

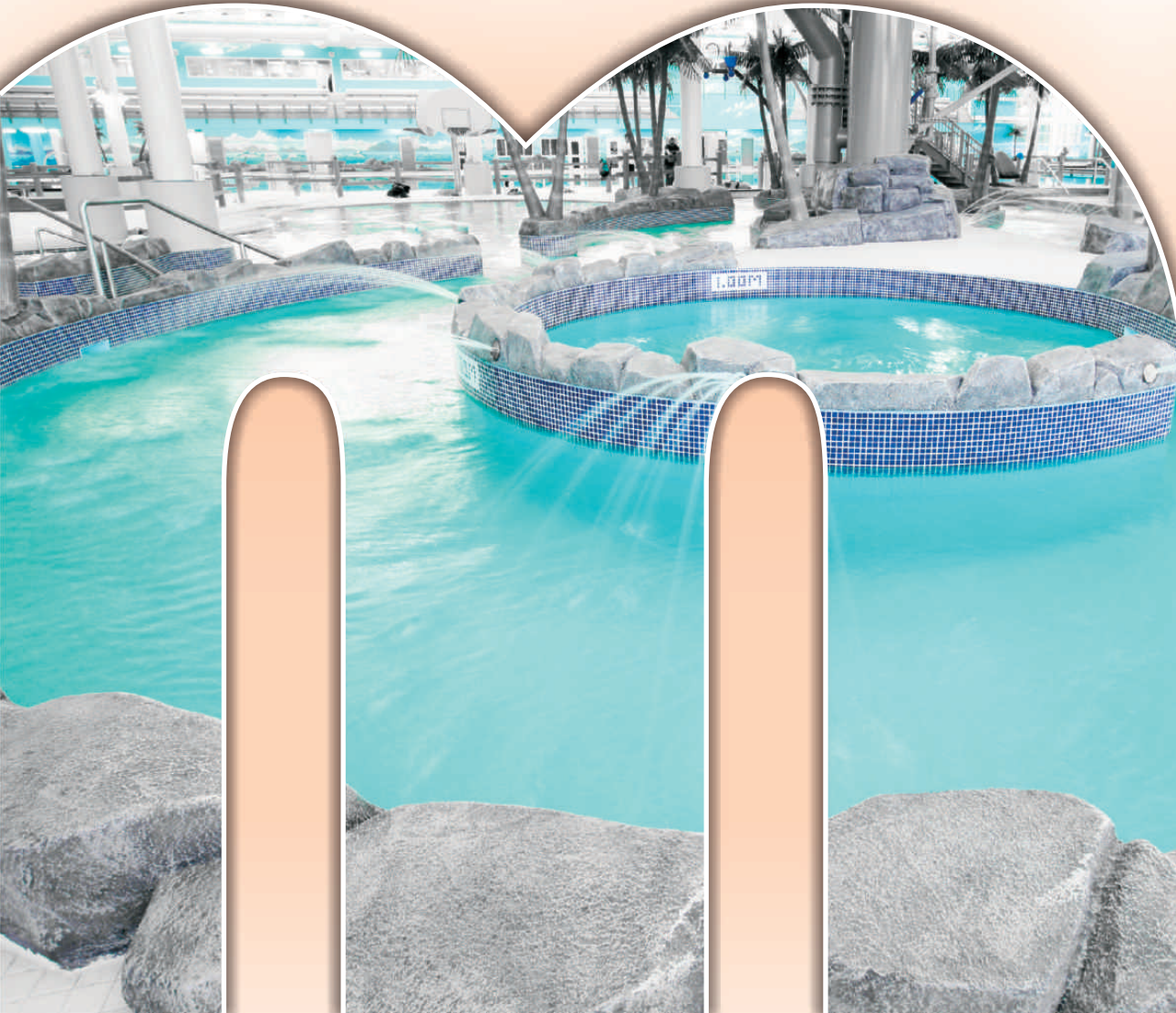


# AARFP 35TH ANNUAL GENERAL MEETING WORKSHOP & TRADE SHOW

Fort McMurray, Alberta • May 6 - 9, 2012



*The path to your future begins  
at MacDonald Island.*



# Welcome Delegates!

On behalf of the Organizing Committee, I would like to welcome all delegates and visitors to the 2012 AARFP Conference and Annual General Meeting. MacDonald Island Park and the Wood Buffalo region prides themselves in providing the ultimate recreation experience for all our guests while providing opportunities for the development of recreation professionals. Our aim is to bring a fresh approach to hosting this year's Conference.

As we strategically developed the brand for the 2012 Conference, our Organizing Committee continually returned to the Mi TEAM approach. Mi TEAM represents a unique work culture we've created here at MacDonald Island Park that prides itself on being unique, competitive, safe, and refreshing while providing innovative programming, efficient service delivery, and welcoming customer service.

We want the experience of the 2012 AARFP Conference to be refreshing, invigorating, fun and powerful for the delegates. With the theme, of mi path, my future, we hope to create opportunities for each delegate to continue the path of their professional growth. Growth that will produce a dynamic future for recreation in Alberta's communities!

With state of the art facilities, great leadership, community support, and a fantastic array of sessions and activities, the stage is set here at MacDonald Island Park as we welcome Alberta's recreation professionals to discover Your Island Playground!.

