


PASSING
 the **TORCH**
42nd annual
 Conference & Trade Show
April 7 - 10, 2019
RED DEER, ALBERTA



Sunday, April 7, 2019

1:00 pm - 7:00 pm

Registration

1:00 pm - 3:00 pm

OPTIONAL PRECONFERENCE WORKSHOP: NHL Ice Maker's Forum (\$50)

Join the expert ice makers from the Calgary Flames and Edmonton Oilers for a 2 hour pre-conference workshop on preparing and maintaining the perfect ice. Be sure to select this optional add-on to your registration for a low cost of \$50.

3:30 pm - 5:00 pm

14th Annual Fun Run and Walk

5:00 pm - 6:15 pm

WELCOME BBQ

6:30 pm - 8:00 pm

Opening Ceremonies & Keynote Presentation: New Leaders for a Changing World of Work

Brenda Robinson, Speaker, Trainer, Writer, The Robcan Group

What does it take to be a leader in our challenging and changing times? How has re-structuring and re-engineering affected the roles of leaders?

Leadership today is an investment. Leaders must be mentors, coaches, coordinators, initiators, motivators and finely tuned communicators. They must be responsive, flexible, creative, analytical and team players. They must be able to teach, train and develop the human resources they work with. They must be capable of getting good work repeated, poor work corrected, and dead-end performance turned around.

Leaders in today's business world must be change-skilled. They must be adaptive and productive. They must be ready to challenge existing policies and procedures and respond quickly to needed review and changes. They must become less structural and more functional. They must be solution-seekers and not just problem-solvers. They must be able to balance "people" and "things" within their areas. Finally, they must be responsible, accountable, honest, sincere and always respectful of the people with whom they work.

Leaders Must Lead With the Concept of Synergy – Working Together for Results!

Topics:

- Becoming a "new leader"
- Addressing the challenge of change
- Building a high performing team
- Communicating for results
- Co-ordinating for efficiency and effectiveness
- Achieving excellence!
- Managing with responsibility and accountability

8:00 pm - 11:45 pm

Hospitality Suite

Monday, April 8, 2019

7:00 am - 9:00 am

Registration

7:30 am - 8:30 am

Breakfast (included)

9:00 am - 9:30 am

AARFP Update

9:30 am - 10:30 am

GENERAL SESSION: Excellence in Customer Service

Brenda Robinson, Speaker, Trainer, Writer, The Robcan Group

Let's take a new look at customer service. What can we do to ensure a personalized, positive, professional level of service every time? Learn updated skills for meeting and greeting, approaching customers, responding to inquiries and finding new solutions to old problems. Challenge yourself to adopt a new vocabulary which focuses on what can be done instead of what can't be done. Use words and phrases that move the situation ahead and prevent defensiveness and arguments. Implement a formula for positive outcomes based on questions, options, solutions and actions. Create an environment of excellence in all of your communications, and customer service.

10:30 am - 11:00 am

Break

11:00 am - 12:00 pm

PARKS: Bull Session (Parks & Sport Fields)

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.

11:00 am - 12:00 pm

AQUATICS: Advancements in Pool Filtration Technology

Nic Besseling, Principal, The AME Consulting Group Ltd.

Taio Waldhaus, Associate, The AME Consulting Group Ltd.

In our presentation, past, current, and emerging filtration technologies will be discussed. This includes advancements in hi rate sand filtration, activated media, pressure regenerative filtration, and ceramic filtration technology being used in Europe. There will be a focus on water quality, operational considerations, maintenance requirements, and considerations for retrofitting into existing buildings.

11:00 am - 12:00 pm

SUPERVISORY: Work Happier - The Mindful Team

Trish Tutton, Speaker, Yoga and Mindfulness Teacher

Many workplaces deal with negativity, high turnover and a lack of engagement from their employees. Do you wish you could foster a more positive work environment where your team worked with little conflict, more engagement and creativity, more focus and more fun? Mindfulness might be the missing ingredient. Companies from Google to Amazon, lululemon to General Mills are incorporating mindfulness teachings in the workplace and are seeing incredible benefits like less stressed employees, less conflict in the workplace, better communication and more engagement. This presentation will be both informative and interactive as we practice several simple and accessible ways to bring mindfulness into your workplace to work happier!

