



20th Anniversary 2009 FALL CONFERENCE

WEDNESDAY SEPTEMBER 16
THROUGH
FRIDAY SEPTEMBER 18

Don't forget to bring baskets for the Auction

To Register

Return completed Form & Payment by September 11, 2009

TO: WACE
Attention: Orlando Howell
P.O. Box 617
Hoquiam, WA 98550 by mail, or
FAX: (360) 538-0938

Accepted Method of Payment

Check, Money Order, Cashier Check, & Purchase Order
(Not set up for Credit Card payments at this time)

FOR ADDITIONAL INFORMATION

OR QUESTIONS:

Please contact WACE Treasurer, Orlando Howell

(360) 532-5700 x251 or ohowell@cityofhoquiam.com

**THURSDAY DINNER WILL BE
AN OLD FASHIONED COOKOUT INCLUDING
BURGERS, CORN-ON-THE-COB, WATERMELON
ENTERTAINMENT PROVIDED BY:
POW WOW DANCERS FROM THE GREAT NORTHWEST HISTORY**

CONFERENCE LOCATION



Icicle Inn

505 Hwy 2, Leavenworth, WA
www.icicleinn.com

*Make your reservations early,
rooms fill up fast!*

For reservations call 509-548-7000

Room rates per night are:

1 bed, 1 Person, \$85.00

1 bed, 2 People, \$95.00

2 beds, 2-4 People, \$95.00

Interested in Room Sharing to reduce costs?

Contact Steve Manske (253) 798-3154

There is a full breakfast buffet for those staying at the hotel.

CONFERENCE FEES

Full Conference: \$250 WACE members, \$290 for non-members - (includes annual membership fee)

Single Day Rates Available: See

REGISTRATION FORM

No refunds after September 11, 2009

Conference fee includes:

Lunch – Wednesday, Thursday, & Friday & Dinner – Thursday night.



2009 FALL CONFERENCE REGISTRATION FORM

September 16, 17, & 18, 2009
8:30 am—5:00 pm

Icicle Inn Best Western
505 Hwy 2, Leavenworth, WA
www.icicleinn.com
509-548-7000

Member Name: _____

Title: _____

Department: _____

Mailing address: _____

Phone Number: _____ Fax No: _____

E Mail: _____

Register for:

- Full conference—\$250 members/ \$290 non members** (includes annual membership fee)
- | | | |
|---|--|---|
| <input type="checkbox"/> Wednesday , 9/16/09 | <input type="checkbox"/> Thursday , 9/17/09 | <input type="checkbox"/> Friday, 9/18/09 |
| \$125 member/\$165 non-members | \$150 member/\$190 non-member | \$75 member/\$115 non-member |
| Includes Lunch | Includes Lunch & Dinner | Includes Lunch |

Method of Payment:

Check, Money Order, Cashier Check, Purchase Order
(sorry, not set up for credit card payments at this time)

Return Completed Form & Payment Information by **September 11, 2009**

MAIL TO: 

WACE
Attention: Orlando Howell, Treasurer
P.O. Box 617
Hoquiam, WA 98550
Fax Number: (360) 538-0938

20th ANNIVERSARY WACE FALL CONFERENCE AGENDA

Wednesday, September 16

7:00 am *Breakfast—Main Floor Restaurant*

8:30 Introduction of Board members, conference and membership announcements, schedules for elections

9:00-12:30 **THE BUSINESS OF LISTENING** *Instructor: Janaki Severy*



Janaki Severy is committed to supporting her clients to reach their goals. She creates an atmosphere of trust, which allows for proactive intervention and change and encourages possibility thinking. Her energy and spontaneous sense of humor are evident in all the work she does. Janaki assesses training and development needs so clients align training with business strategies and receive a return on investment. She excels at executive coaching, training design and delivery, group facilitation and public speaking. For over 25 years, she has successfully created learning environments that facilitate honest group interaction. She was lead trainer with Malandro Communication, Inc. providing sales, negotiations, leadership, teambuilding training and executive coaching. She is a former VP of client services for Seattle Office Right Management Consultants and she founded Managing Dynamics LLC in 1999. (Formerly known as Management Dynamics)