*Sincerely,*  
**Jodie Mercier**  
**Organizing Committee Chair**



# Mayor's Welcome

On behalf of the Regional Municipality of Wood Buffalo, I am please to welcome you to the 35th Annual Alberta Association of Recreation Facility Personnel Conference.

I share in the sentiment of this year's conference theme and tagline: 'Mi Path My Future: The path to your future begins at MacDonald Island.' As the largest recreational facility in Western Canada, MacDonald Island Park is our premiere recreation destination and from it springs many paths leading to a brighter and healthier future for our residents. This not only includes physical fitness, but paths to community involvement, paths to personal betterment, paths to wellness education. With an expansion underway, MacDonald Island Park is going to be even bigger and better in the future and offer our community an abundance of new recreational activities and paths.

With these many paths in mind, it is critical that we have staff to support our residents. I've always said people are our region's greatest resource, and this is certainly the case with our excellent staff at MacDonald Island Park. They are attentive and dedicated to the needs of our community. From watching our children in the pool or on the ice, to inspecting the equipment in a weight room, each member serves an important role.

It is important for all conference attendees to remember this: you make our facilities better places to gather, work, and play. Your work provides an opportunity to give back to the community. We appreciate and thank you for this!

I also applaud you for taking the time to attend this conference. Over the next few days you will have the opportunity to network, learn, inform, and educate yourself on the important matters of your field. This not only makes you well rounded professionals, but helps you serve your communities even better.

I also invite you to take the opportunity to go beyond MacDonald Island Park and visit other parts of Fort McMurray and Wood Buffalo. We are one of North America's fastest growing municipalities and striving to become a global model for sustainable living in the north. We are a region of big dreams, big potential, big community, and Big Spirit! I truly hope you experience our Big Spirit over the course of your conference.

The path to your future begins today! I wish you an enriching, informative, and enjoyable conference. Have a pleasant stay and be sure to share your experience in Wood Buffalo with your friends, family and colleagues back home.

Sincerely,



Melissa Blake  
MAYOR

# President's Message

On behalf of the Board of Directors and the Staff of Recreation Facility Personnel, I would like to welcome you to MacDonald Island in the beautiful city of Fort McMurray. This year, we celebrate 35 years of advocacy, fellowship, training, support, partnerships and friendships.

I would like to thank you for your dedication to the Association and hope you will appreciate and embrace all the benefits this conference has to offer. This year's program offers a variety of experienced and knowledgeable presenters sharing a diversity of topics in all streams of recreation. In addition to the spectacular program, the conference committee has also planned some fabulous activities for you to partake in.

I encourage you to take opportunities to network with as many members of the Association as possible. Amongst us are people with 35+ years of experience, Associates with information on the latest trends and technologies and new comers that are full of energy, ideas and eager to learn.

Respectfully enjoy the facilities, the amenities, the networking and the program. Represent your communities and your facilities in a professional manner and have a great time. Enjoy this celebration of 35 years of Recreation Facility Personnel and may your travels home be safe, full of good memories and new found knowledge.

**Kim Snell**  
**President**

# 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.

# Conference Charter Flights

Thanks to the hard work of our South Central Zone Rep, Neven Wilson, we have been able to secure a **10% discount** deal with WestJet for flights to Fort McMurray for the 2012 Conference on May 6-9, 2012.

To take advantage of this great deal, call **1-888-493-7853** and quote WestJet Group Account # **CC6998**. This code is only valid for flights 3 days prior to conference, during conference and 3 days after conference (May 3 – 12, 2012).

So this discount is 10% off the regular flight cost to Fort McMurray from wherever you are flying from. As the planes fill up and we get closer to the conference dates, the original flight cost will go up so you will pay more than if you had booked earlier. Therefore, it's much better and cheaper to book early.

**WESTJET**



# 2012 AARFP Conference at a Glance

## MacDonald Island Park, Fort McMurray

### SUNDAY, MAY 6, 2012

2:00 pm-7:00 pm **Registration** (Suncor Community Leisure Centre at MacDonald Island Park, Main Concourse)

7:00 pm-8:00 pm **Opening Ceremonies**  
KEYNOTE ADDRESS: Hugh Culver – **Give Me A Break: The Art of Making Time Work For You**  
(Suncor Community Leisure Centre, Nexen Field House)

8:00 pm-1:00 am **Hospitality Room** (Suncor Community Leisure Centre, Nexen Field House)

### MONDAY, MAY 7, 2012

7:00 am-9:00 am **Registration** (Suncor Community Leisure Centre, Main Concourse)

7:45 am-8:45 am **Breakfast** (Suncor Community Leisure Centre, Nexen Field House)