11:00 am - 12:00 pm

BLDG MAINTENANCE: Infection Prevention & Control In The Recreation Facility Setting

Mark Ambler, GM - Western Canada, Swish

An informative session designed to engage and educate facility management staff from all organizational levels about the latest trends and technologies in infection prevention, and how to adapt learnings from healthcare to a recreational setting. The presentation will conclude with simple steps organizations can take towards safeguarding their facilities from outbreaks and ensuring the continued safety of all facility occupants.

11:00 am - 12:00 pm

ARENAS: Aging Artificial Ice Systems

Gerald Curran, District Manager, Cimco Refrigeration

We know much of our community recreation facility infrastructure is well into the lifespan of what we can expect from these types of facilities. Many of us are challenged with maintaining and operating these facilities with what seems to be ever reducing budgets. This session will discuss important and timely details on how best to manage our arena facilities from a practical perspective. Topics will include refrigeration and ammonia systems and policies and procedures to ensure safety and the importance of an asset management program. Gerald Curran, District Manager, Cimco Refrigeration.

12:00 pm - 1:00 pm

Lunch

1:15 pm - 2:15 pm

SUPERVISORY: Bull Session

1:15 pm - 2:15 pm

PARKS: Natural Playgrounds

Pat Zelenak, Design & Sales Manager, PlayWorks & ParkWorks Inc

Natural Playgrounds connect kids with nature through natural materials and imagination. Nature-based playgrounds are broadening our understanding of the traditional playground and growing in popularity as kids play the way they want to play. Natural play solutions provide children with the opportunity to learn about their environment by creating a space that encourages hands-on-play with natural elements and is ecologically sensitive. This presentation will discuss the following topics: Childhood Obesity a frightening trend. Three major benefits of nature play. Nature play considerations Safety

1:15 pm - 2:15 pm

ARENAS: Zamboni Connect and Lithium Ion technology

Chris Fish, Account Manager, Industrial Machine Inc
This session will highlight Zamboni Connect, which gives operators insight into resource management and decision-making based on actual machine and operator performance. Lithium-Ion is the newest breakthrough for Zamboni , The battery package is smaller and lighter weight. Zero-maintenance lithium-ion batteries are sealed and do not require watering. In addition to their improved resiliency and longer cycle life, lithium-ion batteries do not release gasses during the recharging process and are emission-free.

1:15 pm - 2:15 pm

BLDG MAINTENANCE: Daily Cleaning Essentials

John Greer, President, W E Greer Ltd .

Five most basics products to clean your business/ facilities like a Professional

1:15 pm - 2:15 pm

AQUATICS: Mindfulness for Busy and Skeptical Leaders

Trish Tutton, Speaker, Yoga and Mindfulness Teacher

You lead a busy life in and out of work, so why would you want to take time out of your schedule to practice something called mindfulness? If you want to reach your highest levels of creativity, innovation, productivity and happiness - you may want to listen up! From CEOs to lawyers, doctors to financial advisors, these unlikely meditators are sparking the conversation of why this is the practice to do to reach higher levels of leadership and business performance. Well dive deep into why some of the best companies and leaders are incorporating mindfulness into their day. Well explore the hows and whys of mindfulness at work and experience short 1 minute practices firsthand. Participants will leave with a solid understanding of the concepts, some research to back it up and maybe a bit less skepticism.

2:00 pm - 5:00 pm

Trade Show Setup (for Exhibitors)

2:15 pm - 2:45 pm

Break

2:45 pm - 3:45 pm

PARKS: Accessibility Guidelines for Inclusive Playgrounds

Pat Zelenak, Design & Sales Manager, PlayWorks & ParkWorks Inc

Every child has the right to leisure and play. Regardless of their age, nationality, gender, skin colour, social and religious background, physical and intellectual abilities children have the right to play and to play with others. This is backed by the United Nations Convention of the Right of the Child the most widely signed UN convention ever. When it comes to childrens playgrounds, the approach to inclusion, accessibility and usability of the playground and the equipment varies across the world. Some countries have a clear definition of good play areas for children with disabilities. Others still consider accessibility for wheel chair users the main issue. The Americans with Disabilities Act Accessibility Guidelines for Play Areas specifies accessible routing as well as accessible products and is fundamental in KOMPANs approach to product design. This presentation covers the 6 principles for universal and inclusive design.

