



ENGAGING - ENLIGHTENING - EMPOWERING

# MBA 18 SYMPOSIUM

Canada's Leading Conference for Managers and Staff of Youth Programs

**Wednesday, October 24**

**Thursday, October 25**

Pre-Symposium Workshop Tuesday, October 23

**Art Gallery of Hamilton**



LET'S TALK GENERATION



Join the conversation [#MBA4Youth18](#)

Keener Registration Deadline  
September 12 (SAVE UP TO \$120)

Early Bird Registration Deadline  
October 3 (SAVE UP TO \$60)

Registration Deadline  
October 17

**PLAY WORKS**  
Partnership for Active and Engaged Youth





# The MBA 18 Symposium, October 24 & 25 and Pre-Symposium Workshop, October 23

Parks and Recreation Ontario (PRO) is pleased to present the MBA Symposium, which has been providing educational sessions and networking opportunities for over 16 years. If you work or volunteer in a community-based program for youth ages 13-19 years, this is an event not to be missed! It is the single most important and largest training event in Ontario for managers and staff of youth development programs.

The MBA Symposium is designed to **ENGAGE, ENLIGHTEN** and **EMPOWER** staff of youth development programs in order to improve the quality of services provided to youth in communities. **MBA** - it's the **More and Better Approach** to working with youth!

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RECREATION DEVELOPMENT CONSULTANT  
City of Hamilton

Wendy Legros  
HEALTH PROMOTER  
Porcupine Health Unit (Timmins)



**NETWORKING**



**SESSIONS**



**PLENARIES**



**INTERACTIVE DEMOS**

## MBA 18 Symposium Details

Pre-Symposium Workshop, October 23 (additional fees applies)

Registration: 8:30 am

Workshop: 9:00 am - 4:00 pm

MBA Symposium, October 24 & 25

Registration: 8:30 am each day

Symposium: 9:00 am - 4:30 pm each day

**Location:** Art Gallery of Hamilton, Hamilton, ON. For information about the venue go to [www.artgalleryofhamilton.com](http://www.artgalleryofhamilton.com).

**For more information:** Contact 416-426-7142 or email [pro@prontario.org](mailto:pro@prontario.org).

Additional Symposium brochures can be downloaded from <https://www.prontario.org/training/MBA>



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**JOIN THE CONVERSATION #MBA4Youth18**



# The MBA 18 Symposium, October 24 & 25 and Pre-Symposium Workshop, October 23

## AT A GLANCE

### Tuesday, October 23

8:30 am - 9:00 am Pre-Symposium Workshop Registration  
9:00 am - 4:00 pm Pre-Symposium Workshop

### Wednesday, October 24

8:30 am - 9:00 am Registration and Information Desk Open  
9:00 am - 9:15 am Symposium Welcome  
9:15 am - 10:25 am Concurrent Sessions  
10:30 am - 11:40 am Concurrent Sessions  
11:40 am - 12:00 pm Networking Event  
12:00 pm - 12:45 pm Networking Lunch  
12:45 pm - 1:55 pm Concurrent Sessions  
2:00 pm - 3:10 pm Concurrent Sessions  
3:10 pm - 3:20 pm Refreshment Break  
3:20 pm - 4:20 pm Plenary Address  
4:20 pm - 4:30 pm Closing Remarks

### Thursday, October 25

8:30 am - 9:00 am Registration and Information Desk Open  
9:00 am - 10:40 am Presentation and Collaboration Session  
10:50 am - 12:00 pm Concurrent Sessions  
12:00 pm - 1:00 pm Networking Lunch  
1:00 pm - 1:15 pm Interactive Demo Part 1 (Hosted by Experience Groove)  
1:15 pm - 2:25 pm Concurrent Sessions  
2:25 pm - 2:35 pm Refreshment Break  
2:35 pm - 2:45 pm Interactive Demo Part 2 (Hosted by Experience Groove)  
2:45 pm - 4:15 pm Plenary Address  
4:15 pm - 4:30 pm Closing Remarks and Celebration

## ACCOMMODATIONS

For overnight delegates we are pleased to offer special rates at the Sheraton Hamilton, across the street from the Art Gallery of Hamilton.