	ARENA	AQUATICS	FACILITIES	FITNESS	PARKS	SUPERVISORY
9:00 am-10:15 am	<b>Arena Bull Session</b> Simon Adams	<b>Opening a New Aquatic Centre</b> Sonia Dodd, Kim Snell, Mike Bryson, Michele Taylor, Norm Baldry	<b>Facilities Safety &amp; Security Part 1</b> Sgt. Dave Wilkinson, RCMP	<b>Trends in Fitness Programs &amp; Events</b> Terri Windover	<b>Golf/Turf Management</b> Rob McGregor & Liz Crowley	<b>Communication: Traffic Workshop Part 1</b> Rendalyn Bryson
10:15 am-10:30 am	<b>Nutrition Break</b> (Suncor Community Leisure Centre, Nexen Field House)					
10:30 am-11:45 am	<b>Preparing for Major Events</b> Craig Tkachuk	<b>Aquatic Bull Session</b> Tanya Jones	<b>Facilities Safety &amp; Security Part 2</b> Sgt. Dave Wilkinson, RCMP	<b>Developing Outdoor Fitness Activities</b> Michael Wheeler- Johnson & Adam Brown	<b>Outdoor Events</b> Kelsey Stefanizyn, Cam Watson, Lisa Fudge	<b>Communication: Traffic Workshop Part 2</b> Rendalyn Bryson
12:00 pm-1:00 pm	<b>Big Spirit Luncheon with Mayor Melissa Blake</b> (Suncor Community Leisure Centre, Nexen Field House)					
1:15 pm-2:30 pm	<b>Innovative Arena Products</b> Gerald Curran, Kathy Demorest, Rene Hebers	<b>Water Treatment for Aquatic Centres</b> John Duiker, Steve Ashworth, Mike Bryson	<b>Building Maintenance Bull Session</b> Stuart Ray	<b>Customer Service &amp; Fitness</b> Chrissie Rozak	<b>Trail Design &amp; Outdoor Fitness Centres</b> Michael Wheeler- Johnson & Adam Brown	<b>Staff Recognition Programs</b> Fatima Mirza & Stacy Hatton
2:45 pm-3:00 pm	<b>Nutrition Break</b> (Suncor Community Leisure Centre, Nexen Field House)					
3:00 pm-4:00 pm	<b>Zone Meeting</b> (Suncor Community Leisure Centre, Nexen Field House)					
4:15 pm-5:30 pm	<b>Zamboni/Olympia Rodeo</b> Mike Bryson	<b>Aquatic Staff Scheduling</b> Amanda Cuthbert	<b>Mi Events</b> Charmaine Wheeler, Kelsey Stefanizyn, Cam Watson	<b>Fitness Bull Session</b> Chrissie Rozak	<b>Sports Field Maintenance &amp; Construction</b> Sid Howman & Kaleb Gibbons	<b>Contractors &amp; Your Safety Responsibility</b> Lisa Fudge, Devin Wentzell
6:30 pm-10:00 pm	<b>Tradeshow</b> (Suncor Community Leisure Centre, Curling Dry Floor)					<i>continued...</i>

# 2012 AARFP Conference at a Glance...

MacDonald Island Park, Fort McMurray

10:00 pm-1:00 am

**Hospitality Room** (Suncor Community Leisure Centre, Nexen Field House)

## TUESDAY, MAY 8, 2012

7:45 am-8:45 am

**Breakfast** (Suncor Community Leisure Centre, Nexen Field House)

9:00 am-10:00 am

**Creative Design for Ice**

Kathy Demorest,  
Mike Bryson,  
Mark Phillips

**Lifeguard Competitions**

Barb Kusyanto &  
Sean Nickerson

**What's New in Building Maintenance Products and Equipment**

John Greer, Stan Krawiec, Stuart Ray

**Fitness Centre Equipment Maintenance**

Krystal Bates

**Parks Bull Session**

Glen Smith

**Preparing for a Successful Safety Audit**

Yvonne Beattie

10:00 am-12:00 pm

**Annual General Meeting** (Suncor Community Leisure Centre, Nexen Field House)

12:00 pm-1:00 pm

**Lunch** (Suncor Community Leisure Centre, Nexen Field House)

1:30 pm-5:00 pm

**Activities:**

1. Past Presidents' Golf Tournament: Nine holes (Max 72)
2. Volleyball Tournament (Max 36)
3. Climb and Swim (Max 36)
4. 7<sup>th</sup> Annual Fun Run & Walk (No max)
5. Suncor Site Tour (Max 100)
6. Flying Tour of the Oil Sands (Max 25) Cost per Participant: \$75 +GST (Five-passenger plane)
7. Oil Sands Discovery Centre and Heritage Park Tour (Max 50)

6:30 pm-9:30 pm

**Awards Banquet** (Suncor Community Leisure Centre, Nexen Field House)

Cocktails: 6:30 pm

Entertainment

9:30 pm-1:00 am

**Hospitality Room** (Suncor Community Leisure Centre, Nexen Field House)

## WEDNESDAY, MAY 9, 2012

8:00 am-9:00 am

**Breakfast** (Suncor Community Leisure Centre, Nexen Field House)

9:15 am-10:15 am

**Developing Customer Service Skills in Your Arena Staff**

Karl Hill

**Developing Leadership Skills in Your Aquatic Team**

Heath Mahoney,  
Brandi Schedlosky

**Custodial Services Bull Session**

John Greer

**Fitness Centre Design and Space Solutions**

Apple Fitness Rep.

