To develop NWT Fire Service Instructor Team of NWT, Instructors and Evaluators trained to the international standard NFPA 1041 Levels I & II.

### Training Topics Include

- NWT Defensive Firefighter
- NWT Offensive Firefighter I, II, III
- Fire Fighter Training Series (FFTS)-Session 200 Module
- FFTS-Session 600 Module
- FFTS-Session 700 Module
- FFTS-Session 800 Module
- FFTS-Session 900 Module
- FFTS-Session 1000 Module
- FFTS-Session 1100 Module
- FFTS-Session 1200 Module

Also available are: Community Fire Protection Orientation for Councils, Command Officer Training, Fire Service Instructor and Evaluator Training, Basic Vehicle and Apparatus Maintenance.





## Fire Protection

### Partners

Training is provided in partnership with Lakeland College's Fire Emergency Training Centre, (Fire etc.), an internationally recognized and accredited training centre.

### Program Advisory Committee

- Stephen Moss, Fire Marshal, Municipal and Community Affairs, Government of the Northwest Territories, Yellowknife
- Bill Reimer, Assistant Fire Marshal, South Slave Region
- Vacant, Assistant Fire Marshal, Inuvik Delta Region
- Vacant, Assistant Fire Marshal, North Slave Region
- Tyrone Larkin, Assistant Fire Marshall, Dehcho
- David Wilcox, Assistant Fire Marshall, Sahtu
- Edward Hardy, Senior Researcher, Municipal and Community Affairs, Government of the Northwest Territories, Yellowknife

### Achievements

- 20 certified NWT Fire Service Instructors and/or Evaluators.
- Delivery of 'Defensive Firefighter', a 40-hour community course aimed at engaging the community, firefighters, facilities and apparatus.

### Program Results: 2006-2007

**Participants:** 117

**Courses:** 13

**Hours of instruction:** 516

**Communities involved:** 13

#### 2007-2008 Development Plans:

- Development of a National Fire Protection Association, Firefighter Officer Training Program Written Communications course for online delivery.
- Expanded membership in the Program Advisory Committee.
- Explore options for creating an NWT Fire Inspector Program.



## Land Administration

### Program Focus

With the settling of land claims, implementation of self government, the New Deal for NWT Community Governments, and new opportunities in non-renewable resource development, training opportunities for Land Administrators are of immediate importance. The Land Administration Program covers a wide range of knowledge, skills and practices in preparing participants to perform the tasks of a community Land Administrator. Tasks include processing land applications, executing land documents, enforcing land legislation and by-laws, and monitoring land contracts through inspections.

### Program Objectives

- To learn skills needed to make decisions about the use, development and administration of community land.
- To become familiar with and prepare documents, records and processes in community land management.
- To become confident and competent with records and information systems in land management.



## Land Administration

### Training Topics Include

- Land Claim and Self-Government Awareness
- Environmental Management
- Land Administration I
- Land Administration II
- Contracts and Property Law
- Communications/Technology
- Community Land Use Planning
- Survey/GPS workshop

### Program Advisory Committee

- James Thorbourne, Inuvialuit Land Administration, Tuktoyaktuk
- Harold Townsend, Gwich'in Land Administration, Inuvik
- John Picek, Regional Superintendent, Municipal and Community Affairs, Inuvik
- Bev Drozda, Manager, Land Administration Division, Municipal and Community Affairs, Yellowknife
- Shauna Charlie, Lands Officer, Aklavik
- Samantha Van Genne, Senior Researcher, MACA, Yellowknife

### Program Results: 2006-2007

**Participants:** 33

**Training Events:** 4

**Hours of instruction:** 245

**Communities involved:** 13

**Program Graduates:** 4

- 100% satisfied with program, curriculum and delivery.

#### 2007-2008 Development Plans:

- To investigate a Transfer Credit Agreement with the University of Alberta



## Recreation Facility Operator

### Program Focus

The Recreation Facility Operator Program was developed to help maximize the lifespan of recreation facilities. Through the training of competent recreation facility personnel, communities and their residents will be assured safe and effective operation, maintenance, and management of their recreation facilities.