Single night Standard Rooms: one king bed or two queen beds \$149.00 plus HST.

Deluxe Rooms: one king bed with pull-out sofa \$159.00 plus HST.

Preferred room rates expire Monday, September 24, 2018. To book a room, call the Sheraton Hamilton directly at 1-888-627-8161 or book online at <https://www.starwoodmeeting.com/Book/ParksAndRecreationOntario2018>. Reference "Parks and Recreation Ontario" to get the preferred room rate. Preferred room rates are based on availability and are valid for one day before and one day after the MBA Symposium.



# THE MBA 18 SYMPOSIUM

**PRE -SYMPOSIUM WORKSHOP: TUESDAY, OCTOBER 23**

## **POSITIVE YOUTH DEVELOPMENT WORKSHOP 9:00 AM - 4:00 PM**

Positive Youth Development is an approach to intentionally structuring programs and services for youth so they can develop the skills and competencies needed to help transition them into adulthood. This day-long workshop provides youth development workers, recreationists, and youth program managers with an opportunity to:

- better understand the developmental needs of youth;
- learn about adolescent brain development and how it can influence program planning;
- hear about the 6 Cs, what they are and why youth need them;
- become aware of the online Intentional Youth Development resource; and
- benefit from becoming part of a network of those who support those aged 13 – 19 years.

Come prepared to listen, discuss, share and learn about fresh ideas in this interactive training event. Delegates coming just for the day will return to their agency, school or department armed with tools, resources and research designed to help their services be responsive and supportive with and for youth. Delegates staying for the MBA have the additional opportunity to meet more colleagues and enjoy even more experiential learnings over the following two days of sessions.

Presenter: **Brenda Whitehead**, Principal, keepingPACE Consulting



This workshop is being hosted at  
**Evergreen Hamilton Community Storefront**,  
294 James St N, Hamilton



There are **47** Youth Friendly Communities in Ontario.

They represent **42%** of Ontario's population.

Deadline to submit is **Jan 7, 2019**

[playworkspartnership.ca/youth-friendly-communities](http://playworkspartnership.ca/youth-friendly-communities)

# THE MBA 18 SYMPOSIUM

**DAY 1: WEDNESDAY, OCTOBER 24**

## **SYMPOSIUM WELCOME**

**9:00 AM - 9:15 AM**

## **CONCURRENT SESSIONS**

**9:15 AM - 10:25 AM**

### **1A: USING TECH TOOLS TO RECHARGE STAFF TRAINING**

Training youth staff is one of the most fundamental components of preparing your teams; but it can often be challenging to wade through the various methods or come up with new ways of running them. This session will highlight creative, innovative and engaging ideas you can adopt to enhance your staff training with technology. Discover cost-effective (or free) ideas you can use with your teams, including an internet-based quiz, knowledge review, discussion, and knowledge inquiry platforms. You'll also learn how popular smartphone applications can double as learning tools. Remember to bring (or share) your smart phones, tablets or laptops, as you will need them throughout this session for some hands-on learning!

Presenter: Marek Holke, Supervisor, and Colleen Oag, Recreation Coordinator, City of Brantford

### **1B: REPURPOSING AND REDEFINING YOUTH ENGAGEMENT**

Outdated trends often find a way of creeping back into people's lives and working with youth is no exception. The Town of Oakville Youth Services team has come up with innovative solutions to introduce initiatives that are not new concepts, but are redefined in ways that meet the needs of the youth that are engaged in your community today. Come and learn about starting up a Youth Council, introducing a positive ticket initiative in partnership with local police, offering a free community basketball program with grant-based funding and introducing mobile "Pop-Up" youth centres across the town. In this session, the youth services team will present "8 minute TED Talks" on each initiative highlighting takeaways such as, how to define a need within a community's youth, the positive outcomes associated with the "re-invention of the wheel" and the lessons learned.