**Horticulture**

Dunvegan Gardens Reps

**Developing Mi Team**

Tim Reid

10:15 am-10:30 am

**Nutrition Break** (Suncor Community Leisure Centre, Nexen Field House)

10:30 am-11:30 am

**Dry Floor Programming for Arenas**

Stan Krawiec

**Blending your Aquatic Staff into Your Multiplex Team**

Michele Taylor

**Building Maintenance Tour of Suncor Community Leisure Centre**

Mike Bryson

**Staff Health & Wellness Programs**

City of Edmonton Reps

**Equipment Maintenance Best Practices**

Gerry Murphy,  
Nina Caines

**Supervisory Bull Session**

Suzanne Gaida

11:30 am-1:00 pm

**President's Luncheon** (Suncor Community Leisure Centre, Nexen Field House)  
**Closing Ceremonies/Keynote (TBA), Grand Prize Draw, and Conference Slide Show**

# 2012 Conference Program

## SUNDAY, MAY 6, 2012

### 2:00 pm-7:00 pm – Delegate Registration

Suncor Community Leisure Centre, Main Concourse

### 7:00 pm-8:00 pm – Opening Keynote: Hugh Culver

Suncor Community Leisure Centre, Nexen Field House

#### **OPENING KEYNOTE:**

#### **Give Me a Break: the Art of Making Time Work for You Hugh Culver**

We are working in a time of distraction—endless emails, back-to-back meetings, interruptions, and growing work demands that are taking their toll. People are constantly rushing, multi-tasking, bringing work home, and struggling to find time for themselves and their families. This exciting keynote is an essential message for anyone who has a To Do List that never seems to end and is tired of always being busy. With his unique, high energy approach, and proven insights, Hugh will show your audience how they can move away from always running late, and move instead towards more productivity, better health, improved relationships, and – yes – even greater happiness.

**\*NOTE: ALL SPEAKER BIOGRAPHIES CAN  
BE FOUND ON PAGE 15**

### 8:00 pm-1:00 am – Hospitality Room

Suncor Community Leisure Centre, Nexen Field House

## MONDAY, MAY 7, 2012

### Early Morning Activities

On Monday, Tuesday and Wednesday, May 7-9<sup>th</sup>, MacDonald Island Park will be offering complimentary early morning fitness activities for delegates at the Suncor Community Leisure Centre. Each day, delegates will have the option of the following activities:

**1) Zumba:** Mon, Tues, Wed: 6:45-7:30 a.m. at the Fitness Studio – Get ready to party as hard as you work! This fitness class will get your day started like nothing else; you will leave feeling energized and exhilarated. Feel the music and let loose! Zumba is a high-intensity aerobic workout inspired by Latin dance. Combining Latin and international music along with fun, upbeat choreography ensures that every class feels like a party. Zumba is a great option for anyone, any age, any gender, and any fitness level. After your cardio workout, use our fitness centre locker rooms to shower and change for the conference day. Complimentary lockers are available for delegates each day.

**2) Early Bird Length Swim:** Mon, Tues, Wed: 6:00-8:00 a.m. – Enjoy length swimming followed by the hot tub, steam room or sauna. Complimentary lockers are available for delegates each day.

**3) Fitness Centre Start-Up:** Mon, Tues, Wed: 6:00-8:00 a.m. – Whether you want to do weight training, use our cardio equipment, or get moving on the indoor track, you will have a great workout in our Total Fitness Centre. After your workout, use our fitness centre locker rooms to shower and change for the conference day. Complimentary lockers are available for delegates each day.

### 7:00 am-9:00 am – Delegate Registration

Suncor Community Leisure Centre, Main Concourse

### 7:45 am-8:45 am – Breakfast

Suncor Community Leisure Centre, Nexen Field House

### 9:00 am – 10:15 am – BREAKOUT SESSIONS:

#### **Arena: Bull Session**

*Moderator: Simon Adams*

This session is an opportunity for delegates to arrive with their issues and challenges and discuss them with their peers from around the province. Delegates 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.

# 2012 Conference Program

## **Aquatics: The Critical Path to Opening a New Aquatic Centre**

*Speakers: Kim Snell/Mike Bryson/Michele Taylor/Sonia Dodd/Norm Baldry*

This session includes a panel of aquatic professionals who have experience opening aquatic centres around the province. Get examples of critical paths used to have a successful opening and programs launch. Hear about lessons learned, innovative solutions to typical challenges, and what pitfalls to avoid. This session is perfect for those with a new facility on the horizon and for those looking for professional development in aquatic facilities and services leadership.

## **Facilities: Facilities Safety and Security Part 1**

*Speaker: Sgt. Dave Wilkinson*

Learn how to make your staff and facility resistant to safety concerns and security issues. Facilities Safety and Security Part 1 will cover facility security, vehicle security, personal safety, reporting suspicious behavior and reporting suspected drug activity.

## **Fitness: Trends in Fitness Programs and Events**

*Speaker: Terri Windover*

Learn about new and recurring trends in Fitness: what is new and exciting in the fitness world today; the difference between short lived "fads" and long lasting ideas; how to invest in the right ones by knowing your client base; the importance of a "tried & true" foundation that has proven its longevity over the years and is still valid today; the importance of continuing education whether through courses or self education. This session will include a question & answer segment dealing with all things related to Fitness and will be an amazing opportunity to share ideas and concepts with your peers from all over the province. It will give you insight into growing or shrinking trends and how they interact with specific areas and demographics.