### Program Objectives

- To develop community capacity to operate and maintain community recreation facilities to a necessary standard.
- To assist communities in providing safe facilities for recreation and sport programs and services.

### Training Topics Include

- Risk Management
- Operations Management
- Pool Operators Level I
- Pool Operators Level II
- Arena Technical Level I
- Arena Technical Level II
- Curling Ice Maintenance
- Parks and Sports Fields
- Playground Construction and Maintenance



## Recreation Facility Operator

### Program Advisory Committee

- Don Cross, Recreation Facilities Manager, Inuvik
- Tim Walsh, Recreation Facility Operator, Hay River
- Darren Moorman, Recreation Facility Operator, Tulita
- Lawrence Nitsiza, Recreation Coordinator, Whati
- Johanna Elliot, Director, Northwest Territories Recreation and Parks Association, Yellowknife
- Shane Thompson, Recreation Development Coordinator, Deh Cho, Municipal and Community Affairs, Government of the Northwest Territories
- Gary Schauerte, Manager Sport and Recreation Programs, Yellowknife, Municipal and Community Affairs, Government of the Northwest Territories
- Mike Yakabuski, Senior Researcher, MACA, Yellowknife

### Program Results: 2006-2007

**Participants:** 66

**Courses:** 10

**Hours of instruction:** 273

**Communities involved:** 9

- 100% satisfied with course instruction and coordination.

#### 2007-2008 Development Plans:

- Development of a base of northern instructors



## Water and Waste Management

### Program Focus

Water quality is critical to the health of a community. Instruction presented in Water and Waste Management Program ensures community personnel are able to provide a safe supply and distribution of water and the appropriate disposal of waste.

Training courses provide information on the design, construction, operation and management of water works, wastewater treatment and disposal, and solid waste sites.

### Program Objectives

- 100% of NWT Communities with an appropriately certified operator
- To develop community capacity to operate and maintain water treatment and delivery systems to a required standard.
- To develop community capacity to operate and maintain wastewater treatment and collection systems to a necessary standard.
- To develop community capacity to provide safe drinking water to citizens.

### Training Topics Include

- Small Systems Water Treatment Plant Operator
- Class I Water Treatment Plant Operator
- Class II Water Treatment Plant Operator
- Water Distribution I: Pumping, Piping, Installation and Repair (under development)
- Wastewater Treatment I: Mechanical Sewage Treatment (under development)
- Wastewater Collection I: Wastewater Pipes and Pumps
- Municipal Solid Waste I: MSW Landfill Operation and Maintenance



## Water and Waste Management

### Program Advisory Committee

- Siva Sutendra, North Slave Regional Superintendent, Municipal and Community Affairs, Government of the Northwest Territories
- Perry Heath, Manager, Capital Planning and Infrastructure, Yellowknife, Municipal and Community Affairs, Government of the Northwest Territories
- Vincent Tam, Senior Engineer, Yellowknife, Water/Sanitation, Public Works and Services, Government of the Northwest Territories
- Kim Philip, A/Manager Water and Sanitation, Yellowknife, Municipal and Community Affairs, Government of the Northwest Territories
- Duane Fleming, Chief Environmental Health Officer, Yellowknife, Health and Social Services, Government of the Northwest Territories
- Mary-Louise Nitsiza, Water Plant Operator, Behchoko, Public Works and Services, Government of the Northwest Territories
- Mike Yakabuski, Senior Researcher, Yellowknife, Municipal and Community Affairs, Government of the Northwest Territories

### Program Results: 2006-2007

**Participants:** 38

**Courses:** 6

**Hours of instruction:** 166

**Communities involved:** 14

- 100% evaluated instruction as very good or better.

#### 2007-2008 Development Plans:

- Development of land farm training module for Solid Waste course
- Implementing on-site Water Treatment Circuit Rider training
- Delivery of Cross Connection Control course



## Works and Works Management

### Program Focus

When 60% of a community's operating budget is spent on labour, equipment, and materials to operate and maintain vehicles, facilities, and infrastructure, the effectiveness and efficiency of works operations is critical.

