43RD ANNUAL RFP CONFERENCE & TRADE SHOW









RED DEER, ALBERTA



WORKING TOGETHER FOR THE FUTURE

APRIL 26-29, 2020





EXECUTIVE DIRECTOR'S WELCOME







Welcome to Conference 2020 Vision: Working Together for the Future. As we near the next decade, recreation facility operators are finding it more challenging to provide programs and services. It is becoming important to find new, and innovative ways to reach our goals and contribute to active communities. We look at many avenues: reducing programs and services or increasing fees are short term solutions. We need to look beyond. One preferred way is working together to form collaborations and partnerships. This year's conference gives you the opportunity to connect with others who face similar challenges and gain knowledge that will benefit your communities.

Once again, the Board of Directors, as your conference committee, has developed an agenda committed to providing you with sessions for personal and professional growth. I hope that you can take away information that will help you maintain the high standard of quality recreation provision that is Alberta's reputation. At the same time, you can also participate in the social program to meet past, present and new members of the Association. Reconnecting is always one of the enjoyable features of conference.

On behalf of the Board of Directors, conference organizers and staff, I would like to welcome all delegates to this year's conference. I hope you can leave with everything that you hoped you would gain from this experience. Have a great conference.

Willie Jurcevic
Executive Director AARFP









Welcome Message from the Mayor

On behalf of Red Deer City Council, The City of Red Deer, and the over 100,000 local citizens and 400,000 regional citizens we serve, it is a privilege to welcome participants to the 43rd annual Alberta Association of Recreation Facility Personnel (AARFP) Conference.

The AARFP has been hosting this conference for many years, and this year Red Deer is proud to welcome over 300 participants to the community we are fortunate to call our home.

I would like to personally thank and commend the leadership, staff and volunteers from the AARFP for choosing Red Deer as your host city. Red Deerians pride ourselves in our community's recreation excellence, so it is a privilege to welcome you all to enjoy the Red Deer we are and are becoming.

We hope that those of you who are our guests to our community will enjoy all that Red Deer has to offer during your stay in Alberta's emerging city.

Her Worship Mayor Tara Veer The City of Red Deer

ACCOMMODATIONS



HOST HOTEL: CAMBRIDGE RED DEER HOTEL – 3310 - 50 Ave, Red Deer, AB T4N 3X9













ALL BOOKINGS AT THIS PROPERTY IS A MINIMUM STAY OF 3 NIGHTS WITH 1 NIGHT NON-REFUNDABLE BOOKING DEPOSIT PER RESERVATION.

Deluxe, Patio Side and Traditional Room at \$159.00 Club Floor Room at \$189.00 Suite at \$229.00

Check In Time: 3:00pm Check Out Time: 11:00am

Reservations can also be made by calling 1-800-662-7197 or by email to reservations@cambridgereddeer.com and requesting the Alberta RFP Conference rate.

Directions

Directions from the Red Deer Regional Airport (11km)
3 flights daily from Calgary International Airport to Red
Deer Regional Airport

- Turn right out of the Airport parking lot and follow road to Highway 2A
- Turn North on Highway 2A for approximately 11km and continue onto Taylor Drive in Red Deer
- Continue on Taylor Drive and turn right onto 32 Street
- Cambridge Red Deer will be located on the left side of 32nd Street
- From the North (Edmonton International Airport) Go South on Highway 2
- From the South (Calgary International Airport) Go North on Highway 2
- Take the 32 Street Exit into Red Deer
- Follow 32 Street approximately 2km to Gaetz Avenue
- Cambridge Red Deer will be located on the left side of 32nd Street

If the reservation is cancelled the booking deposit is non-refundable

Note: Group rate expires on March 18, 2020

SANDMAN HOTEL – RED DEER – EXHIBITOR AND SPONSOR HOTEL BOOKINGS

For all those who typically only book one night in a hotel, the night of the Trade Show.

Sandman Hotel, Red Deer: 2818 Gaetz Avenue | Red Deer AB | T4R 1M4

Standard rooms with 2 Double Beds at a rate of \$109.00 per room per night.

Standard rooms with 1 Queen Bed at a rate of \$109.00 per room per night.

Included in the above rates is a \$10 gift card to the guests' choice of Moxie's or Denny's.

Reservations can be made by calling Toll Free: 1-800-SANDMAN (726-3626) or Email: reservations@sandman.ca

The Sandman is located at 2818 Gaetz Avenue, Red Deer, AB T4R 1M4. It is a 10-minute walk from the Cambridge Hotel, the conference venue.

Rates are extended to 3 days prior to arrival and 3 days past the group booking dates. The rooms will be released 4 weeks prior to the arrival date, rates will still be offered after this date based on hotel availability.

> Check-in: 3:00pm Check-out: 11:00am

Credit Card & Photo I.D. Please ensure that you can provide a piece of Photo I.D. and a valid credit card at check-in. The hotel will be taking a pre-authorization of room rate + tax and an additional amount to cover any incidentals. The Sandman Hotel Red Deer does not accept prepaid credit cards, visa debit, debit or cash deposits to guarantee rooms.

Cancellation Policy: Individual cancellation must be made 24 hours prior to arrival, cancellations after this time may result in a fee.

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ENTRANCE

CAMBRIDGE RED DEER HOTEL & CONFERENCE CENTRE

1-VENETIAN ROOM

2-MONACO

3-SANTANO

4-MARSEILLE

5-SAVONA 6-PALERMO

7-CONVENTION CONCOURSE

8-GENOA

9-VALENCIA 10-SAN REMO

11-SORRENTO

12-PISA

13-R&R GRILL RESTAURANT

14-CONFERENCE SERVICES

15-JOE'S CAFE

16-CAPRI HAIR SALON

17-SIDESTREET FASHIONS

18-TOWER GUEST ROOMS

19-GARDEN TERRACE LOUNGE

20-SHERATON BUSINESS CENTRE

21-MAIN LOBBY/GUEST RECEPTION

22-TRADITIONAL GUEST ROOMS

23-INDOOR POOL & WHIRLPOOL

24-EXECUTIVE BOARDROOM 1 25-EXECUTIVE BOARDROOM 2

26-EXECUTIVE BOARDROOM 3

27-VLT LOUNGE

28-BELLINIS LOUNGE

29-LONGRIDERS

30-MEN'S PUBLIC WASHROOM

31-LADIES PUBLIC WASHROOM

32-COAT CHECK

LOADING & EXHIBIT SERVICES

33-SPECIAL EVENT CENTRE LOBBY

34-CONVENTION CENTRE LOBBY

TUSCANY - MONACO + SANTANO

FLORENCE - PALERMO + SAVONA + MARSEILLE

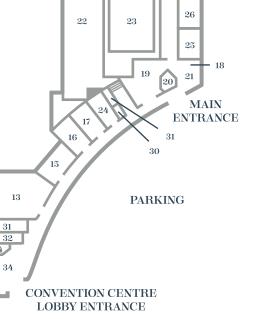
MILAN - SANTANO + PALERMO + SAVONA + MARSEILLE

SPECIAL EVENT

CENTRE

PARKING

MEDITERRANEAN - MONACO + SANTANO + PALERMO + SAVONA + MARSEILLE



33 SPECIAL EVENT CENTRE **ENTRANCE**

31 30

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 $\underline{TUSCANY}$ - \underline{MONACO} + $\underline{SANTANO}$

FLORENCE - PALERMO + SAVONA + MARSEILLE

 $\underline{\mathbf{MILAN}} - \mathbf{SANTANO} + \mathbf{PALERMO} + \mathbf{SAVONA} + \mathbf{MARSEILLE}$

 $\underline{MEDITERRANEAN} - MONACO + SANTANO + PALERMO + SAVONA + MARSEILLE$

2020 RFP CONFERENCE COMMITTEE

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- Chris McKenna
- **Russ Tanner**
- **Rob Pelletier**
- Scott Hepfner
- Les Turner