Presenter: Jennifer McPetrie, Program Supervisor, and Jim Black, Chloe Seidner, Anna Taylor, Youth Recreation Assistants, Town of Oakville

## **CONCURRENT SESSIONS**

**10:30 AM - 11:40 AM**

### **2A: EMPOWERING YOUNG MOTHERS TO MAKE A BIG DIFFERENCE**

Parker's Project is a youth-led community collaborative project that investigated the needs of local Brantford/Brant County youth who are pregnant or parenting young children. The Project was designed to empower vulnerable youth to become change makers in their community. Discover how mentorship, training, and support allowed youth to lead and participate in a formative evaluation that investigated how community agencies could better support pregnant and parenting teens and increase inclusion. Show up ready for some fresh ideas and hear from two Parker's Project youth leaders who will discuss the project, their experience, and a current update on the direction the project is taking.

Presenter: Naika Thomas, Public Health Nurse, Brant County Health Unit and Youth presenters; Karen Gibbons, Pamela Paccheco, Jenny Moerschfelder, Sabrina Francis



# The MBA 18 Symposium

**DAY 1: WEDNESDAY, OCTOBER 24**

**CONCURRENT SESSIONS Cont'd**

**10:30 AM - 11:40 AM**

## **2B: EQUITAS SPEAKING RIGHTS: 5 STEPS TO CREATING YOUTH-LED COMMUNITY ACTION PROJECTS**

Come to learn about the Speaking Rights Community Action Project 5-step process. Discover how you can help youth become leaders and guide them into practicing leadership and life skills like critical thinking, empathy, and effective communication. This project will help identify ways that you can include human rights education in your youth programs, understand how human rights are reflected in your community, and engage youth in dialogue about issues that impact them. Learn how to get youth involved in promoting human rights and human rights values, and how to empower them to take the lead in identifying issues they would like to address, such as homelessness. By the end of this session, you will be familiar with the Equitas Speaking Rights approach and have the proper tools to take back and guide youth to participate and take on Community Action Projects!

Presenter: Ruth Morrison, Senior Program Officer, Canada Programs; Dennis Njoki, Youth Outreach Worker, FCJ Refugee Centre

**NETWORKING EVENT**

**11:40 AM - 12:00 PM**

## **#WEDNESDAYWALK THROUGH THE GALLERIES**

It's Wednesday and we're in the heart of Hamilton at one of Canada's oldest public art galleries so let's explore and connect with our new MBA friends. The Art Gallery of Hamilton's collection of modern Canadian art is one of the strongest in the country. Check out the *James Street North: Vintage Photographs by Cees and Annerie van Gemerden* and *Vivian Maier: Street Photographer* exhibitions and so much more.



**CONCURRENT SESSIONS**

**12:45 PM - 1:55 PM**

## **3A: BETTER UTILIZE SERVICES TO CONNECT WITH NEWCOMER YOUTH**

Learn how your community can work to better understand the needs of newcomers and how to connect families to municipal resources and support services. Discover how the City of Brantford used this goal to connect newcomer families to children's services, early learning opportunities, employment services, and recreation. Be ready to hear about the Spring 2018 Newcomer Needs Assessment and learn about the methods used, from focus groups with newcomers (arrived in Canada within the last 10 years), to a multi-lingual survey and in-depth interviews with City and Community stakeholders. Beyond the survey, explore how newcomer youth were identified and consulted to capture their insights and experiences, and document their particular needs. This session will highlight learnings from the community consultation process, and strategies established to enhance community capacity building, foster inclusion and minimize barriers for accessing social and recreational programming and services.