**\*NOTE: ALL SPEAKER BIOGRAPHIES CAN BE FOUND ON PAGE 15**

## **Parks: Golf/Turf Management**

*Speakers: Rob McGregor/Liz Crowley*

Learn best practices in golf course and turf management, sustainability practices and how to solve common problems.

## **Supervisory: Traffic Workshop Part 1 (Managing Communication Flow)**

*Speaker: Rendalyn Bryson*

Does your organization have a communication traffic jam? TRAFFIC is a program created by Rita Harte and Heather Clarke. It was developed and designed in response to the most common complaint heard in schools, home and workplaces today: poor communication between individuals and groups. Designed to help people understand their own thinking and communication styles, TRAFFIC increases their appreciation for the communication styles of others. It addresses and adds value to the skills you use every day when working with colleagues and managing relationships. A TRAFFIC survey which takes approximately 20 minutes to complete is provided online, which in turn categorizes people into 3 different colours – Red, Green or Yellow. These colours represent a difference in thinking style. It is very important to remember that no one thinking style is "better to have" than another. Our hope is that TRAFFIC will help you better understand the communication flow around you. Your business is only as good as the team working within it. Open the route to the incredible flow that happens when you interact positively with others who think differently from you!

## **10:15 am – 10:30 am – Nutrition Break**

## **10:30 am – 11:45 am – BREAKOUT SESSIONS:**

## **Arena: Preparing for Major Events**

*Speaker: Craig Tkachuk*

Whether you are hosting an ice sport tournament, a concert or community celebration in your arena, preparing for successful events involves thoughtful preplanning, and usually involves coordinating staff and community stakeholders. Learn what it takes to deliver events from an experienced event organizer.

# 2012 Conference Program

## **Aquatics: Bull Session**

*Moderator: Tanya Jones*

This session is an opportunity for delegates to arrive with their issues and challenges and discuss them with their peers from around the province. Delegates 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.

## **Facilities: Facilities Safety and Security Part 2**

*Speaker: Sgt. Dave Wilkinson*

Learn how to make your staff and facility resistant to safety concerns and security issues. Facilities Safety and Security Part 2 will cover extra ordinary policing events, emergency operations planning and emergency operations centres.

## **Fitness: Developing Outdoor Fitness Activities**

*Speaker: Michael Wheeler-Johnson/Adam Brown*

Hear how the Regional Municipality of Wood Buffalo completed an awarding winning parks project that included installation of the largest outdoor fitness centre in Canada and how this amenity can be used by fitness professionals to offer a variety of fitness events and programs.

## **Parks: Outdoor Events**

*Speakers: Kelsey Stefanizyn/Cam Watson/Lisa Fudge*

Learn what is involved in doing major outdoor events, including safety considerations, park preparation, delivery impact, damage control, and tear down.

## **Supervisory: Traffic Workshop Part 2 (Managing Communication Flow)**

*Speaker: Rendalyn Bryson*

Does your organization have a communication traffic jam? TRAFFIC is a program created by Rita Harte and Heather Clarke. It was developed and designed in response to the most common complaint heard in schools, home and workplaces today: poor communication between individuals and groups. Designed to help people understand their own thinking and communication styles, TRAFFIC increases their appreciation for the communication styles of others. It addresses and adds value to the skills you use every day when working with colleagues and managing relationships. A TRAFFIC survey which takes approximately 20 minutes to complete is provided online, which in turn categorizes

people into 3 different colours – Red, Green or Yellow. These colours represent a difference in thinking style. It is very important to remember that no one thinking style is “better to have” than another. Our hope is that TRAFFIC will help you better understand the communication flow around you. Your business is only as good as the team working within it. Open the route to the incredible flow that happens when you interact positively with others who think differently from you!

## **12:00 pm – 1:00 pm – Big Spirit Luncheon**

*Suncor Community Leisure Centre, Nexen Field House*

## **1:15 pm – 2:30 pm – BREAKOUT SESSIONS:**

### **Arenas: Innovative Arena Products**

*Speakers: Gerald Curran/Kathy Demorest/Rene Hebers*

Looking for the best new products for your arena? From ice products to refrigeration systems, this session will give you all the information you need to know to keep your arena up to date and running efficiently. Bring your questions for representatives from Cimco Refrigeration, White Ice, and Canadian Arena Products.

### **Aquatics: Water Treatment for Aquatic Centres**

*Speakers: John Duiker/Steve Ashworth/Mike Bryson*

Learn about the latest water treatment technology for Aquatic Centres from Automated Aquatics, Pinnacle, and Mike Bryson, the Director of Facilities Management at MacDonald Island Park. This session will include an in depth tour of the Syncrude Aquatic Centre's water treatment systems.

### **Facilities: Building Maintenance Bull Session**

*Moderator: Stuart Ray*

This session is an opportunity for delegates to arrive with their issues and challenges and discuss them with their peers from around the province. Delegates 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.