- Sonia Dodd
- Chris Fish
- Allan King
- **Chris Thompson**

- Umesh Chand
- JoAnna Dautel
- Lyndsey Duffy
- Stephanie More



CONFERENCE AT A GLANCE



			SUNDAY, APRIL 26, 2	2020			
1:00 pm-7:00 pm	REGISTRATION – Cambridge Convention Centre Lobby Entrance						
3:00 pm-5:00 pm		15TH ANNUAL FUN RUN AND WALK – Meet at Kin Kanyon Park, 3 blocks east of hotel on 32 Street					
5:00 pm-6:15 pm		WELCOME RECEPTION & FUN FOOD – Longriders					
6:30 pm-8:00 pm	OPENING CEREMONIES & KEYNOTE PRESENTATION – Tuscany Room: Turning your job into your passion, turning your life into one you LOVE! Speaker: DeeAnne Riendeau						
8:00 pm-11:45 pm		HOSPITALITY SUITE – Longriders					
			MONDAY, APRIL 27,	2020			
7:00 am-9:00 am		REGISTRATION – Cambridge Convention Centre Lobby Entrance					
7:30 am-8:30 am		BREAKFAST INCLUDED – Tuscany Room					
9:00 am-10:00 am	MORNING KEYNOTE – Tuscany Room: Partners In Recreation Working Together for a Prosperous Future Representatives from AARFP, ARPA, RFABC, Red Cross, Lifesaving Society, Red Deer College, AMHSA, and AHS						
10:00 am-10:30 am	BREAK						
10:30 am-12:00 pm	AQUATICS: Red Cross Inservices Speaker: Paula Thulin	BUILDING MAINTENANCE: Germ Free Facilities Speaker: John Greer		ARENA/SUPERVISORY/PARKS: Psychological First Aid Speaker: Craig Hrynchuk		PROGRAM: Bull Session Moderator: JoAnna Dautel	
12:00 pm-1:00 pm	LUNCH INCLUDED – Tuscany Room						
1:00 pm-2:30 pm	AQUATICS: Advancements in Pool Filtration, Control and Testing Technologies Speaker: John Duiker	ARENA: Bull Session Moderator: Allan King	BUILDING MAINTENANCE: Bull Session Moderator: Chris Thompson	PARKS: Small Engine Maintenance and Repair Speaker: Brad Maluta	SUPERVISORY: How to Have the Difficult Conversation with Confidence Speaker: Justin Flunder	PROGRAM: Community Progra Development Speaker: Russ Tanner, Manage. Recreation and Facility Service Speaker: JoAnna Dautel	
2:30 pm-2:45 pm			BREAK				
2:45 pm-4:00 pm	AQUATICS: Alberta Health Services - Anti Entrapment Requirements and General Sanitation Plans Speaker: Kevin Jeroncic	ARENA: Zamboni - How the future is Changing Speaker: Chris Fish	BUILDING MAINTENANCE: Roofing 101 = Maintenance and Replacement Speaker: Scott Gailfus	PARKS: Ball Diamond Maintenance Best Practices Speaker: Trevor Warner	SUPERVISORY: The Science of Performance - Communication Strategies and Leadership Skills Speaker: Maria (MD) Millar Speaker: Elizabeth Bertram	PROGRAM: Marketing Community Programs Speaker: Randi McPhillips	
5:00 pm-6:30 pm			FREE TIME				
5:30 pm-10:00 pm TRADE SHOW & DELEGATE DINNER – Cambridge Special Event Centre							
10:00 pm-11:45 pm HOSPITALITY SUITE – Longriders							



AQUATIC

ARENA

BUILDING MAINTENANCE
PARKS

CONFERENCE AT A GLANCE



TUESDAY, APRIL 28, 2020									
7:30 am-8:30 am	BREAKFAST (Included) – Tuscany Room								
8:45 am-10:00 am	AQUATICS: Bull Session Moderator: JoAnna Dautel	ARENA/BLI Hazardous Gases in R Speaker: Too	ecreational Buildings	PARKS: Playground Inspection and Child Protection Speaker: Pat Zelenak	PROGRAM/SUPERVISORY: Special Event Planning Speaker: Roberta Dexter Robidoux				
10:00 am-10:15 am			BREAK						
10:15 am-11:30 am		IT: Mechanical System Choices for Lov ne New Westminster Aquatic Commu Speaker: Nic Besseling Speaker: Taio Waldhaus		PARKS: Bull Session Moderator: Umesh Chand	SUPERVISORY: Bull Session Moderator: Scott Hepfner	PROGRAM: Recreation Facility Booking & Allocation Practices Speaker: Russ Tanner Speaker: Natasha Laviolette			
11:30 am-12:15 pm	LUNCH (Included) – Tuscany Room								
12:15 pm-2:00 pm		ANNUAL GENERAL MEETING – Tuscany Room							
2:00 pm-5:00 pm	OFTIONAL	Throwing Session 1 from 2:00-3:30pi Throwing Session 2 from 3:30-5:00pi Brewery Tour and Tasting 2-5pm (\$2	m (\$25) Alberta Sports Hall	Brew Tour from 2:00-5:00pm(\$25) of Fame Tour from 2:00-5:00pm (\$20 acility Tour 3:00-4:00pm (\$20)	Recreation Admission Pass -	:30-3:45pm (no cost) Duration of Conference (no cost) 2:00-5:00pm (no cost)			
5:30 pm-9:30 pm		AWARD	S BANQUET WITH ENTERTAINMEI	NT – Tuscany Room					
9:30 pm-11:45 pm	HOSPITALITY SUITE – Longriders								
WEDNESDAY, APRIL 29, 2020									
7:30 am-8:30 am			BREAKFAST (Included) – Tuscar	ny Room					
8:45 am-10:00 am	AQUATICS: Biofilm: Defeating the Cunning Bacterial Attack Speaker: Chris Biensch	ARENA: Disruptive Technology in Lighting Speaker: Gerry Aquin Speaker: Ross McEwen	BUILDING MAINTENANCE: Facility Inspection (AMHSA) - Part 1 Speaker: Rick Lupul	PARKS: Outdoor Ice on Multi Surfaces Speaker: Stephen Soucy Speaker: Greg Sundsten	SUPERVISORY: Communications Toolkit for Supervisors Speaker: Jacquie Clarke	PROGRAM: Retention Through Customer Experience Speaker: Elise Shelley			
10:00 am-10:30 am	m BREAK								
10:30 am-11:45 am	AQUATICS: New Lifesaving Society Alberta Public Pool Safety Standards and Standards Journal Speaker: Rachel Baird	ARENA: Leveraging Partnership to Improve Refrigeration Plant Efficiency and Public Safety Speaker: Daniel Ugwu	BUILDING MAINTENANCE: Facility Inspection (AMHSA) - Part 2 Speaker: Rick Lupul	PARKS: RFAM: Asset Management for Recreation Facilities and Open Spaces Speaker: John Tarantino	SUPERVISORY: Performance Management: Why People are Difficult to Train and What You Can Do About It Speaker: Adam Czarnecki	PROGRAM: Sponsorships – Community and Corporate Collaborations Speaker: Franziska Wessely			
12:00 am-1:00 pm		PRE	SIDENT'S LUNCHEON (Included) –	- Tuscany Room					

SUPERVISORY

PROGRAM



SESSION DESCRIPTIONS



SUNDAY • APRIL 26, 2020

1:00 pm - 7:00 pm Registration

3:00 pm - 5:00 pm

15th Annual Fun Run and Walk

Kin Kanyon Park is one of the most popular parks in the Red Deer area. It's a great place for recreation, family fun and groups to enjoy the outdoors. This is one of the larger parks in the area and a part of the large trail network found throughout Red Deer.

Join us for our pre-mapped 5KM route where you can run or walk for health with proceeds of the walk going to a local charity.

5:00 pm - 6:15 pm

Welcome Reception & Fun Food

6:30 pm - 8:00 pm

Opening Ceremonies & Keynote Presentation: Turning your job into your passion, turning your life into one you LOVE! Speaker: DeeAnne Riendeau

The talk these days seems to be all about finding your purpose. What if I could tell you there is a way to find your purpose and passion within the job you already have? Attendees will: contemplate their mindset around their jobs as well as shift their mindset to a higher state of satisfaction, develop a plan of intention to elevate how they show up each day, create accountability practices that give them the power to create positive outcomes. This presentation will impact both personal and professional aspects and enhance the quality and productivity of performance for those ready to take their lives to the next level.

8:00 pm - 11:45 pm Hospitality Suite

MONDAY • APRIL 27, 2020

7:00 am - 9:00 am Registration

7:30 am - 8:30 am Breakfast

9:00 am - 10:00 am

MORNING KEYNOTE: Partners In Recreation Working Together for a Prosperous Future

Our expert panel will discuss how collaboration has worked in the past and how it will work in the future. Collaboration: what does it mean to our industry? As we continue to remove barriers by providing the research needed for practical applications, we will continue to educate and influence positive change in our communities. Come and see how corporate, government and non profit groups in our industry are working together towards a prosperous future in Recreation and Community Services.

Keynote Panel: AARFP President; ARPA President; RFABC President; Red Cross Representative; Lifesaving Society Representative; Red Deer College Representative; AMHSA Representative; AHS Representative.

10:00 am - 10:30 am

Break

10:30 am - 12:00 pm AQUATICS: Red Cross Inservices Speaker: Paula Thulin

Participants of this session will participate in several inservice sessions developed by Red Cross Master Instructor Trainers. We will introduce the inservice session objective, complete some or all of the activities of the session and then talk about how we can make this session work for your facility. We will walk through a variety of Red Cross inservice sessions on instructing lessons. We will cover many topics ranging from Class Management, Drills and Activities, Lesson Administration and Swimmer Evaluation. Participants will walk away with several inservice outlines and how to execute them.