Presenter: Pamela Pacheco, Community Development Coordinator, City of Brantford; Sonia Meerai, Lecturer, Wilfrid Laurier University; Sophie Wang, Student, McMaster University

# THE MBA 18 SYMPOSIUM

## DAY 1: WEDNESDAY, OCTOBER 24

### CONCURRENT SESSIONS Cont'd

12:45 PM - 1:55 PM

#### **3B: HIT LIKE A GIRL: PIONEERING SAFE SPACE IN YOUTH PROGRAMS**

Hear the unique experience of a woman trying to train, participate and be accepted as a legitimate competitor in the male dominated world of full-contact jousting. This session will teach you how to analyze aspects of your programs and training to ensure the success of all participants, both proactively and re-actively, using 7 Strategies for Change. Key takeaways include learning about the challenges that girls face in youth programs, discussing strategies on how to speak to and about female participants, how to navigate the challenges of female participation, and how to apply the day's learnings to your current youth programs. Don't miss your chance to rediscover the responsibility we all have as role models, regardless of position; and unlearn and redefine what it means to hit like a girl.

Presenter: Jaclyn Ziemniak, Manager, Recreation Programs, York University

### CONCURRENT SESSIONS

2:00 PM - 3:10 PM

#### **4A: PHILANTHROTEENS AND NEW AGE ACTIVISM: BALANCING DIGITAL AND ANALOGUE ENGAGEMENT**

The City of Hamilton's Unfiltered Facts program recognizes this generation's desire to get involved and give back. Using case studies and examples from the last 15 years, discover the evolution of a model that is designed to offer youth an exciting and easy way to change the world. Learn how Hamilton's advocates join the program and select from an array of current campaigns (or create their own), both online and offline. By documenting and proving their involvement (e.g., sharing a photo on social platforms or completing activities from a menu of actions) they earn points towards "swag" and other valued incentives. This session will offer a candid sharing of experiences by youth and adult allies that highlight the inner world of "philanthroteens".

Presenter: Heather McCully, Health Promotion Specialist, City of Hamilton Public Health Services

#### **4B: THE POWER OF YOU(TH): HOW YOU CAN CREATE YOUTH LEADERS IN YOUR COMMUNITY**

The power of you(th) starts with you! As mentors and supporters of youth, it's important to understand youth engagement, recognize positive contributions to the community and value the unique and important perspectives youth bring. You can accomplish this by building civic engagement and supporting youth engagement to develop strong communities now and into the future. A successful city must welcome its youth and invest in action plans that attract young people to the community. What better way to do this than to create a Youth Council, where you can ensure the collective 'youth voice' is heard and represented. In this session, you will be presented with tools and techniques that support the development of a local youth council. By reviewing practical examples, proven strategies, and interactive exercises, get ready to leave feeling empowered, knowledgeable and ready to build a local youth council of your own.

Presenter: Jennifer Bucci, Recreation Coordinator Youth Services, City of Guelph; Youth Presenters

# The MBA 18 Symposium

## DAY 1: WEDNESDAY, OCTOBER 24

### PLENARY ADDRESS

**3:20 PM - 4:20 PM**

#### **BUILDING AND NURTURING YOUTH ADVISORY COMMITTEES**

Youth want to be engaged and have a voice in your community, but getting youth involved can often be a daunting task that takes time and requires a lot of know-how. Using the Township of Wilmot's model for a Youth Advisory Committee, explore how your community can use its own YAC as an effective tool for youth engagement. Hear from those who helped start the committee, and discover the challenges advisors faced in getting it up and running. Listen in on how to overcome barriers to participation such as transportation and competition from other priorities, and how you can apply these strategies. Get another perspective, as you hear from several youth members of the YAC. Leave this session with confidence that you have the knowledge to create sustainable groups that affect positive change for youth. This is a fantastic learning opportunity that will benefit anyone working with youth who want to improve engagement.