Works and Works Management training includes courses in areas essential to the operation of community works while ensuring the safety of staff and residents. Participants develop skills in community government services, including maintenance of building systems, roads, mobile equipment, workplace safety and management.

### Program Objectives

- To build community capacity to develop an efficient and safe community works operation.
- To develop community capacity to protect and maintain infrastructure to a necessary standard.

### Training Topics Include

- Project Management
- Building Maintenance
- Road Maintenance
- Mobile Equipment
- Maintenance Management Standards
- Database Software: Maintenance and Management Operating Systems
- Works Supervision
- Workplace Safety

**Note:** Each of the above have several courses within the topic area.





## Works and Works Management

### Partners

Training is provided in partnership with the NWT Housing Corporation, the State of Alaska's Department of Transportation and Public Facilities, Public Works and Services and Department of Transportation, Government of the Northwest Territories, and the Northern Alberta Institute of Technology.

### Program Advisory Committee

- Dennis Althouse, Superintendent of Public Works, City of Yellowknife
- Perry Heath, Manager, Capital Planning and Infrastructure, Municipal and Community Affairs, Government of the Northwest Territories
- Kim Hawkins, Senior Maintenance Advisor, Yellowknife, Public Works and Services, Government of the Northwest Territories
- Gil Lafferty, Capital Planner, South Slave, Municipal and Community Affairs, Government of the Northwest Territories
- Wayne Lennie, Capital Planning Officer, Sahtu, Municipal and Community Affairs, Government of the Northwest Territories
- Peter Nogasak, Works Foreman, Hamlet of Tuktoyaktuk
- Tom Matus, Senior Administrative Officer, Village of Fort Simpson
- Mike Yakabuski, Senior Researcher, Yellowknife, Municipal and Community Affairs, Government of the Northwest Territories

### Program Results: 2006-2007

**Participants:** 127

**Courses:** 11 and 6 Regional Capital Planning Workshops.

**Hours of instruction:** 490

**Communities involved:** 28

- 100% satisfied or better with content, instruction and coordination.

### 2007-2008 Development Plans:

- Development of a base of northern instructors
- Piloting Building Operation course



## Public Safety

### Program Focus

The Bylaw Enforcement Officer Program trains community government staff and residents in the skills and knowledge necessary to ensure and promote public safety. The School also provides an opportunity for networking between Bylaw Officers in the NWT.

### Program Objectives

- To advance skills, knowledge and abilities of Bylaw Officers.
- To deliver Bylaw Enforcement Officer training Level I and Level II in targeted communities.

### Training Topics Include

#### Level I:

- Appointments, Duties, Authorities and Powers
- Bylaw Development
- Bylaw Equipment and Budgets
- Public Relations and Council Liaison
- Client, Analyzing and Acquiring Information, Partnership, Response, Assessment (C.A.P.R.A.)
- Officer Safety
- Enforcement
- Investigation
- Arrest and Release
- Court and Prosecution



## Public Safety

### Level II:

- Communications
- Conflict Resolution
- Administrative Strategies
- Self Care
- Bylaw Officer Skills
- Burn-out Stress and Trauma

### Partners

Segments of this program have been offered in partnership with the Department of Justice, and the RCMP.



## Information Technology

### Program Focus

Computer skills are consistently identified as an essential training need among northern community government staff. The School's IT program responds to this need with introductory and intermediate computer courses that enable community government staff to perform their duties in a computerized environment. Participants build technical skills that will enable them to be successful in their jobs.

### Program Objectives

- To provide opportunities to learn new and enhance existing computer skills needed for community government positions.
- To prepare students for the technologically advanced workplace.