10:30 am - 12:00 pm

BUILDING MAINTENANCE: Germ Free Facilities

Speaker: John Greer

Keeping Work Out Facilities Germ Free with Modern Chemicals and Equipment

10:30 am - 12:00 pm PROGRAM: Bull Session Moderator: JoAnna Dautel

This session is an opportunity for delegates to arrive with their issues and challenges and discuss them with their peers from around the province. Participants are encouraged to bring topics that they would like to discuss in this forum. The moderator will guide the process for solutions and ideas through discussions by the attendees.

10:30 am - 12:00 pm

ARENA/SUPERVISORY/PARKS: Psychological First Aid Speaker: Craig Hrynchuk

The objectives of this program are to: (1) Develop an integrated organizational psychological health strategy (2) Manage mental health claim costs; and (3) Support Bill 30 due diligence compliance. Should a municipality choose to, they may elect to have the end result of this program be certified by Excellence Canada. AMHSA and Howatt HR will be promoting mental health by: (1) Discussing barriers and workshop solutions; (2) working within a social accountability model; (3) impacting the employee experience; (4) being a part of the published case study; and (4) providing access to online tools, templates, and webinars. Mr. Hrynchuk will speak to the mental health challenges and opportunities for municipalities and organizations today, the psychological health impact group program and what is involved for municipalities who would like to get started.

12:00 pm - 1:00 pm Lunch



SESSION DESCRIPTIONS OOOOOO



1:00 pm - 2:30 pm **ARENA: Bull Session Moderator: Allan King**

This session is an opportunity for delegates to arrive with their issues and challenges and discuss them with their peers from around the province. Participants are encouraged to bring topics that they would like to discuss in this forum. The moderator will guide the process for solutions and ideas through discussions by the attendees.

1:00 pm - 2:30 pm

BUILDING MAINTENANCE: Bull Session Moderator: Chris Thompson

This session is an opportunity for delegates to arrive with their issues and challenges and discuss them with their peers from around the province. Participants are encouraged to bring topics that they would like to discuss in this forum. The moderator will guide the process for solutions and ideas through discussions by the attendees.

1:00 pm - 2:30 pm

AQUATICS: Advancements in Pool Filtration, Control and Testing Technologies Speaker: John Duiker

The world of pool mechanical systems is constantly evolving, changing and developing. Join us to explore some of the leading filtration technologies from around the world, and technologies to optimize filtration existing systems. Delve into the latest and greatest capabilities of water chemistry controllers and mechanical room automation. We'll touch on pump VFD controls, and valve automation systems. Learn about advancements in water testing equipment including chloramine and trichloramine air testing. This session will lead through these topics with real life examples, while encouraging questions & discussions.

1:00 pm - 2:30 pm **SUPERVISORY: How to Have the Difficult Conversation with Confidence** Speaker: Justin Flunder

Most everyone dreads the difficult, challenging conversation. This includes conversations in which we have to deliver unpleasant news, discuss a delicate subject, or talk about something that needs to change or has gone wrong. Communicating difficult subject matter can be an emotionally charged event. Understandably, many people would do anything to avoid that situation. Yet avoiding difficult conversations or mishandling them can result in many negative consequences. This session is designed to help you approach difficult conversations with confidence, and manage them skillfully so that feelings are spared and the 'best interests' are kept front and centre.

1:00 pm - 2:30 pm **PARKS: Small Engine Maintenance and Repair** Speaker: Brad Maluta

Small engine basics and repair. The theme will be to emphasize how simple the machines are once broken down to their respective components, and how easy they are to repair and maintain. Starting with some safety basics, and then fundamentals regarding 2 stroke and 4 stroke differences and then into the combustion triangle (oxygen, heat, fuel) which in an engine is more accurately described as air, spark, fuel. Air filter, inspect, clean, replace spark plugs, inspect, gap, replace, troubleshoot fuel system, fuel types, mix gas, off season storage, troubleshoot carburetor, adjustment, cleaning, high and low needle, choke, idle adjustment. Etc. The idea is to have the basic rundown so it's not such a mystery when the thing stops running. Brad will bring his own chainsaw, weed wacker, and leaf blower to use as examples as well as some "bad examples" of what happens when things go wrong.

1:00 pm - 2:30 pm

PROGRAM: Community Program Development Speaker: Russ Tanner Speaker: JoAnna Dautel

What goes into developing, scheduling and implementing a successful community program? We will discuss the value of conducting an Needs Assessment to determine what needs and wants exist in your community. We will discuss how a Feasibility Study can help the development of a budget to determine the risk associated with capital and operating budget. We will further explore the opportunities that could exist within the community concerning partnerships and we will finish with the steps required to implement the program.

> 2:30 pm - 2:45 pm **Break**

2:45 pm - 4:00 pm **ARENA: Zamboni - How the future is Changing** Speaker: Chris Fish

This session will highlight some of the new options that Zamboni has to offer such as the Level Ice system, the Fast Ice system and how this can save your community money. Chris will talk about the new technology of the Lithium Ion in the Model 450 as well as introduce the new Lithium Ion 552AC and how Zamboni is moving forward

2:45 pm - 4:00 pm

BUILDING MAINTENANCE: Roofing 101 = Maintenance and Replacement Speaker: Scott Gailfus

This session will be an overview of commercial roofing systems. We will cover all of the components of a commercial roof, including all of the different membrane types and when each one should be selected. We will also go over proper roof maintenance procedures and roof inspection. From inspection, the attendees will learn how to determine when the roof needs replacement, or when it can be repaired. We will also go over flameless solutions and changes in roofing that have happened due to the new Alberta Building Code. This presentation will be educational and will not be a sales program for IKO products.





2:45 pm - 4:00 pm

SUPERVISORY: The Science of Performance -Communication Strategies and Leadership Skills Speaker: Maria (MD) Millar

Speaker: Elizabeth Bertram

The Science of Performance - communication strategies and leadership skills through: the art of leadership; understanding group and team performance; understanding diversity in groups/teams and adapting to differences; conflict and culture; managing interpersonal conflict; organizational savvy and the group IQ (emotional intelligence).

2:45 pm - 4:00 pm

PROGRAM: Marketing Community Programs Speaker: Randi McPhillips

This session will discuss Marketing Resources related to the marketing of community programs and events. There is much more to it than creating an ad for the paper. What are some strategies learned and used in other communities that have been found to be very effective, how does timing factor in and how do I reach my target group?

2:45 pm - 4:00 pm

AQUATICS: Alberta Health Services - Anti Entrapment Requirements and General Sanitation Plans Speaker: Kevin Jeroncic

On November 30, 2019 all public swimming pools in Alberta were required to develop an anti-entrapment compliance plan to demonstrate that compliance with the Anti-Entrapment requirements. This presentation will discuss the background on entrapment and how pool facilities and operators are working together to finalize and bring their facilities into compliance. In addition we will discussion resources and approaches to develop written policies and plans in pool facilities.

> 2:45 pm - 4:00 pm **PARKS: Ball Diamond Maintenance Best Practices** Speaker: Trevor Warner

This ball diamond maintenance best practices session, instructed by those in the field, will include: fundamentals of ball diamond maintenance, maintenance checklists, dragging and infield grooming practices, turf management, aeration, water and mowing, pitcher's mound maintenance, striping, lining, logos, irrigation, drainage, and equipment.

> 5:00 pm - 6:30 pm **Free Time**

6:30 pm - 10:00 pm **Trade Show and Delegate Dinner**

> 10:00 pm - 11:45 pm **Hospitality Suite**

TUESDAY • APRIL 28, 2020

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

8:45 am - 10:00 am **AQUATICS: Bull Session Moderator: JoAnna Dautel**

This session is an opportunity for delegates to arrive with their issues and challenges and discuss them with their peers from around the province. Participants are encouraged to bring topics that they would like to discuss in this forum. The moderator will guide the process for solutions and ideas through discussions by the attendees.

8:45 am - 10:00 am

ARENA/BLDG MAINT: Hazardous Gases in Recreational Buildings Speaker: Todd Connelly

This presentation will examine the most common hazards posed by gases in recreational facilities. We will discuss the detection and risk mitigation tools that are available. Examples of hazardous gas sources include Zambonis, forklifts, pool filtration systems, arena chiller systems, and battery charging stations. This presentation will focus on recent changes to industry best practices, 2019 changes to OH&S legislation, and lessons learned from significant incidents occurring in recreational facilities over the past 3 years. The tools discussed for control of risk will include the location and activation of alarm devices and annunciator panels, gas detectors, ventilation systems, muster points, emergency response plans, and staff training. Attendees will be provided with tools allowing them to do an assessment of their own facility, their level of preparedness to respond to a release, and steps that can be taken to mitigate hazards and improve preparedness.