It has been proven that we listen most intently when we can gain or lose something by doing so. That means we listen with focus to our senior boss and often not as well to our spouse or children. Many employees list “not being listened to” at work as a number one concern causing them to feel invisible and undervalued. This workshop is designed to assist participants to understand the psychology of listening and how listening skills can be learned. It will also address behaviors that enhance listening success. You will learn why we need to listen and the barriers to effective listening. In addition, you will assess your listening skills and learn how to manage your listening distractions. In addition, you will learn the three levels of listening and the benefit of each. Participants will learn how to listen with improved attention and focus to all types of conversations, important meetings, loved ones, and more. Using these skills will dramatically enhance work and personal relationships

Sample Concepts Covered

- Listening Assessment: “How well do you listen”
- Concepts About Presence: A Quality of Listening
- Barriers and Bridges to Listening.
- How to Reduce Poor Listening Habits
- Whole Body Listening
- 50 Reasons to Become A Good Listener
- Your Action Plan

LUNCH 12:30 pm—1:30 pm

1:30-5:00 **TENANT LANDLORD ISSUES DURING THESE TRYING TIMES** *Instructor: Carl Palmer*



THE INDIVIDUAL PRO BONO AWARD is presented in recognition of the individual's consistent and diligent representation of pro bono clients.

While this annual award recognizes Palmer for his work in the past year, Palmer has been a pillar in the pro bono volunteer community for more than a decade. Since 1998, Palmer has provided pro bono legal service in some 113 cases for the KCBA's various legal services programs. Over the years, he has primarily volunteered at the Housing Justice Project (HJP), but in 2001 Palmer also was recognized by the KCBA for his tireless contributions in providing legal advocacy for other Community Legal Services programs.

“Carl's breadth of experience on condominium law, zoning and other real estate issues serves him well in analyzing complex cases and finding innovative solutions,” said Merf Ehman, former HJP director. Palmer's successful history of defending the rights of low-income tenants in unlawful detainer actions has helped countless clients and benefited their lives for the better.

In addition to Ehman, those who have had the privilege of working with Palmer are eager to praise his dedication, his knowledge and his professionalism. It becomes clear that there are some universal truths about Carl Palmer.

He is known and admired for his ability to relay the harsh realities to tenants in a compassionate, respectful and honest manner. He is an inspiration to other volunteer attorneys because he is undaunted by the occasional HJP clients who have behavior issues. He is willing to take on even the most complex and bizarre case, if it means helping a tenant save his or her home. Palmer has even tackled a case involving goats, blackberries, dogs and land-use issues, along with nonpayment of rent, and managed to successfully advocate for his client based on a constructive eviction theory.

Thursday, September 17

7:00 am **Breakfast—Main Floor Restaurant**

9:00—11:45 **Code Enforcement Appeals**

Instructor—Betty Cruz, Code Enforcement Officer
& WACE Board Member

Learn to prepare for a hearing using PowerPoint. Spruce up your appeals for civil violation hearings using PowerPoint for your presentations!

For those who know how to put an appeal together, have you ever considered using PowerPoint to add pizzazz to your presentation? For those who have never put an appeal together, learn the steps needed to prepare your appeal using PowerPoint as a resource. Some officers may not be required to put an appeal together themselves or present to the hearing examiner-lucky you! However, we know things change. If you ever have to work for an entity that relies on the Code Enforcement Officer to assemble and present an appeal, this class will provide you with the tools needed assemble an appeal with style. This class will serve both the well practiced Code Enforcement Officer as well as those new to the field.

Betty Cruz, Code Enforcement Officer with the City of Bellevue, has 15 years experience as a Code Enforcement Officer and in presenting appeals using PowerPoint.

12:45-3:45 **STRATEGIES FOR MOTEL ABATEMENT** **Instructor**—Lakewood Staff

Lakewood has been very successful in the process of cleaning up the motels with bad reputations and that create a blight on the neighborhood.

This session will examine how the City of Lakewood performs code enforcement and abatement procedures with respect to motels that become problems. Lakewood staff will be present to provide information regarding their experiences, established procedures and give examples of their successes.

Lakewood staff include:

Marc Amrine, Senior Planner

Ron Baer, Combination Building Inspector and Enforcement Officer

Doug Price, Enforcement Officer

A member of the Lakewood Police Department

Questions and answer session

3:45-5:45 **HELP WITH VEHICLE COMPLAINTS!** **Instructors**—Troy Giddings and Jeff Larson, WSP

Trooper Troy J. Giddings – Trooper Giddings has worked for the Washington State Patrol since April 1993. He has been assigned the duties of Wrecking Yard Inspector since 2003. He is a VIN Specialist, and has been trained to locate and properly identify Vehicle Identification Numbers (VIN's). While in this position Trooper Giddings has served search warrants on multiple wrecking yards, as well as assisting health, DOE and various other agencies with illegal wrecking yards. He has assisted in establishing a team that has the ability to address concerns of environmental dumping and criminal environmental violations. This group will be comprised of ecology, health department, water and land, code enforcement and EPA. He attended the Western States Project, introduction to Criminal Environmental Investigations in 2005, and in May of 2006 he attended Advanced Environmental Crimes training in Glynco, Georgia hosted by the US EPA. Trooper Giddings has instructed for numerous public agencies as well as private industry in multiple patrol positions, many code enforcement issues, and training.