Presenter: Lacey Smith, Recreation Programmer, Township of Wilmot, Youth and Adult Advisors from Rural Youth Advisory Committees

### CLOSING REMARKS

**4:20 PM - 4:30 PM**



## DAY 2: THURSDAY, OCTOBER 25

### PRESENTATION AND COLLABORATION SESSION

**9:00 AM - 10:25 AM**

#### **CHECKING THE PULSE OF ONTARIO'S YOUTH SECTOR**

This session includes short presentations from industry leaders on current stats, trends and programs in the youth sector. In addition, participants will have the opportunity to collaborate and work through current challenges they face in their own programs and organizations.





# THE MBA 18 SYMPOSIUM

DAY 2: THURSDAY, OCTOBER 25

## CONCURRENT SESSIONS

10:45 AM - 11:55 AM

### 5A: COLLABORATIVE COMMUNICATION: LET'S START THE CONVERSATION

Find out the keys to engaging Indigenous youth in your programs. Take part in this highly interactive workshop that will answer all of your questions about collaborative methods of communication, through dialogue on shared/different experiences working with youth across Ontario. Learn about the best way to open up a brave space between youth and adult allies, how you can support young people in looking at the past and moving forward with Indigenous Governance and Leadership, and what meaningful youth-adult partnerships involve. End on a high note and engage in a World Café style activity that will focus on building capacity for solution-based conversation. This session will harvest the knowledge in the room to create a shared vision of how to best support young people across various sectors.

Presenter: Krista Bissiallon, Algoma Regional Lead, Youth Social Infrastructure Collaborative

### 5B: MENTAL HEALTH SERVICES TO HELP YOUTH TACKLE DEPRESSION AND ANXIETY

Don't miss your chance to hear from the Canadian Mental Health Association (CMHA) Ontario about two brand-new innovative self-help psychotherapy services that are being funded by the Ontario Government. Learn about Big White Wall, an online peer support and self-management tool for adults and youth 16+, coordinated by the Ontario Telemedicine Network; and BounceBack, a one-on-one telephone coaching program for adults and youth 15+, managed by CMHA Ontario and CMHA York and South Simcoe. Both services are available now and are free for adults and youth with mild to moderate depression and anxiety. Attend this session and discover how these services can benefit both the youth and staff you work with, and how easily Big White Wall and BounceBack can be integrated into your daily practices. Find out how to access professional and client-friendly resources while actively engaging in conversation about depression and anxiety.

Presenter: Hannah Mathews, Stakeholder Engagement Coordinator, Canadian Mental Health Association, Ontario Division; Harriet Ekperigin, Senior Lead, Ontario Telemedicine Network (OTN)

## INTERACTIVE DEMO

1:00 PM - 1:15 PM

InterACTIVE HEALTH BREAK Hosted by: **EXPERIENCE GROOVE**  
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## CONCURRENT SESSIONS

1:15 PM - 2:25 PM

### 6A: STRATEGIES FOR VISUALIZING AND SHARING DATA

Join the Youth Research and Evaluation eXchange (YouthREX) to learn creative strategies for visualizing and sharing your evaluation findings so your stakeholders can understand the REAL story of your program. In this session, we will briefly discuss the purpose, vision and principles of YouthREX's Framework for Evaluating Youth Wellbeing – a three-phase evaluation process specifically developed to guide youth programs to develop an evaluation plan, implement it and use the findings to improve their programs. We will focus on the third-phase of this framework – the Legacy Phase – that emphasizes the importance of sharing evaluation findings to support learning by both internal and external stakeholders. Data visualization and storytelling of your evaluation findings can be powerful tools that make it easier to understand and showcase your program's impact and guide changes when necessary to make sure that it is having the most impact for your youth participants. We will provide simple design principles that non-designers can use in data storytelling for different content types such as infographics and slide decks in addition to evaluation reports.