8:45 am - 10:00 am

PROGRAM/SUPERVISORY: Special Event Planning Speaker: Roberta Dexter Robidoux

Join us to learn more about hosting special events at your facility. We will review how to help your clients manage their budgets, time and review risk (plus how to mitigate those risks).

8:45 am - 10:00 am **PARKS: Playground Inspection and Child Protection** Speaker: Pat Zelenak

We are all familiar with the many benefits associated with playgrounds. However, it is also very important to be aware of the associated risks. Playground injuries are more likely to occur from children falling from the play equipment. Therefore, it is necessary for communities to select the appropriate playground surfacing. It is also important that a maintenance program be put in place to help identify potential hazards, ensure the equipment is in top condition and mitigate any safety issues. A safe and enjoyable playground is inclusive and follows CSA standards.

10:00 am - 10:15 am

Break



SESSION DESCRIPTIONS 000000



10:15 am - 11:30 am

AQUATICS/ARENA/BLDG MAINT: Mechanical System Choices

for Low-Energy Recreation Centres: A Look at the New

Westminster Aquatic Community Centre

Speaker: Nic Besseling Speaker: Taio Waldhaus

Recreation centres are among the highest energy consumers. Processes, such as water filtration/disinfection, natatorium dehumidification, and relatively high ventilation requirements are significant energy-use contributors. These processes cannot be omitted from the building design, and create challenges in achieving low energy-consumption targets. Since the introduction of ASHRAE 90.1, there have been many advancements in mechanical design that contribute to reducing energy use. Currently in design is the New Westminster Aquatic Community Centre (NWACC) in New Westminster, BC, which is expected to represent a culmination of these advancements. The NWACC is targeting the CaGBC's Net Zero Carbon Standard, and when constructed, it will be the first recreation centre in Canada to receive this certification. The facility must not only meet stringent building energy use limits, but also must significantly reduce its greenhouse gas emissions. The NWACC will incorporate some industry-standard energy-saving measures, and some that have not yet been implemented in recreation centres in Canada. The building's design includes heat pumps, heat recovery ventilation, demand control ventilation, variable speed motors, and, where possible, passive cooling through natural ventilation. Additional and not insignificant measures relating to the building's heating/cooling plant, domestic hot water generation, natatorium dehumidification, and water filtration are also planned.

> 10:15 am - 11:30 am **SUPERVISORY: Bull Session** Moderator: Scott Hepfner

This session is an opportunity for delegates to arrive with their issues and challenges and discuss them with their peers from around the province. Participants are encouraged to bring topics that they would like to discuss in this forum. The moderator will guide the process for solutions and ideas through discussions by the attendees.

> 10:15 am - 11:30 am **PARKS: Bull Session Moderator: Umesh Chand**

This session is an opportunity for delegates to arrive with their issues and challenges and discuss them with their peers from around the province. Participants are encouraged to bring topics that they would like to discuss in this forum. The moderator will guide the process for solutions and ideas through discussions by the attendees.

10:15 am - 11:30 am

PROGRAM: Recreation Facility Booking & Allocation Practices Speaker: Russ Tanner | Speaker: Natasha Laviolette

For many communities the booking of community sporting and leisure space is one of the largest jobs they do. If done well, it can create great relationships with community organizations. However, when done wrong it can be one of your largest stressing points. This session will discuss needed components of a successful booking and allocation practice.

11:30 am - 12:15 pm Lunch

12:15 pm - 2:00 pm **Annual General Meeting**

2:00 pm - 5:00 pm **OPTIONAL ACTIVITIES**

Axe Throwing Session 1

From 2:00-3:30 pm (\$25)

Experience the thrill of axe throwing! It's a perfect activity to get you moving after sitting in conference seminars. You'll get to try your hand at axe throwing for 1.5 hours and can even challenge your fellow delegates to an axe throw off. No experience needed.

Axe Throwing Session 2

From 3:30-5:00 pm (\$25)

Session #2 of the same thrilling axe throwing experience!

Brewery Tour and Tasting

2-5pm (\$25)

You will be bused to the Troubled Monk Brewery and back so enjoy a tour, try samples, ask questions and enjoy the ambiance of the location.

Lacombe Lure/Brew Tour

2-5pm (\$25)

Jump on our hi-way coach bus and see how Len Thompson makes their legendary fishing hooks, as well as see the biggest fishing lure in the world! After the tour is over our chartered bus will take you to Blindman Brewing where you can sample a pint of the new '5 of Diamonds Pilsner' inspired by Len Thompson's famous 5 of Diamonds hook.

Alberta Sports Hall of Fame Tour

2-5pm (\$20)

You will be bused to The Alberta Sports Hall of Fame where you can take yourself on a self-guided tour. The Alberta Sports Hall of Fame and Museum provides a family friendly interactive experience. Be surprised at what you will discover inside. Have fun, laugh, play together and discover famous Alberta sports celebrities.

Collicutt Facility Tour

From 3:00-4:00pm (\$20)

You will be bused to this multi-use activity centre located in south Red Deer for a tour. This sports facility includes 23,226 square meters of fun. It houses a wave waterpark with two waterslides, a field house with a climbing wall and bouldering room, two soccer pitches, gymnastic centre and an ice rink. On top of this it has a walk/running track as well as two levels of fitness equipment.





OPTIONAL ACTIVITIES...

Yin Yoga

From 2:30-3:45pm (no cost)

After sitting in chairs for your sessions enjoy Yin Yoga. Yin is a quiet seated class made up of poses to create flexibility and mobility in the body. Yin yoga poses apply moderate stress to the connective tissues of the body, the tendons, fascia and ligaments, with the aim of increasing circulation in the joints and improving flexibility. Wear comfortable workout clothes and bring a mat (or sneak a towel from your hotel room).

Recreation Admission Pass

2-5pm (no cost)

All delegates will receive a complementary pass to use at either the GH Dawe or Collicutt Centre. No transportation will be provided but this pass can be used between April 26-29, 2020, just show your pass to the CSR at the facility of your choosing and receive a free entry. For drop in schedules www.reddeer.ca.

Free Time

From 2-5pm (no cost)

5:30 pm - 9:30 pm

Awards Banquet with Entertainment Gavin Hooper Jamie Woodfin

Join us for a night to celebrate our industry and enjoy fabulous entertainment including comedian and hypnotist Gavin Hooper followed by award winning country music artist Jamie Woodfin. This promises to be a night of laughter, good food and great company.

> 9:30 pm - 11:45 pm **Hospitality Suite**

WEDNESDAY • APRIL 29, 2020

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

8:45 am - 10:00 am

AQUATICS: Biofilm: Defeating the Cunning Bacterial Attack Speaker: Chris Biensch

Pool operators imagine bacteria as single-celled, free-floating entities that rupture and die after bumping into a chlorine compound in the water - not an orderly social colony comprised of multiple species, a language of their own, capable of complex tasks. Session attendees will find out how bacteria grow, share nutrients and attack, specific to the aquatic environment. Included are inspection protocols for diagnosis of the structure and swimming pool plant, as well as the latest biofilm remediation and eradication techniques. Finally, if renovating or building-new, critical areas to address that will diminish the chances of a biomass invasion.

8:45 am - 10:00 am

ARENA: Disruptive Technology in Lighting Speaker: Gerry Aquin Speaker: Ross McEwen

Changes in lighting, lighting controls and solar lighting. Technology is ever evolving and nowhere is this more evident than in lighting. Over the past 15 years we have seen disruptive developments that have changed the lighting landscape. No longer does one have to settle for what was done, but now one can dictate one's needs, wants and desires and have them met at a very reasonable cost. Lighting: • Efficiency: more with less, higher light levels with less energy • Size: bigger is not better • Colour: warm – neutral – cool = no more, colour temperature varies from 2,700 to 6,000 kelvins • Maintenance: from semi-annual to virtually non-existent • Longevity: measured now by decades vs months • LED: are LEDs all the same? Failure rates • Optics: tell the light where to go • Photometric: see what you get before you buy • Certification: compare apples to apples Controls: • Switches • Where to start • Simple or extreme • Wired to wireless • Smart and communicative • DMX Solar Lighting: • Canada and solar lighting • What is real and what is fantasy • Which applications does it work, really! • Costs: then, now and tomorrow • From old to new • Smart and programmable • Positive social impact • Positive environmental impact

> 8:45 am - 10:00 am **PARKS: Outdoor Ice on Multi Surfaces** Speaker: Stephen Soucy Speaker: Greg Sundsten

Anyone who is in the business of making outdoor ice knows the trials, tribulations and frustration involved! This session will feature of panel of individuals who understand what it takes to build and maintain outdoor ice surfaces on various outdoor surfaces, including grass, asphalt, artificial turf, etc. The panel will share their experiences, challenges, tips and tricks as well as best practices that they have learned first hand. There will be plenty of time for questions and comments after the panel discussion. Looking forward to seeing everyone there!