### **Fitness: Customer Service and Fitness**

*Speaker: Chrissie Rozak*

How do you give your fitness centre members and guests the 5-Star treatment? How do you motivate your fitness staff to consistently go above and beyond in serving your members and guests? Get some great ideas from MacDonald Island Park's Health and Wellness Supervisor.

**\*NOTE: ALL SPEAKER BIOGRAPHIES CAN  
BE FOUND ON PAGE 15**

# 2012 Conference Program

## **Parks: Trail Design & Outdoor Fitness Centres**

*Speaker: Michael Wheeler-Johnson/Adam Brown*

Hear how the Regional Municipality of Wood Buffalo completed an awarding winning parks project that included installation of the largest outdoor fitness centre in Canada

## **Supervisory: Staff Recognition Programs**

*Speakers: Fatima Mirza/Stacy Hatton*

Does your staff recognition program work well for your team? Are you looking for something new? This session will give you some great staff recognition program ideas and an example of how MacDonald Island Park built a meaningful program for its employees.

**2:45 pm – 3:00 pm – Nutrition Break**

## **3:00-4:00 pm - ZONE MEETING & Activity**

*Suncor Community Leisure Centre, Nexen Field House*

This is an opportunity for members of each Zone to get to know others in their zone as well as hold elections for the Zone Rep. positions that are up for renewal this year. For 2012, the following Zones are up for re-election: **South, North Central, North West, Calgary**. Give it some thought, and if you're interested and live in one of these Zones, let your current Zone Rep. know that you're interested. We'd love to have you on the Board!

**4:15 pm – 5:30 pm – BREAKOUT SESSIONS:**

## **Arena: Zamboni/Olympia Rodeo**

*Speaker: Mike Bryson*

Looking for a great team building opportunity for your arena staff? Try a rodeo! Learn about how to plan and deliver a Zamboni/Olympia Rodeo in your facility. See examples of what other communities have done to make this a must do annual event!

**\*NOTE: ALL SPEAKER BIOGRAPHIES CAN BE FOUND ON PAGE 15**

## **Aquatics: Aquatic Staff Scheduling**

*Speaker: Amanda Cuthbert*

Organizing and coordinating staff for your Aquatic Centre can be a headache. With lifeguards, instructors, aquafit, coaches... scheduling for your operational needs can be challenging! In this session, we will cover different scheduling programs to help you manage your staff in all of their roles, including an in depth look at 'When to Work', an efficient software program accessible to staff anywhere, anytime. This program allows you to coordinate what position /role your staff member is performing at all times. It is also a great communication tool between employer and employee, as it includes schedule via email, group texting, employee message board, and statistical and financial reporting.

## **Facilities: Mi (MacDonald Island) Events**

*Speakers: Charmaine Wheeler/Kelsey Stefanizyn/  
Cam Watson*

Learn about a variety of large scale events that have been hosted at MacDonald Island Park and the planning and logistics that went in to making them a success.

## **Fitness: Bull Session**

*Moderator: Chrissie Rozak*

This session is an opportunity for delegates to arrive with their issues and challenges and discuss them with their peers from around the province. Delegates 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.

## **Parks: Sport Fields Maintenance and Construction**

*Speaker: Sid Howman/Kaleb Gibbons*

Learn best practice in sport fields maintenance and construction. Hear about a variety of projects and lessons learned.

## **Supervisory: Contractors and Your Safety Responsibility**

*Speakers: Lisa Fudge/Devin Wentzell*

Learn what you need to know to have contractors work in your facility safely and by meeting provincial OH & S requirements. Find out what your responsibilities are to avoid fines and even jail time!

# 2012 Conference Program

## 6:30 pm – 10:00 pm – **TRADE SHOW/Dinner**

*Suncor Community Leisure Centre, Curling Dry Floor*

This is your chance to meet the people who support our association through their businesses that supply our facilities with products and services that help you present the best possible facility you can. Come and learn what is available to you in this constantly changing world. Prizes are given away throughout the evening, but if you're not there, your prize will be awarded to someone else!

## 10:00 pm – 1:00 am – **Hospitality Room**

*Suncor Community Leisure Centre, Nexen Field House*

## TUESDAY, MAY 8, 2012

### 7:45 am-8:45 am - **Breakfast**

*Suncor Community Leisure Centre, Nexen Field House*

### 9:00 am – 10:00 am – **BREAKOUT SESSIONS:**

#### **Arena: Creative Design for Ice**

*Speakers: Kathy Demorest/Mike Bryson/Mark Phillips*

See examples of what can be done with your Ice to create an interactive and dynamic setting for leisure skating and curling. White Ice will be on hand to answer your product and application questions and 2 facilities will share their successes with injecting creativity into their ice.

#### **Aquatics: Lifeguard Competitions**

*Speakers: Barb Kusyanto/Sean Nickerson*

Learn what is involved in running successful lifeguard competitions in your facility. Increase your aquatic staff's team building, skill development and staff morale with these challenging and fun events. From planning to delivery, this session by the Alberta Branch of the Lifesaving Society will give you lots of great ideas for aquatic staff in-services and events.

#### **Facilities: What's New in Building Maintenance Products and Equipment**

*Panel: John Greer/Stan Krawiec/Stuart Ray*

Discuss new products and equipment for building maintenance.