Presenter: Corliss Bean, PhD, Research and Evaluation Specialist, Sidney Shapiro, Research Assistant, and Henry Appiah, Research Assistant, YouthREX

# The MBA 18 Symposium

**DAY 2: THURSDAY, OCTOBER 25**

**CONCURRENT SESSIONS Cont'd**

**1:15 PM - 2:25 PM**

## **6B: YOUTH ACTION COUNCILS THAT YOUTH ACTUALLY WANT TO ATTEND**

Developing and supporting activities that encourage positive youth development, resiliency, and civic engagement are a priority in rural areas. In this session, listen to first-hand stories that will help you identify what steps you can take to start, and run a successful Rural Youth Action Council to fulfill those needs. Hear from various adult allies, who work directly with youth on how to develop a Youth Action Council in Rural Ontario, and come away with tips and insights from over 30 rural youth between the ages of 13-19, on what works and what doesn't. These anecdotes will show you how collaboration can help tap into existing resources to create ample opportunities for youth to not only participate in councils, but also pursue personal goals and live a high quality life.

Presenter: Gabby Ieropoli, Community Youth Resiliency Worker, Northern Wellington County; Taylor Keunen, Economic Development Assistant, Town of Minto and YAC Adult Ally; Trish Wake, Economic Development Officer, Township of Mapleton and YAC Adult Ally; Megan Raftis, Minto YAC Adult Ally; Erin Raftis, Past YAC Member.

**INTERACTIVE DEMO**

**2:35 PM - 2:45 PM**

**Brain Detox Hosted by: EXPERIENCE GROOVE**

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**PLENARY ADDRESS**

**2:45 PM - 4:15 PM**

## **EMPOWERING GEN Z: AGE-BASED PROGRAMMING STRATEGIES**

Forget the leaders of tomorrow! Be a part of the movement that celebrates and builds today's young leaders; leaders of their age-cohorts. While each age and stage offers its own challenges and limitations, there are equally powerful opportunities for growth, maturity and responsibility through age-based programming. Explore how to foster effective group formation, nurture leadership and empowerment and motivate active participation through age-based cohort and generation program design. This hands-on workshop will present simple yet powerful strategies based on proven research and methodology. Professionals working with youth in any area of recreation programming will leave with new tools to effectively and successfully impact their participants. Just like Gen X and Y before their, Gen Z offers tremendous potential; the difference lies in how to maximize that potential and shape today's leaders as well as tomorrow's.



Presenter: Tamara Rebick, M.Ed, Founder & Chief Experience Officer, CORIPHERY Holistic Consulting Solutions

**CLOSING REMARKS AND CELEBRATION**

**4:15 PM - 4:30 PM**

At the end of the Symposium, participants will have graduated with their MBA certificate of participation. This certificate confirms attendance as well as the learnings they achieved throughout the event. Participants will leave refreshed and encouraged to implement their newfound knowledge and share this with their colleagues.

# THE MBA 18 SYMPOSIUM

## REGISTRATION INFORMATION AND FEES

Find out why it is called **M**ore and **B**etter **A**pproach Symposium

**EXPERIENCE** two leading-edge plenary addresses

**BUILD** new relationships during lunches and before sessions

**ADDRESS** your priority issues with 12 sessions from which to choose

**ENGAGE** with facilitators, practitioners and youth presenters

### IMPORTANT DATES

**Keener Registration Deadline:**

SEPTEMBER 12 (SAVE UP TO \$120)

**Early Bird Registration Deadline:**

OCTOBER 3 (SAVE UP TO \$60)

**Registration Deadline:**

OCTOBER 17

### WHO SHOULD ATTEND

Managers/Directors and Staff of Youth:

- Art Programs
- Recreation Programs
- Health Promotional Programs
- Sport Groups
- Educational Programs
- Culture Groups
- Youth Advisory Groups
- Justice Projects
- Employment and Social Service Programs

### MBA 18 SYMPOSIUM FEES

To view all registration item fees and options please visit - <http://bit.ly/MBA18Registration>