2:45 pm - 3:45 pm

ARENAS: Skate Sharpening 101 - Separating Fact from Myth

Scott Gailfus, Owner, Wholesale Skate Sharpening

Everything you ever wanted to know about skate sharpening! This will be a comprehensive tutorial on all aspects of skate sharpening from the science and equipment, to the art of grinding perfect edges. I will also have a portable skate sharpener at the presentation for teaching purposes, and if asked for, some simple training after the presentation. Topics: Blade Types - carbon steel, stainless steel, black steel, step steel. Blade Hollows - radius, FBV, differences, selection. Sharpening Machines - types, set up, maintenance. Skate Holders - types, set-up, maintenance, pads. Grinding Wheels - types, selection. Diamonds and Spinners - types, selection. Sharpening Lubes - why, types, selection. Sharpening Hones and Stones - types, how to use, selection. How to sharpen skates properly - number of passes, pressure, speed, edge checkers, new skates, hockey vs figure vs goalies.

2:45 pm - 3:45 pm

BLDG MAINTENANCE: Cutting Costs for Maintenance

Pete Archdekin, Pete the Plumber Ltd.

Pete will be going over tips for plumbing, drains and hvac.

2:45 pm - 3:45 pm

AQUATICS: Inservice Training Techniques

Mitch Carter, RFP Sr. Aquatics Instructor

2:45 pm - 3:45 pm

SUPERVISORY: Recreation Facilities During Crises - Emergency Management in Context

Karen Mann, Emergency Management Coordinator, Protective Services Admin, City of Red Deer

When emergencies of any size occur, municipalities rally together to respond in support of people, property, organizational continuity and the environment. The planning and mitigation that occurs in advance of crises involves not only looking at how each section of an organization will respond to community needs, but also how they will deal with potential impacts to their facilities, operations and staff. What role can you and do you play?

5:30 pm - 6:00 pm

Trade Show Supper for Exhibitors (in exhibit hall)

6:00 pm - 6:15 pm

Exhibitors Meeting (in exhibit hall)

6:30 pm - 10:00 pm

Trade Show & Delegate Dinner (in exhibit hall)

10:00 pm - 11:45 pm

Hospitality Suite

Tuesday, April 9, 2019

5:45 am - 7:45 am

Morning Sunrise Photo Shoot

Attendees wishing to participate in this very special opportunity will sign up later in the registration process.

7:30 am - 9:00 am

Breakfast (provided)

9:00 am - 10:00 am

BUILDING MAINTENANCE: Bull Session

9:00 am - 10:00 am

PARKS: Sportsfield Maintenance

Jason Pick, Instructor, Olds College

Basic agronomics of turf maintenance, standard infield maintenance requirements

9:00 am - 10:00 am

ARENAS: New Developments in Refrigeration Safety

Art Sutherland, President, Accent-refrigeration.com

Due to the Fernie Incident in 2017, Ice Facility Refrigeration Safety has gained more attention in the last two years than at any point in our recent history.

In this session we will cover a few inexpensive changes that can be made to your existing plants that would totally prevent a similar tragedy from happening again.

We will also learn about some very practical design changes for new facilities as well as facilities due for a retrofit that tremendously improve operator and public safety.

9:00 am - 10:00 am

AQUATICS: "WCYD" What Can You Do?

Paula Thulin, Water Safety Ambassador, Canadian Red Cross

SESSION OBJECTIVES: After attending this session, participants will be able to identify specific things they can do to help solve issues within their organization. They will apply effective leadership tools to their daily activities to help them recognize, understand, manage and mitigate challenges.

Presentation Description: Globalization, Millennials, Technology, Changing Behaviours; these trends are affecting the way we work in our organizations. Are you up for the challenge of these trends? As leaders in our industry, we need to focus on "What can you do?" This session will identify some trends that are happening and what leadership skills we need to attack these trends and work with them. We will touch on how the new Red Cross Psychological First Aid course can help you and your organization. Walk away from this session feeling empowered in WCYD!!