#### **Fitness: Fitness Centre Equipment Maintenance**

*Speaker: Krystal Bates*

Learn how much your Fitness Attendants can do to ensure your fitness centre equipment is well maintained, reducing down time on equipment, and extending the life of your equipment.

#### **Parks: Bull Session**

*Moderator: Glen Smith*

This session is an opportunity for delegates to arrive with their issues and challenges and discuss them with their peers from around the province. Delegates 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.

#### **Supervisory: Preparing for a Successful Safety Audit**

*Speaker: Yvonne Beattie*

Learn from an expert! Does your safety program cover all OH & S requirements? How would you rate on an external safety audit? This session will help you get high marks.

#### **10:00 am – 12:00 pm – ANNUAL GENERAL MEETING**

*Suncor Community Leisure Centre, Nexen Field House*

This is an especially important part of the conference. It's a chance for you to meet the Board of Directors, review the financial statements and proposed 2012 budget, preview the presentation by the Committee of the 2013 Conference and vote on the open positions on the Board. For 2012, the following positions are up for re-election: President Elect and Education Representative.

#### **12:00 pm – 1:00 pm Lunch**

*Suncor Community Leisure Centre, Nexen Field House*

### 1:30 pm -5:00 pm – **ACTIVITY SESSIONS:**

1. **Past Presidents' Golf Tournament** - 9 holes (Max 72) – Enjoy an afternoon on the beautiful Miskanaw Golf Course on MacDonald Island Park. Golf cart included. Golf club rental is \$20. Day lockers available. This activity will be dependent on weather conditions, of course.
2. **Volleyball Tournament** (Max 36) – Join us at the Suncor Community Leisure Centre Field House 2 for recreational volleyball. We will be using a tournament format and placing everyone in teams. Come on out for some set-bump-spike action! Day lockers available.

**\*NOTE: ALL SPEAKER BIOGRAPHIES CAN BE FOUND ON PAGE 15**

# 2012 Conference Program

3. **Climb and Swim** (Max 36) – Try out our new, state of the art climbing wall, (belayers provided) followed by a swim in the pool. Enjoy waterslides, diving boards, hot tub, steam room and sauna. Day lockers available.

4. **7<sup>th</sup> Annual Fun Run & Walk** (No max.) – Join us in this fundraiser for a local charity. Enjoy great trails and beautiful views as you run or walk your way through the course. Donations appreciated!

5. **Suncor Site Tour** (Max 100) – Join us on one of two 50-person busses that will take us out to the Suncor site for a guided tour of the Oil Sands operation! Pick-up will be at the main doors of the Suncor Community Leisure Centre.

6. **Flying Tour of the Oil Sands** (Max 25) Cost/Participant: \$75.00 plus GST (5 passenger plane). A spectacular 1-hour experience not to be missed at this great low cost. See Fort McMurray and the Oil Sands from the air!

7. **Fort McMurray Tour:** including the Oil Sands Discovery Centre and Heritage Park Tour (Max 50) – Learn about the Oil Sands at the Oil Sands Discovery Centre in Fort McMurray and tour Heritage Park to learn about the region's past. A bus will pick you up at the front doors of the Suncor Community Leisure Centre and drop you back off there at the conclusion of the tour.

## **6:30 pm – 9:30 pm – AWARDS BANQUET**

*Suncor Community Leisure Centre, Nexen Field House*

This is our annual opportunity to congratulate the scholarship winners, award winners, hear from our government representatives and honor the outgoing and incoming Board Members.

## **9:30 pm – 1:00 am – Hospitality Room**

*Suncor Community Leisure Centre, Nexen Field House*

## **WEDNESDAY, MAY 9, 2012**

### **8:00 am – 9:00 am – Breakfast**

*Suncor Community Leisure Centre, Nexen Field House*

### **9:15 am – 10:15 am – BREAKOUT SESSIONS:**

#### **Arenas: Developing Customer Service Skills in your Arena Staff**

*Speaker: Karl Hill*

Learn how to better manage arena user groups, members and guests successfully with your arena staff. Learn how to increase your arena staff's skills in dealing with challenging public relations situations.

#### **Aquatics: Developing Leadership Skills in Your Aquatic Team**

*Speakers: Heath Mahoney/Brandi Schedlosky*

One challenge that we face in the field of recreation is the development and retention of quality staff to fill leadership positions. What systems do we have in place to address succession planning, and the motivation of our employees? How can we make them want to stay? This session will explore the area of staff development in a recreation employment setting. Discussion will surround the importance, challenges and strategies of developing staff in your work area. Program opportunities and in-house incentives will be shared among the participants of this session. Syncrude Aquatic Centre's mentorship program will serve as one example for the session.

#### **Facilities: Custodial Services Bull Session**

*Moderator: John Greer*

This session is an opportunity for delegates to arrive with their issues and challenges and discuss them with their peers from around the province. Delegates 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.

**\*NOTE: ALL SPEAKER BIOGRAPHIES CAN BE FOUND ON PAGE 15**

# 2012 Conference Program

## **Fitness: Fitness Centre Design and Space Solutions**

*Speaker: Apple Fitness Representative*

Explore the newest designs and space solution for Fitness Centres with Apple Fitness.