WHAT CONSTITUTES AN ILLEGAL WRECKING YARD? Who to call, what the State requires, consequences, how to “team up”.

CURB STONING AND ILLEGAL DEALERS With the help of the Washington State Patrol, put them out of business on your street corners and front yards.

The number of vehicles you can sell without a license, Shade Tree Mechanics, when should a site be reported as a wrecking yard?

Question and answer session

THURSDAY EVENING

**JOIN US AROUND THE CAMPFIRE, UNDER THE STARS OF LEAVENWORTH,
FOR AN OLD FASHIONED COOKOUT INCLUDING
BURGERS, CORN-ON-THE-COB, WATERMELON
ENTERTAINMENT PROVIDED BY:
POW WOW DANCERS FROM THE GREAT NORTHWEST HISTORY**

Friday, September 18

7:00 am **Breakfast—Main Floor Restaurant**

9:00—12:00 **PROVIDING EXCELLENT SERVICE THROUGH COORDINATING CODE COMPLIANCE
WITH COMMUNITY MEDIATION** *Instructor—Andrew Kidde*

Andrew Kidde is Co-Program Manager for the Bellevue Neighborhood Mediation Program, where he trains and supervises volunteers who mediate a variety of neighborhood and community disputes. Mr. Kidde also conducts group facilitations, conflict resolution trainings, and public involvement workshops for the Planning Department of the City of Bellevue. From 1994 to 2006, Mr. Kidde had a family law and mediation practice in Seattle where he mediated hundreds of family matters. Mr. Kidde is a mentor mediator with the King County Dispute Resolution Center, and a certified mediator and former Board member of the Washington Mediation Association. Mr. Kidde has extensive experience as a dispute resolution trainer in the Seattle area. He has a JD from Seattle University School of Law and a Masters degree in planning from Cornell University.

This mediation class will include role playing assignments to some of our volunteer officers. The class offers time for questions, answers and officer impute.

BROWN BAG LUNCH 12:00 pm **WASHINGTON STATE RETIREMENT** (Optional)

Presentation, question and answer session. This session will also include discussions re: Senate Bill 6157, which relates to retirement plan 1, 2 or 3 to include compensation forgone by the participant during the 2009-2011 fiscal biennium as a result of reduced work hours, voluntary leave without pay or temporary furloughs if the reduced compensation is an integral part of the employer's expenditure reduction efforts as certified by the employer.

RECESSION HITS HARD

Along with the rest of the world, our government agencies have been hit hard by this grueling recession. WACE has heard from numerous members (including executive board members), who may not be able to attend the conference this year due to significant cutbacks across the board. To ease this distress, the Executive Board would like to know if there are members that wish to share rooms with other members to reduce costs. If you would like to share a room with another member, please contact WACE Board member Steve Manske (Pierce County Code Enforcement Officer), via email at smanske@co.pierce.wa.us. Steve will keep track of the members who need to share rooms and will match you up with another member who has space available in their room.

We hope this effort will help ease the problems associated with finances for your municipality, so you may attend fall conference this year. If you have additional questions about this, please contact Steve directly at 253-798-3154 or email smanske@co.pierce.wa.us.

FALL CONFERENCE CHANGES

We understand the importance of attending conference for continued education, net-working, etc. However, due to the current economic situation many members may be unable to attend the entire conference.

This being said, your WACE Board recently met and approved a request to allow individuals to attend conference for one day of training instead of the entire conference. If you are interested in doing this, please contact Orlando Howell at ohowell@cityofhoquiam.com

The cost by day will be as follows:

WED: \$125 current pd WACE member or \$165 expired/non-member (Lunch Included)
THUR: \$150 current pd WACE member or \$190 expired/non-member (Lunch & Dinner Included)
FRI: \$75 current pd WACE member or \$115 expired/non-member (Lunch Included)

If you have a question regarding your membership status, please contact Robin Blair at (360)755-2307 or robinb@ci.burlington.wa.us