### Training Topics Include

- Computer Basics: Introduction to Windows XP
- Word Processing: Microsoft Word levels 1 through 3
- Spreadsheets: Microsoft Excel levels 1 through 3
- Databases: Microsoft Access levels 1 through 4
- Presentations and Design: Microsoft PowerPoint levels 1 and 2
- Communications: Microsoft Outlook levels 1 and 2

### Program Advisory Committee

- In Development

#### Program Results: 2006-2007

Participants: 28

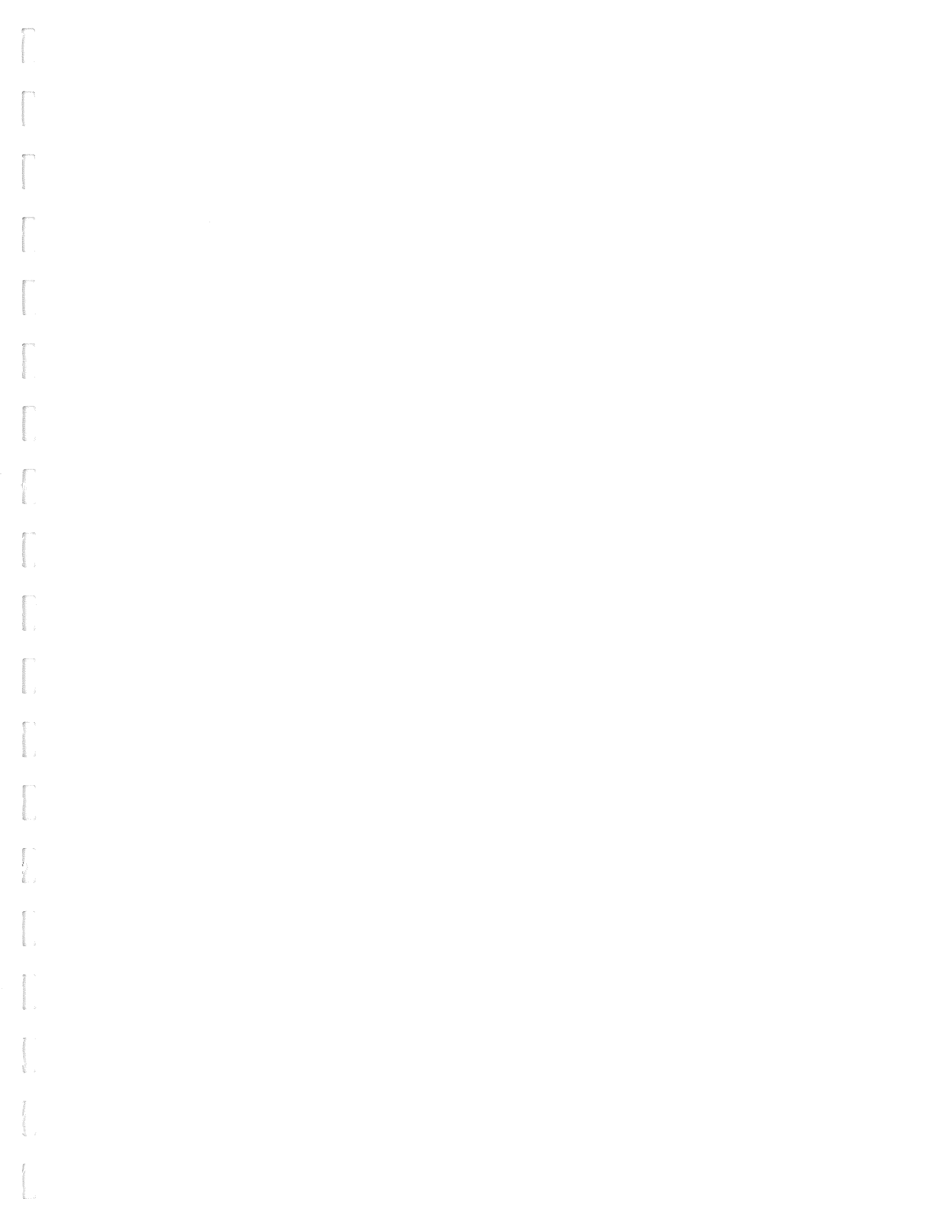
Courses: 3

Communities involved: 13

- 100% satisfied with course delivery, instruction, and content.
- 2 computer labs including 33 computers can be transported to communities and networked for training.

#### 2007-2008 Development Plans:

- Research and begin testing some blended deliveries that include web delivery and correspondence.



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