8:45 am - 10:00 am

SUPERVISORY: Communications Toolkit for Supervisors Speaker: Jacquie Clarke

After attending the Communications Toolkit for Supervisors session you will have simple, clear actions you can implement immediately within your role as supervisor. New or experienced supervisors and those considering supervisory roles are welcome. Do you play multiple roles, depending on where you are? You could be a parent at home; a supervisor in the facility; a coworker amongst peers; a volunteer at a non-profit - all at the same time. We all form relationships with people in whatever role we take. We communicate with them. We work with them. Have you considered how effective your communication style is in your supervisory role? Do you recognize the impact your behaviors have on those you supervise? Or how others' actions affect you? As facility supervisors, we seek ways to make the work experience for our teams as positive as possible, so that we end our shifts feeling like we did a good job today. In this interactive workshop-style session, we will discuss the challenges of being both a buddy and a boss, dealing with difficult situations, and engaging your team through effective communication skills and strategies.

8:45 am - 10:00 am

PROGRAM: Retention Through Customer Experience Speaker: Elise Shelley

What is the difference between Customer Service and Customer Experience? Service is defined as provision, facility, or tune-up, overhaul. Service is an act of helpful activity. Experience is defined as training, involvement, struggle, participation, knowledge or wisdom gained from what one has observed, encountered or undergone. A particular instance of personally encountering something. When we create a Customer Experience, we create a memory, a feeling, a space. Your customers will remember this experience, good or bad. Let's learn about how to create an experience that is positive for all.

8:45 am - 10:00 am

BUILDING MAINTENANCE: Facility Inspection (AMHSA) - Part 1 Speaker: Rick Lupul

• What hazards and safety inspections are • The frequency with which inspections should occur • Steps for pre-planning an inspection • Hazards to look for and guidelines to follow during an inspection • Helpful strategies for completing an inspection report • Corrective actions that can be taken to deal with hazards • Techniques for submitting and presenting recommendations following an inspection • Follow-up and monitoring activities that must occur after an inspection

10:00 am - 10:30 am

Break

10:30 am - 11:45 am

AQUATICS: New Lifesaving Society Alberta Public Pool Safety Standards and Standards Journal

Speaker: Rachel Baird

This informative presentation will highlight the key up-dates to the Lifesaving Society's Alberta Public Pool Safety Standards, (which replaces the Public Aquatic Facility Safety Standards) since its last publication in 2014 and the Standards Journal since its last publication in 2012. The Lifesaving Society's Alberta Public Pool Safety Standards are Recreation Professionals' source of information about how to provide a safe environment in areas where the provincial Swimming Pool regulations and standards are silent. The Lifesaving Society has developed and published these standards to educate pool owners and owner's agents on how to optimize safety in public aquatic facilities. The Lifesaving Society publishes the aquatic safety Standards Journal to assist recreation professionals in the safe operation of aquatic facilities. The Standards Journal combines aquatic safety related legal reports and recommendations, and Lifesaving Society positions on safety issues relevant to the owners and owner's agents of aquatic facilities. The intent of these documents is to enhance the safety of swimmers and reduce the risk of incidents in the facility.

10:30 am - 11:45 am

SUPERVISORY: Performance Management: Why People are Difficult to Train and What You Can Do About It Speaker: Adam Czarnecki

This seminar will include valuable hints and information about how to manage your employee's performance, reduce bias in reviews, and find opportunities to negotiate better outcomes at work. LEARNING OBJECTIVES ARE: 1. The Why: Performance differences, Elements of high performing employees, Understanding why people are difficult to train, the basics of peoples' demeanor, and Strategies to increase motivation. 2. The How: Coaching & mentoring differences between fair and equal treatment, SMART comments & feedback Reviews, and the law goals vs processes, and Common mistakes to avoid.

10:30 am - 11:45 am

PARKS: RFAM: Asset Management for Recreation Facilities and Open Spaces

Speaker: John Tarantino

Overview of the RFAM product offered to all AARFP members to properly maintain recreational assets







10:30 am - 11:45 am

ARENA: Leveraging Partnership to Improve Refrigeration Plant Efficiency and Public Safety Speaker: Daniel Ugwu

Given the present economic realities in Alberta, there is a greater focus to implement strategies that will result in lower cost-efficient equipment, maintenance and operations in the recreation facility sector. This presentation will focus on leveraging various partnerships to increase refrigeration plant efficiency, improve and guard public safety. A typical refrigeration plant consists of four major components: a compressor, condenser, chiller exchanger and an expansion valve. The compressor requires the most energy for its operation and this presentation will look at the new Mycom M Reciprocating compressor and how it could save on an average over 30% power consumption compared to an identical screw compressor. We will be using the York University arena operated by Canlan Ice group as a case study. We will also focus on utilizing Alfa Laval plate and frames exchangers (P&F) in lieu of a shell and tube exchanger (S&T) for the chiller. The presentation will show that P&F offers better heat exchange efficiency, takes significantly less space especially when combined with U-turn liquid separator, reduces refrigerant charge and is easier to maintain. Furthermore, we will discuss strategies that will improve plant safety and reduce the overall environmental footprint. Using an ammonia refrigeration system as a point of focus, we will discuss practical steps to reduce the amount of refrigerant in the system and practical steps on modifying a high charge system to a low charge system. The benefits, downside and cost will also be highlighted. Lastly, we will highlight some of the latest industry trends in reliability and maintenance of equipment and the change from time base recommended maintenance of equipment to condition based monitoring of equipment. The presentation will summarize at a high level the benefits of condition based monitoring, reducing the probability of introducing defects during servicing and utilizing internet based monitoring to better predict overall plant health.

10:30 am - 11:45 am

PROGRAM: Sponsorships - Community and **Corporate Collaborations** Speaker: Franziska Wessely

During our session, we will establish the differences between advertising and sponsorships. We will discuss the variations of what makes sponsorships successful - for you as a facility, for the sponsor and also for your customers. We will explore how sponsorship can accelerate your special events & programs, increase your exposure and enhance your position within the community. This session will give us an opportunity to discuss your personal experiences with sponsors and sponsorships and how Social Media is a key factor in nurturing community corporate partnerships to establish a "win-winwin" situation for your facility, sponsors and clientele.

10:30 am - 11:45 am

BUILDING MAINTENANCE: Facility Inspection (AMHSA) - Part 2

• What hazards and safety inspections are • The frequency with which inspections should occur • Steps for pre-planning an inspection • Hazards to look for and guidelines to follow during an inspection • Helpful strategies for completing an inspection report • Corrective actions that can be taken to deal with hazards • Techniques for submitting and presenting recommendations following an inspection • Follow-up and monitoring activities that must occur after an inspection

> 12:00 pm - 1:00 pm **President's Lunch**







Gerry Aquin Managing Partner

Gerry Aquin, Managing Partner and founder of Bright Solutions Inc. Gerry founded Bright Solutions in 2003 with a focus on energy conservation. The initial direction of Bright Solutions was to offer recommissioning, carbon footprint analysis, audits and a number of other services. It quickly became apparent that lighting solutions was the greatest demand from Bright Solutions client base which dictated the need to focus strictly on lighting. Through lighting analysis, lighting design, project management, Bright Solutions quickly became known as the best all in one lighting company for sports and municipal facilities. With the philosophy of client first, continual client education and guidance, Bright Solutions has become the primary supplier for lighting solutions in western Canada.

Rachel Baird Aquatic Safety and Standards Manager

Rachel Baird has worked as a Swimming Instructor, Lifeguard, Aqua-fit Instructor, Leadership Instructor, Supervisor and Manager in various Aquatic facilities across Canada for the past 16 years. Rachel was born and raised in Ontario where she achieved her Bachelor of Honours in Philosophy and Drama from Queens University. She is a certified Swim and Lifesaving Society Trainer, National Lifeguard Trainer, SEE Auditor, Aquatic Safety Auditor, Lifesaving First Aid Trainer, and Pool Operator. Rachel now works for the Lifesaving Society, Alberta and Northwest Territories branch as the Aquatic Safety and Standards Manager.

Elizabeth Bertram

Elizabeth graduated with a BSc in Psychology and Criminology from University of Calgary and later obtained a Masters Degree in Psychology from Arizona State University. For the past 10 years, she worked as a team lead, manager and facilitator & trainer in a number of educational and mental health institutions in Calgary. Recently, she provided training and professional development sessions to ATESL, Tutela and Military Families. In 2018, she co-founded Learn with ME, a public speaking company that provides workshops and seminars on emotional intelligence, conflict resolution and communication strategies.

