



CTX SPRING 2018 **TENTATIVE**

CONFERENCE SCHEDULE

Thought for the day:

Wednesday, March 21, 2018

- 7:45 am – 9:15 am **Continental Breakfast Buffet**
- 8:00 am – 9:15 am **Visit Vendor Exhibits**
- 8:00 am – 9:30 am **Registration**
- 9:15 am **Opening of Conference and Welcome** - Launa Goslee - CTX President, Keith Lindelow -
Welcome from the Water's Edge, Noel Bishop - Welcome from Westbrook First Selectman
- 9:30 am **Introduction of Vendors**
- 10:00 am – 12:00 pm **Stop the Bleed – U.S. Dept. of Homeland Security National Training Program** - Paul
Brooks – U.S. Department of Homeland Security, Office of Health Affairs, EMS Program
Manager joined by EMS personnel from surrounding municipalities
- 12:00 pm – 1:00 pm **Lunch Buffet**
- 12:30 pm – 1:00 pm **Visit Vendors' Exhibits**
- 1:00 pm – 1:45 pm **Legislative Update** – Michael S. Dugan from Capitol Consulting, LLC (provided his schedule
permits), joined by William Donlin, CCMC – Cheshire, and David Kluczowski, CCMC –
Fairfield
- 1:45 pm – 3:30 pm **COOP – Continuation of Operations Plan** – Joseph R. Sastre, Director at Groton Office of
Emergency Management - "Failing to Plan is Planning to Fail" What to do if your normal
place of business is wiped out due to disaster, natural or otherwise
- 3:30 pm – 3:45 pm **Snack Break**
- 3:45 pm – 4:30 pm **Stress & Anxiety Management**, Annmarie H. Cox, Anthem Learning Center
- 4:30 pm – 5:00 pm **Visit Vendors' Exhibits**
- 5:00 pm – 6:45 pm **Buffet Dinner**
- 7:00 pm **Gallery Reading**, Salicrow, Natural Psychic Medium
- 7:00 pm **Hospitality opens** – an option for those who choose to forego the planned entertainment



CTX SPRING 2018 **TENTATIVE**

CONFERENCE SCHEDULE

Thought for the day:

Thursday, March 22, 2018

- 6:30 am – 7:30 am **Early morning walk** - meet in the Lobby
- 8:00 am – 9:30 am **Registration**
- Visit Vendor Exhibits**
- Continental Breakfast Buffet**
- 9:15 am – 9:45 am **Introduction of vendors**
- 9:45 am – 12:00 pm **Customer Service for Municipal Employees** – Rosalyn Davis, Anthem Learning Center
- 12:00 pm – 12:30 pm **Visit Vendor Exhibits** (last time before they pack up)
- 12:30 pm – 1:30 pm **Lunch Buffet** – Vendor Gifts, Vendor Card Drawing, Raffle Drawings
- 1:30 pm – 2:00 pm **15% Collection Fee** – the correct way to charge 15% on partial payments to collection accounts, to clear up any confusion remaining since last year
- 2:00 pm – 3:30 pm **Basics of Cyber Risk** – Whom to contact in the event of a breach, system backup protocols, best practices to protect data: passwords and practices, trends and emerging cyber threats – Joey Barbera, CIRMA
- 3:30 pm – 5:00 pm **Deaf Awareness and Sensitivity Training** – Stacy Kluczowski
- 5:00 pm **Hospitality opens**
- 6:00 pm – 7:00 pm **Cocktail Reception**
- 7:00 pm – 10:00 pm **Banquet Dinner** – President’s Award, Door Prizes, 50/50, Installation of new officers, cash bar, DJ
- 10:00 pm **Hospitality opens**



Thought for the day:

Friday, March 24, 2017

8:30 am – 9:30 am **Full Breakfast Buffet**

9:30 am – 9:45 am **Business Meeting**

9:45 am – 11:45 am **Chapter 13 Bankruptcy** -- The new bankruptcy trustee will be on hand to discuss the process and listen to our input regarding how to handle municipal claims, a great opportunity to learn AND be heard.