* Member Rates	Keener Bird September 12		Early Bird October 3		Regular October 17	
	Rate	Rate w/HST	Rate	Rate w/HST	Rate	Rate w/HST
<b>MBA Symposium</b>	\$349	\$394.37	\$389	\$439.57	\$429	\$484.77
<b>Pre-Symposium Only</b>	\$189	\$213.57	\$209	\$236.17	\$229	\$258.77
<b>MBA and Pre-Symposium</b>	\$478	\$540.14	\$538	\$607.94	\$598	\$675.74

Non-Member Rates	Keener Bird September 12		Early Bird October 3		Regular October 17	
	Rate	Rate w/HST	Rate	Rate w/HST	Rate	Rate w/HST
<b>MBA Symposium</b>	\$389	\$439.57	\$429	\$484.77	\$469	\$529.97
<b>Pre-Symposium Only</b>	\$229	\$258.77	\$249	\$281.37	\$269	\$303.97
<b>MBA and Pre-Symposium</b>	\$558	\$630.54	\$618	\$698.34	\$678	\$766.14

\* Members are members of Parks and Recreation Ontario or other CPRA Provincial/Territorial Parks and Recreation Association

**REGISTER ONLINE TODAY AT <http://bit.ly/MBA18Registration>**



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1 Concorde Gate, Suite 302  
Toronto, ON M3C 3N6  
T: 416-426-7142 E: [pro@prontario.org](mailto:pro@prontario.org) W: [www.PROntario.org](http://www.PROntario.org)

# THE MBA 18 SYMPOSIUM

## GENERAL INFORMATION

### BRINGING SWAG AND PROMOTIONAL MATERIALS

If your agency/department has t-shirts, pens, bags, hats, mugs or other promotional items that you give away to staff or volunteers, please bring them along. SWAG draws are held throughout the MBA Symposium. In addition to coming away with a great gift, you may also get great ideas for promotional items.

### ACCESSIBILITY AND DIETARY NEEDS

The Art Gallery of Hamilton is physically accessible. Staff are able to accommodate most dietary needs, provided these needs are identified in advance. Please be sure to include this important information on the registration form. For more information on accessibility, please contact Parks and Recreation Ontario and reference the Accessibility Standards for Customer Service.

### FULL MBA 18 SYMPOSIUM DELEGATE PACKAGE

The full MBA Symposium registration includes two plenary addresses, a choice of concurrent sessions, materials, refreshment breaks and two lunches. Accommodations, dinner(s) and breakfast(s) are not included.

### HOW TO REGISTER

Register online at <http://bit.ly/MBA18Registration> with VISA, MasterCard or by cheque. All registrations require payment before they are processed and invoices must be paid before the event.

### MEMBERS AND NON-MEMBERS

Members are individuals who are members of Parks and Recreation Ontario or are delegates from out of province, who are members of Canadian Parks and Recreation Association Affiliated Provincial/Territorial organizations.

Non-Members are encouraged to attend this event. An increasing number of delegates come from health promotion and community agencies.

### REFUNDS AND CANCELLATIONS

A 20% administration fee will be applied to all cancellations prior to October 4. A fee of 50% will be applied to cancellations made between October 4 and October 16. Cancellations made after October 16 are non-refundable. However, registrations are transferable. All requests for cancellations, or transfers must be submitted in writing to [pro@prontario.org](mailto:pro@prontario.org).

### ENVIRONMENTAL SUSTAINABILITY

Supporting sustainable environments is part of PRO's vision. The MBA Symposium supports this vision by selecting our venue, the Art Gallery of Hamilton, which implements many sustainability initiatives. We encourage and use electronic handouts and resources wherever possible. Participants are always encouraged to bring water bottles. For more information email [jpelletier@prontario.org](mailto:jpelletier@prontario.org).

### EVENT ATTIRE

The MBA 18 Symposium is a casual event. Please dress accordingly.

### QUESTIONS ON HOW TO REGISTER

Call 416-426-7142; Monday - Friday •9 a.m. - 5 p.m or email [pro@prontario.org](mailto:pro@prontario.org)