Nic Besseling Principal

Since graduating from the University of Victoria's Mechanical Engineering program in 2005, Nic has accumulated a diverse range of project experience working across Canada. After joining AME Vancouver's office as a Project Manager, he quickly gained the respect of not only his co-workers but also key clients and other discipline team members resulting in his promotion to Principal in AME's Calgary office. Nic brings indepth knowledge of mechanical systems design over a diverse number of sectors including Recreation, Civic & Cultural and Post-Secondary. He is a registered Professional Engineer in Alberta, British Columbia and Saskatchewan. He is also a LEED Accredited Professional who is both personally and professionally committed to sustainability and stays current with leading-edge technologies and innovation in mechanical design. Nic takes responsibility for the project from inception to completion, maintaining an active role to ensure projects meet the best of industry standards. His experience with aquatic systems design and commissioning is extensive, which has been proven through the completion of numerous successful projects.

Chris Biensch Facility Manager

Chris has been in aquatics for four decades, operating swimming pools across Saskatchewan & Alberta. He holds trainer certifications from the Lifesaving Society for National Lifeguard and Standard First Aid awards, and a Water Safety Instructor Award. His day job is in the Aquatic Strategies area of the City of Edmonton, recently completing a Privacy Impact Assessment for the FOIP office, of the Drowning Prevention Technology system of cameras at the Peter Hemingway Fitness and Leisure Centre. Other projects include a complete content overhaul of the Pool Op II Course for AARFP that included a hundred-thousand-word manual rewrite and the construction of five-hundred plus slides for instructors. He has developed operator training for the mechanical trades in the City of Edmonton. He currently is interested in lighting levels and codes compliance in City of Edmonton swimming pools, as well as heading an operational team responsible for the delivery of emergency response drills and training for several thousand aquatic recreation facility staff in 2020.







Peter Brown Emcee MC | Host | Media Personality

Peter is a much-sought-after Master of Ceremonies. His humour, his wit, and his sense of timing are perfect for any occasion. For two decades Peter hosted CBC Edmonton's afternoon radio show, Radio Active. He's also been heard on the national airwaves, hosting That Saturday Show and The Circuit: Your Summer Festival Pass, and as a correspondent for Q, Sounds Like Canada, the Roundup and Morningside. Peter may be the only person in Canada to appear on both The Debaters and Ideas. Peter also produced CBC Radio's national sketch comedy program The Irrelevant Show, which won a medal at the prestigious New York Festivals and two Canadian Comedy Awards. Educated at the University of Saskatchewan and Cambridge, Peter began working with CBC Saskatchewan as a reporter, host, and resident comedy writer. He then worked as a producer on The Arts Tonight, before moving to Edmonton in the mid-nineties. Peter has a background in comedy writing and performance. He's performed at the Edmonton and Edinburgh Fringes (and was featured on BBC radio's Best-of-the-Fringe showcase); he's also a regular performer with the improvised soap opera "Die Nasty". Peter can be seen as a regular Master of Ceremonies of prominent events in Alberta. His self-deprecating humour, his ability to roll with surprises, and his producer skills all ensure your event is entertaining, professional and runs smoothly. "Certainement", Peter can even speak limited French when needed. Other hobbies include writing bios about himself in the third person. He enjoys that quite a lot.

Jacquie Clarke Learning and Communications Leader

Jacquie Clarke has held diverse roles in the corporate, education, freelance, and not-for-profit sectors over the past twenty-five years. She began her career as a high school teacher in rural Saskatchewan. Her favorite role was in corporate head office as a leader of leaders. Recently, she managed a team of 12 employees. She has facilitated workplace team building workshops for over a decade. Currently, you know Jacquie as the Learning and Communications Leader in the RFP office. She is the editor and columnist for Leisure Lines and is focussed on creating memorable learning experiences for our RFP membership.

Todd Connelly Account Manager - Multigas Detection

Todd Connelly has spent a total of fifteen years delivering life safety services to a variety of industry sectors. In the process of acquiring this experience throughout Canada, the United States, and Southwest Asia, Todd has had the opportunity to spearhead teams delivering innovative solutions in the life safety field. Currently, Todd is an Account Manager with Multigas Detection, specializing in delivering flexible, scalable, integrated systems that deliver improved life safety performance, reduced energy usage, and the lowest possible lifecycle cost.

Adam Czarnecki Principal

Adam Czarnecki (chair-net-ski) is a Chartered Professional in Human Resources (CPHR) and a recipient of the CPHR Alberta Award of Excellence and the Distinguished Teaching Award from Mount Royal University. Since 2010 he has been a member of the Senior Management team of a heavy-duty truck dealership group in Alberta where he is the Director of Corporate Services, responsible for Human Resources, Health and Safety, Information Technology and Payroll. He is an Instructor at the University of Calgary, Mount Royal University, Merit Construction, Association and Mechanical Contractor Association of Alberta. Adam Czarnecki is an avid contributor to industry webinars, conferences and expert panel discussions related to human resources, trades and the Alberta employment pool, including a role as technology columnist for CPHR Alberta's quarterly magazine, HUMANCapital. He is a past CPHR Alberta Board Member as well as volunteer with post-secondary institutions and various none for profit societies as a committee member, speaker on employment, corporate readiness and as a resume advisor to students. He holds a Bachelor of Social Sciences Degree from the University of Calgary with a concentration in Crime and Deviance.

JoAnna Dautel

JoAnna Dautel is the Aquatic Facility Manager for the Town of Westlock, and the AARFP Pool Stream Rep. She has been in Aquatics for over 20 years starting when she was 16 as a lifeguard at the Tri Leisure center in Spruce Grove moving to Medicine Hat, Slave Lake then settling in Westlock. She completed her degree in education and is always interested in gaining and sharing more knowledge. She is a trainer for the Lifesaving Society and a Pool Operator instructor for AARFP. She loves to swim, hike, fish, and mountain bike. She looks forward to networking and meeting recreation professionals from all around the province.





Roberta Dexter Robidoux, CMM Senior Meeting Designer Strategic Meeting Designs

Roberta Dexter Robidoux is the owner and founder of Strategic Meeting Designs, a full-service conference and meeting management company with clients across Canada and the US. Roberta has worked in the meetings industry for more than 10 years, has a certificate in Meeting Management and taught Special Event Planning at Mount Saint Vincent University. She is also a strong industry advocate and loves to teach people about meetings and events.

John Duiker Manager, Strategic Business Operations

John Duiker has spent most of his youth and adult life in and around swimming pools. For the past twenty some years, John has been working to create "fantastic water" through technology with Automated Aquatics Canada. Currently, John is the Manager of Business Operations, and has taken a significant interest in the areas of filtration, hydraulics, automation and water chemistry, and is now considered a leading edge expert in those areas. John was awarded the William Metcalfe award for his work with the newest European technologies here in Canada.

Chris Fish Account Manager

Chris has been in Recreation for over 30 years. He started off as a part time arena attendant and progressed through the years to reach Manager of Community Services. Now having left the field, Chris is working for Industrial Machine Inc. as head of sales for Zamboni Alberta.

Justin Flunder Workshop Leader

Justin Flunder is a leadership development specialist serving both business and entrepreneurial leaders. As a certified leadership coach and professional speaker, Justin infuses his love for growth and development using his wide range of modalities, from in-house delivery to on-line training and coaching programs. For the past 15 years, Justin has developed as a master teacher in interpersonal communication and practical leadership delivery. Justin has B. Ed, a Masters in Educational Leadership, and is a Certified Executive Leadership Coach. Justin has helped equip many leaders in companies across industry lines, including Finning, Telus, Cervus Equipment, Apex Oil, and the Government of Alberta & Saskatchewan.

Scott Gailfus Technical Sales Representative

Scott Gailfus is a CET with diplomas in Civil and Petroleum Engineering from SAIT.

John Greer President

John, president of W.E. Greer Ltd. started with the company as a sales consultant in 1983. In John's 30 plus years of experience, he has conducted custodial training seminars across Alberta to over 6000 custodians. John has CIMS certification and shares his knowledge on all aspects of cleaning procedures and cleaning products through training seminars and hands-on demonstrations.

W.E. Greer Ltd is a Western Canadian manufacturer and distributor of cleaning products, equipment and supplies. With nearly 100 years of janitorial experience, W.E. Greer is Alberta's longest running commercial cleaning product company providing high quality concentrated cleaning chemicals that are effective, easy to use and made for the Canadian environment. All Greer Chemicals are manufactured in our plant at our Head Office in Edmonton, Alberta.