9:00 am - 10:00 am

SUPERVISORY: How to Have Difficult Conversations

Justin Flunder, President/Workshop Leader, The Flundonian Group Leadership & Development Company

Everyday leaders need to conduct difficult conversations at some time or another. Although difficult conversations cannot be avoided, they can be successfully managed to achieve positive outcomes. Lets face it, if you want to be successful and effective, you must know how to lead the difficult conversation. Your skill and effectiveness as a leader can be made or broken through the quality of your conversations. This session will provide leaders with tools and techniques in delivering, managing and influencing the difficult conversation with team members or employees. This highly valuable and engaging course empowers everyday leaders to handle difficult conversations with ease to achieve professional success.

10:00 am - 10:30 am

Break

10:30 am - 11:30 am

ARENA: Bull Session

10:30 am - 11:30 am

BLDG MAINTENANCE AND SUPERVISORY: Asset Management 101

Stuart Ray, Executive Director, AARFP

We know much of our community recreation facility infrastructure is well into the lifespan of what we can expect from these types of facilities. Many of us are challenged with maintaining and operating these facilities with what seems to be ever reducing budgets. This session will discuss important and timely details on how best to manage our facilities from a practical perspective. Topics will include the importance of an asset management program as well as the results of the recent Stats Canada report card on recreation infrastructure in Canada.

10:30 am - 11:30 am

AQUATICS: Outdoor Pools

Steve Ashworth, Pinnacle Aquatic Group

Daniel Robinson, Pinnacle Aquatic Group

Outdoor pool operation in Alberta is a very unique beast. The short season can range from the short three months of June, July and August but a warm Spring and Fall can extend the season to April, May and September, October. After eight months without operating a pool, we are here to provide some refreshing information with pool and non-pool operators and share some knowledge on outdoor pool operations.

What are some of the best practices for preparing and opening an outdoor pool after winter? What are the unique problems outdoor pools experience that indoor pools don't? What does Cyanuric Acid do to the ORP or PPM probe controlling my chlorination? What are some of the best practices for winterizing outdoor pools?

10:30 am - 11:30 am

PARKS: Synthetic Turf Managment

Tab Buckner, Township of Langley

- Differences of natural turf and synthetic turn maintenance (the myth that artificial turf is low maintenance) - Design and structure of a synthetic turf field - How to identify your type of field - Infill understanding - Drainage overview - Maintenance best practices for optimal sporting experience - Brief review of equipment used with common issues/challenges

11:30 am - 12:15 pm

Lunch

12:15 pm - 2:00 pm

Annual General Meeting

2:30 pm - 4:30 pm

Paint-Afternoon with Mama J's Troubled Monk Brewery Tour Facility Tours

Free Time

5:30 pm - 9:30 pm

Awards Banquet Featuring St. James' Gate

Join us for an evening of celebrating our industry, connecting with colleagues and friends as well as enjoying first class entertainment.

St. James Gate is sure to entertain! They are a Central Alberta based band that have been bringing Celtic music to the people of Western Canada since 2001. Their music can be described as Celtic-Rock and contains everything from Scottish/Irish songs to more modern Celtic rock/punk sounds. St. James' Gate is comprised of 6 band members from varying backgrounds, all bringing unique instrumentation and style to create a distinctive brand of music. The bagpipes, button accordion, and tin whistle add Celtic flavor to a full complement of guitars, drums, bass, and other unique stringed instruments.

9:30 pm - 11:45 pm

Hospitality Suite

Wednesday, April 10, 2019

7:30 am - 9:00 am

Breakfast

9:00 am - 10:00 am

AQUATICS: Bull Session

9:00 am - 10:00 am

SUPERVISORY: INSPIRE! Recruit & Retain to Realize Goals. Succession Planning and Staff Retention/Recruitment.

Joanne Leskow, President, Joanne Leskow Consulting
INSPIRE! Recruit & Retain to Realize Goals.

Succession planning and staff recruitment/retention

INSPIRED teams get results! Recruitment, retention and succession planning are essential to attract top talent and reduce turnover. "Development and engagement" consistently score in the top ten most important elements of employment. Learn from cutting-edge research strategies to create a winning environment where people and organizations thrive. Join us for a dynamic session full of possibilities and techniques that INSPIRE teams to achieve goals.