Gavin Hooper

Gavin is an exhilarating comedian and powerful corporate entertainer who has been inspiring and entertaining people for over 28 years; he is truly a master in the field of hypnosis and entertainment. Both as a Certified Master Hypnotist and as an event entertainer, Hooper uses suggestion to create a fun and safe atmosphere allowing people on and off stage to feel outstanding, create changes and giving an anything is possible and experience to all who attend. It's been said that "laughter is the best medicine." If this is the case, Hooper has cured more than his share of participants and watchers alike! With a sense of humor that never stops and a intimate understanding of human nature, his hypnosis shows range from humorous and educational, to outright hilarious and just plain fun!

Craig Hrynchuk

Craig is a Shared Services Executive with over 20-years of progressive leadership roles in a variety of industry sectors such as utilities, aerospace, infrastructure construction, healthcare, and manufacturing – and is the current Executive Director for the Alberta Municipal Health and Safety Association. He has held leadership and change management roles for employers including EPCOR, ATCO, Forbes Bros. Infrastructure, and OEM Remanufacturing. Craig has a passion for operations, and organizational governance which has been demonstrated in his appointment and participation in many Safety Association, Adult Education, and Government Boards, Committees, Council's, and Working Groups. He is a lifelong Alberta resident, who was raised on a small family farm. He is married to the long-time love of his life GraceAnn, has a twin sister, older brother and sister, and enjoys volunteering, travelling, and restoring antique vehicles in his spare time.





Kevin Jeroncic

Kevin is an Aquatics Specialist in the Environmental Public Health Department of Alberta Health Services. He has been a member of the Canadian Institute of Public Health Inspectors for 11 years and is a specialist in the field of recreational aquatics. Kevin received his Bachelors of Science with a Specialization in Chemistry from the University of Alberta and his Bachelors in Environmental Health (After Degree) with distinction from Concordia University of Edmonton. Kevin is involved in multiple interdisciplinary committees for the recreational aquatic field including the NSF Recreational Water Committee, Life Saving Society Technical Committee and the Provincial Aquatics Subgroup within Alberta Health Services. Kevin is also a Pool and Hot Tub Alliance (PHTA) Instructor for the Certified Pool /Spa Operator Course. He was also involved in contributing and reviewing the Public Swimming Pools Regulation and Pool Standards.

Natasha Laviolette

Natasha has been working in Recreation for 2 years with the City of Brooks and loves to crunch numbers and see statistics. Natasha oversees the Booking and Allocation Policy and is a key liaison with schools, local organisations and sporting associations that frequent our facility. Natasha's motto is to have fun while getting work done.

Rick Lupul, CRSP STG Training Solutions LTD

Rick has been a contract trainer for AMHSA since 1999, specializing in equipment operator, ATV/UTV training as well as most course offerings AMHSA provides.

Rick is a Canadian Registered Safety Professional and was the first person to achieve the Municipal Health and Safety Advisor designation from AMHSA when the program was first introduced. In 2006, Rick completed the University of Alberta's Safety Certificate Program.

Rick started working for Rocky View County in 2010 and is currently a Fire Captain at Springbank Fire station. Prior to working for the County, Rick worked for the Town of Cochrane from 1997 to 2010 where he started in Operations as an operator and quickly worked his way into the Health and Safety Coordinators position. Rick then developed the town's health and safety management system. Rick also sat on the Calgary Regional Utility Damage Prevention Committee for 10 years. Prior to working for the town, Rick worked as an equipment operator for a large landscape contractor working around buried infrastructure in the Calgary area.

Prior to moving to Calgary in 1988, Rick grew up on a small farm east of Edmonton and worked operating equipment, working for gravel crushing contractor and for a large manufacturing plant in the Redwater area.

Rick brings his life experiences to his sessions and shares them in a unique way through his humor and stories. What's worked and what hasn't in relation to Health and Safety in general.

In his spare time, Rick enjoys the outdoor pursuits and his motorbikes. It's not uncommon to see him show up to teach a session riding his bike!

Brad Maluta Parts Department

Brad grew up on a farm always tinkering and being surrounded by machinery. Riding motorcycles since 1980 and racing since 1989, Brad built his own race engines more times than he can count. He spent almost 20 years in construction while the motorcycle industry was calling his name, and changed his career to full time powersports in 2016. From the parts desk to sales, service writer, and turning wrenches, Brad enjoys all aspects of a dealership. His favorites are the parts desk which is his current "official" position. After work, being a father and husband, keeps him busy. In Brad's spare time, he is found at the drag strip or tinkering in the garage trying to figure out how to go faster on the drag strip! He also enjoys teaching his 4 year old son how to ride and properly maintain his motorcycle. Brad's quiet time is spent camping with his awesome wife who puts up with all the engines, tools, parts, bikes, and gas!

Ross McEwen Senior Sales Associate

Ross McEwen is a partner of Bright Solutions Inc., a consulting and direct sales LED agency focused on Commercial and Industrial LED retrofits with a specialty in optimizing LED lighting for interior and exterior sports facilities. Ross' role at Bright Solutions has been instrumental in the consulting and designing of 100's of LED lighting installations with over 40,000 LED fixtures being installed in Alberta alone. Prior to being involved with Bright Solutions, Ross co-founded Mission LED which is involved in the design, manufacture and importation of LED fixtures and bulbs. Ross obtained a Commerce Degree from the University of Alberta and invested 14 years in the Pharmaceutical industry in a variety of Sales and Marketing Management roles.





Randi McPhillips

Randi McPhillips has worked in a variety of roles within the recreation and parks sector for the past 15 years. Currently, as the Supervisor of Recreation Services for the City of Brooks, she leads the programming, marketing and customer service functions for the Recreation Department. She has a Bachelor of Arts Degree in Recreation and Leisure Studies from the University of Alberta and a Certificate in Social Media Marketing from George Brown College. She enjoys watching hockey, running, and hiking with her rescue dog "Phoebe."

Maria (MD) Millar Founder

An experienced ESL/ELL teacher, Maria has worked in the settlement sector for the past 16 years in various capacities: ESL/LINC instructor, curriculum developer, program coordinator. She is a published author in the fields of ESL and literacy and a self-published author, running her own publishing and editing company in Calgary. Since 2009, she has provided training and professional development sessions to ATESL, Tutela and University of Calgary. In 2018, she cofounded Learn with ME, a public speaking company that provides workshops and seminars on emotional intelligence, conflict resolution and communication strategies.

DeeAnne Riendeau President, founder

DeeAnne Riendeau is on this planet, with a powerful and focused mission, to create more meaningful and fulfilled lives using a holistic approach. Founder and President of Your Holistic Earth, the first of its kind, this holistic health care system promotes healing through mind body and spirit by providing connections, tools and resources for better living. Experiencing a life of chronic illness, and a near death experience, DeeAnne rebounded with 20 years of health education and a diverse healthcare career. She has appeared on Shaw TV, Global Television, and CTV. DeeAnne has been recognized as a visionary and business leader having been nominated 18 times for awards such as Ernst and Young's Entrepreneur of the Year and RBC's Woman of Business. She is a popular speaker having spoken for 15 years to thousands of men and women with humorous thought provoking and insightful messages. She is also an international bestselling author, publisher, intuitive medium and radio host. DeeAnne will leave you changed for the better.

Elise Shelley

Elise has five children, two dogs and lives in Cochrane with her husband. She loves camping, quilting, singing, hiking and Wheel of Fortune! Lol! Elise has been in the Recreation industry for over 25 years, with 20 years of Supervisor/Director experience. Her background is in Aquatics and has instructed and trained large groups in Customer Experience, Work Culture and many department wide in-services. She has had the exciting opportunity to work with several Non-profit organizations in recent years, helping at-risk youth and women, and this has taught her a lot on retention of members. She understands the need for an authentic and positive Customer Experience that allows the customer to fully engage in all the wonderful services and activities an organization/business has to offer.

Stephen Soucy Facility Operator Great Chief Park, City of Red Deer

At 6 years old, Stephen stood in his Detroit Red wing hockey gear tugging on a water hose asking Bobby and Dennis Hull to please hurry! Much to his surprise, ice does not form instantly but a relationship with building ice was started. Stephen has built community ice rinks in Europe and across Canada in a wide variety of climates for over 50 years. His co workers have been as varied as volunteers, young offenders and paid professionals. His most recent challenge was as Lead ice maker for the Canada Winter Games speed skating oval in 2019. For the first time ever natural ice was being built on artificial turf. Proudly Stephen and his crew produced quality competition ice that resulted in 8 Games records. Experienced in both indoor and outdoor ice Stephen has spoken on a variety of topics over many years.

Greg Sundsten Parks Foreman City of Red Deer

Greg has worked for The City of Red Deer Parks department for 25 years. He started out as the guy making/maintaining ice rinks at our outdoor and indoor facilities before going into a foreman role. The later part as a foreman, he has been responsible for managing the crews, the equipment they use and the infrastructure at the facilities. This involves everything start to finish, from setting up boards in the fall, flooding, lighting and public safety, to putting it all away in the spring. Greg works with other departments/organizations for sharing equipment, managing sites, hosting public events etc. He feels and very lucky to have a very unique and extensive program in Red Deer.





Russ Tanner Manager, Recreation and Facility Services

Russ Tanner has worked in various profiles of leisure services, and is currently leading the Recreation & Facility Services departments for the City of Brooks. He leads a team that oversees two large leisure centres and the building maintenance of multiple City owned facilities. Russ has overseen the construction of a number of recreation facilities. Facilities that include pools, arenas, spray parks, athletic fields and soon to be a multi-million dollar renovation and addition to the JBS Canada Centre. His past experience encompasses an extensive background in leading teams. Russ is currently the Past President for Alberta's Association of Recreation Facility Personnel. Russ also enjoys coaching various athletic teams and is an experienced public speaker. His desire is that his passion for sport and recreation is noticeable and contagious.

John Tarantino Vice President

Asset Management Consultant -software developer -RFAM partner with AARFP

Paula Thulin Red Cross Water Safety Ambassador

Paula has been passionate about swimming since she was a child and passed her older sister in swim lessons at a rural lake in beautiful British Columbia. She honed her leadership skills working for the past 25 years in Aquatics. Paula has been an Aquatic Centre Supervisor for the City of Delta, Red Cross Master Instructor Trainer and a Red Cross Water Safety Ambassador. Her passion has enabled her to participate in many Red Cross initiatives around the world from China to the many Provinces in Canada. When Paula is not at a swimming pool, she is often found laughing with her friends (they may be laughing with her or at her).

Daniel Ugwu Project Engineer

Daniel Ugwu is a project engineer with Startec Refrigeration Service and is passionate about improving plant efficiency through condition-based monitoring of equipment and operational procedural change, rather than intensive capital expenditures. He is a professional engineer (P.Eng, AB) with 9 years experience in skid fabrication, refrigeration plant design, rotating equipment and equipment optimization. He also has certification in project management (PMP), reliability and maintenance of industrial plants (CMRP).

Taio Waldhaus Principal

Taio Waldhaus has over 10 years of experience in the field of engineering. He holds an Honours Bachelor of Applied Science from the University of Waterloo with a specialty in heat transfer and fluid dynamics. He began his career in research and development at an HVAC controls manufacturing company, tekmar Control Systems, where he helped develop control systems that operate many of the mechanical systems and equipment that exist in today's buildings. He joined the AME Consulting Group in 2012, became an Associate in 2017, and a Principal in 2019. Taio's diverse portfolio of projects in sectors including recreation, institutional, pre and postsecondary education, retail/commercial, agricultural, and hi rise residential. He has a wide range of experience, from building audits to detailed design of complex energy efficient buildings. However, his passion resides in recreation facility design and his extensive experience in this field has contributed to over 40 projects in this sector. Taio has expertise in pool filtration design, pool hydraulics, natatorium dehumidification, hi efficiency building HVAC system design, refrigeration heat reclaim, and integration of these systems through various heat recovery methods. With this combined expertise, he is proficient at providing a holistic approach to recreation facility system design, which can significantly reduce building energy use. Taio maintains complete involvement in projects from the idea stage to completion. He strives to provide collaborative and detailed coordination through project design, seeking out opportunities to innovate. He takes a hands-on approach to construction administration, engaging with contractor teams, and contributing to successful project builds. Taio engages with the recreation community as a member of BCRPA, RFABC, and AARFP, where he frequently contributes through speaking opportunities and workshops. He is dedicated to sustainable construction as a certified Passive House Designer and contributor to numerous LEED, Built Green, and CaGBC projects.







Trevor Warner

While playing junior college baseball in Tennessee, one of Trevor's jobs within his team was to maintain the sports field. He enjoyed it and had found he had a knack for it. When Trevor returned to Canada for summer break, he found a job at the sports complex maintaining sports fields for the City of Welland, Ontario. Upon his completion of college, he was then fortunate enough to work and learn from some of the best in the southeastern United States sports field construction and renovation industry. A year and a half later, he returned to Ontario to become the head groundskeeper for the Niagara Stars which were part of the Canadian baseball league. He was also responsible for completing all the major renovations in Quebec for the league. From there, he connected with Marco Clay products and worked there for 10 years, further expanding his sports field skills. While at Marco Clay, he completed the sports turf managers short course at the Guelph Turf Institute through the University of Guelph and received his certificate. He then decided to make the change to the municipal environment with the City of Woodstock Parks Department in 2014, where he gained a full time position as their sports field skilled labourer on August 10th, 2015. Today he's here to share his commitment, drive and expertise for ball diamond maintenance best practices.

Franziska Wessely

Franziska Wessely is a Sport and Event Manager and oversees the Rentals department at Cardel Rec South in Calgary. Prior to this role, she has worked on Organizing Committees of three World Men's Hockey Championship; spearheaded the 2009 IIHF U18 Women's World Championship and a Women's Olympic Qualification tournament. She ran two of Alberta's biggest spring hockey tournaments and has extensive background with non-profit companies and events. Franziska is a German native, mom of three and passionate about everything Hockey! Together with her husband, they own and operate Okotoks' most popular ice cream shop.

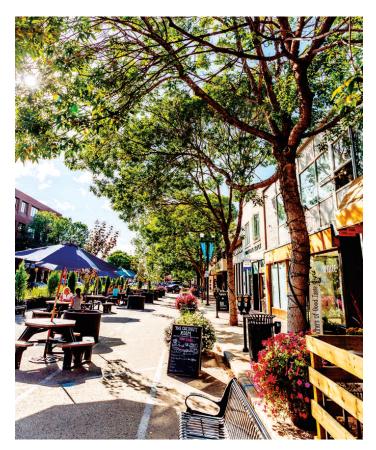
Jamie Woodfin

Jamie Woodfin Band - Jamie Woodfin is one of those rare musicians whose creative energy allows him to play and produce rocking outlaw country that breathes new life into the genre. He's backed by a tight band well-known across the Canadian county music scene. He's a 2017 two-time Alberta Country Music Awards: Male Artist & Song of the Year nominee.

He recently released his latest single "You Were That Night" to Canadian Country Radio which has had tremendous response across Canada! He continues to tour and has had the opportunity to share the stage with top acts such as Toby Keith, Emerson Drive, Brett Kissel, Bobby Wills, Corb Lund, Gord Bamford and Tom Cochrane for his first ever arena show at the Enmax Centrium in Red Deer.

Pat Zelenak

Pat Zelenak has been in the playground industry since 1992. Pat has approximately 27 years' experience as a playground designer. At PlayWorks, Pat is the go-to person for playground safety standards. Pat has presented seminars on playground design, installation and safety standards at conferences throughout Alberta. Pat was involved with the first CSA course offered in 1996 and has maintained his certification to this date. He is also a Certified Surface Impact Tester using the Triax System.





REGISTRATION & FEES



CONFERENCE REGISTRATION FEES							
	Early Bird EXPIRES FEBRUARY 28, 2020	Regular Conference Rate					
Regular	\$550.00	\$650.00					
Student/Senior (60+)	\$440.00	\$520.00					

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FINAL CHANCE TO BOOK AT STANDARD RATES EXPIRES FRIDAY, February 28, 2020 AT 5 PM MDT

Cancellation Fees

Contract payments are refunded upon receipt of written notice of cancellation, according to the following terms:

On or before February 28, 2020 contract payment refunded minus a processing fee of \$150 CDN

After February 28, 2020 contract payment refunded minus a processing fee of \$250 CDN

After April 13, 2020, no refunds will be issued but substitutes are allowed.

Late Registration Fee

After Friday, April 17, 2020 at 5 pm MDT, a late booking fee of \$25 will be applied to each registration. The late booking fee offsets additional costs related to preparing conference materials after orders have been finalized with suppliers.

Meals Included

- Breakfast, lunch and supper on both Monday and Tuesday
- Breakfast and lunch on Wednesday
- Coffee breaks in morning and afternoon on all days

Payments

Payments for registrations are payable upon booking.











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RFP CODE OF ETHICS

Members shall conduct themselves in a manner consistent with the following:

- Act ethically and morally
- Maintain high ideals and integrity in all relationships
- Promote the Mission, Vision, Values and Goals of the Association independently, in groups and with partners
- Follow the Association's by-laws and laws of the land
- Interact with fellow members and invite prospective members
- Refrain from any activity that may disgrace or may be in conflict with the Association or employer

In all these ways transmit this Association, not lessen but lift it, to greater heights.