9:00 am - 10:00 am

ARENAS: Improving the Efficiency in Older Rinks

Les Quinton, Parks & Recreation Manager, Town of Black Diamond

How the Town of Black Diamond is working on sustainability, using alternative energy, energy efficiency upgrades and energy management. The changes we have made and how they have improved our operation, how we have funding the upgrades and how they are performing today.

9:00 am - 10:00 am

AQUATICS: Acoustics for Aquatics

James Teppan

Designing and constructing a new facility or renovating an existing facility is exciting and the finished structures are looking as good or better than

the drawings after completion! Acoustics are critically important in these large open spaces given the use of high ceilings and hard flooring as hearing is the next sense we use after enjoying how great something looks.

This presentation will focus on common acoustic treatment options, their relative cost/value, their constructability, and the safety/liability risks associated with each of them. There will also be a specific discussion on fastening systems and the complexities of choosing the right materials for aquatic centres.

9:00 am - 10:00 am

PRUNING BASICS- WHAT, HOW AND WHY

Mag Turple

This course will introduce some basic principles and practices of tree pruning according to the ISA best management practices. We will discuss pruning methods, timing of tree care, tools of trade and reasons for tree maintenance.

10:00 am - 10:30 am

Break

10:30 am - 11:30 am

AQUATICS: What's In Pool Air? Are Your Staff At Risk?

Chris Biensch, Facility Manager, Aquatic Strategies, City of Edmonton

The session will cover a description of emerging airborne disinfection by-products (DPBs), including chloramines and trihalomethanes. Review of the available literature worldwide, recommended swimming pool circulation design in North America, the U.K. and Europe, and their differences are covered. Included is air pressure balance for building protection. Current measurement options, new-build/renovation recommendations best practices, and how you can adequately protect staff, are described. Attend this session to determine how to protect the increasing numbers of long-term aquatic employees you have in your employ.

10:30 am - 11:30 am

PARKS: Protect Your Investment with a Synthetic Turf Maintenance Program

Jacques Zara, Vice President, GTRTurf / Team Rochon Inc. / Shaw

Protect your Investment by implementing a yearly maintenance program for your synthetic turf field Learn how a rigorous maintenance program will increase the life cycle of your investment and the performance, durability and safety of your field.

10:30 am - 11:30 am

SMALL COMMUNITY: Bull Session ALL STREAMS/TOPICS

10:30 am - 11:30 am

BLDG MAINTENANCE: Recreation Facility Asset Management

John Tarantino, Vice President of Sales, Marmak

Recreation Facility Asset Management (RFAM) Public and Private recreational organizations regardless of their size need to inspect their recreation facilities throughout the year. These assets all pose risks to users if they're not properly maintained and supervised. RFAM is a user-friendly web based hosted software application, which assist's recreation facility professionals in the collection, inspection and maintenance of recreation facilities. RFAM is designed to simplify the day-to-day inspections and facilitate the management of work associated to inspections. RFAM eliminates the guesswork, empowering inspectors to work more efficiently while still maintaining detailed records. Simple and Straightforward •FUNCTIONAL SCALABILITY add features in the future as your needs expand •Collect and manage your comprehensive inventory •Create and Process an audit trail of inspections •Create, assigning and managing inspections on facilities and equipment •Manage work orders assigned to inspections •GIS integration •Custom reports Capabilities •Provincial wide standards •Attach a variety of documents including photos online •Generate Dynamic reports •Geo-locate inspection locations •Add comments to the inspection forms •Prioritize conditions while they are found on the field. •Manage level of service •Email notification

10:30 am - 11:30 am

SUPERVISORY: INSPIRE! PART 2

Joanne Leskow, President, Joanne Leskow Consulting

More YOU!

Just imagine... **YOU ARE MORE...** (insert here every word that describes your best you; your wildest dreams, your goals, your hopes, your prayers, your visions)! **YOU** can achieve that, and

MORE! Joanne Leskow is an award-winning speaker and university instructor in Leadership, Strategy and Change – all areas to master for **MORE**. Join us for tools, tips and tricks from famous gurus, everyday heroes and a whole lot of great research. These valuable lessons will guide and inspire **YOU** to do **MORE**, be **MORE** and have **MORE**. Unlock your potential for **MORE YOU!**

President's Luncheon

12:00 pm - 1:00 pm