## **Parks: Horticulture**

*Speaker: Dunvegan Gardens Representatives*

Get ideas for beautifying your parks and recreation centres from the experts at Dunvegan Gardens.

## **Supervisory: Developing Mi (MacDonald Island) Team**

*Speaker: Tim Reid*

How do you develop a strong team identity in your staff? How do you ensure that your organization's mission and values have on-going meaning for your team. Learn how MacDonald Island Park created Mi Team from Chief Operating Officer Tim Reid. This fast-paced and entertaining presentation will give you great ideas for your staff.

**10:15 am – 10:30 am – Nutrition Break**

**10:30 am – 11:30 am – BREAKOUT SESSIONS:**

## **Arenas: Dry Floor Programming for Arenas**

*Speaker: Stan Krawiec*

Hear how to make the most of your off-season arena. From recreation programs to camps and events, learn how to increase your arena's off-season revenue stream and therefore your cost recovery rate.

## **Aquatics: Blending Your Aquatic Staff into Your Multiplex Team**

*Speaker: Michele Taylor*

Does your Aquatic Team experience some challenges working with the other departments in your organization? Does your staff get forgotten by your organization at times? Does your organization have a hard time understanding the unique challenges that exist in Aquatic Centre management? If your answer is "Yes" to any of these questions, this session will give you some proven ways to successfully integrate your aquatic team with the rest of your organization and ensure that the rest of your organization better understands your aquatic team.

**\*NOTE: ALL SPEAKER BIOGRAPHIES CAN BE FOUND ON PAGE 15**

## **Facilities: Building Maintenance Tour of the Suncor Community Leisure Centre**

*Facilitator: Mike Bryson*

Join Director of Facilities Management, Mike Bryson, on an in-depth, behind the scenes, tour of the Suncor Community Leisure Centre, including the Syncrude Aquatic Centre.

## **Fitness: Staff Health and Wellness Programs**

*Speaker: City of Edmonton Reps*

Learn about the City of Edmonton's Health and Wellness programs for staff and get great ideas to refresh your program or introduce a new program in your workplace.

## **Parks: Equipment Maintenance Best Practices**

*Speakers: Gerry Murphy/Nina Caines*

A hands on session to learn how to keep your parks equipment in great shape.

## **Supervisory: Bull Session**

*Moderator: Suzanne Gaida*

This session is an opportunity for delegates to arrive with their issues and challenges and discuss them with their peers from around the province. Delegates 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.

**11:30 am – 1:00 pm – President's Luncheon**

*Suncor Community Leisure Centre, Nexen Field House*

**CLOSING KEYNOTE: TBA**

**1:00 pm – GRAND PRIZE DRAW**

**You have to be there to win!!**



# 2012 Speaker Biographies

**SIMON ADAMS** has been in the recreation field for over 27 years. He started his career by working as a recreation therapist in a Children's Hospital. He then took a leave to educate communities in the North about running recreation programs, as well as installing natural ice for arenas and curling rinks. He then took a position as Operations Manager with MacDonald Island Park in Fort McMurray in 2006. The North called him back to become Manager of Sport and Recreation for the Government of Nunavut, training facility operators and providing a yearly training program for Recreation Personnel. Currently, Simon is back in Fort McMurray at his former position. His career highlights include: 2002 Arctic Winter Games Venue Manager, "Hockey Day in Canada (Iqaluit)" Venue Manager, 2008 National Mixed Curling Championship (Iqaluit) Host, and creator of the Recreation and Parks Association of Nunavut (RPAN). He is also an instructor for Arena Level 1, Risk Management, Building Maintenance and Natural Ice Making.

**STEVE ASHWORTH** is currently the President of the Pinnacle Aquatic Group Inc. Prior to that, Steve was the Manager of CL Marketing Inc. Pinnacle Aquatic Group Inc. has over 20 years of experience in the treatment of commercial aquatic facilities, from the design of filtration systems, chemical feed systems, dealing with air quality, and water quality issues.

**NORM BALDRY** is currently the Facility Manager of the Terwillegar Community Recreation Centre in Edmonton.

**KEN BALL** is currently the Parkland Design Supervisor with the Regional Municipality of Wood Buffalo.

**KRYSTAL BATES** attended the University of Saskatchewan where she obtained her Bachelor of Science in Kinesiology and CSEP (Canadian Society for Exercise Physiology) - Certified Personal Trainer certification. Throughout university, Krystal was involved in various activities including teaching swimming/gymnastics to inner city schools, volunteering with the Physical Activity for Active Living program, and coaching basketball, softball and track and field. Krystal is also a registered Kinesiologist with the Alberta Kinesiology Association. Krystal moved to Fort McMurray in December 2008, when she began working at a local physiotherapy clinic as a Kinesiologist/Exercise

Therapist. She aided people in recovering from work related injuries, sports/recreational injuries, and chronic conditions by providing therapeutic exercises and functional assessments in a multi-disciplinary setting. Krystal has been employed as a Personal Trainer/Group Instructor with MacDonald Island Park since March 2010, and recently took over the position of Fitness Coordinator in the Sports and Recreation Department.

**YVONNE BEATTIE** is currently the Auditor Mentor/Analyst for the Alberta Municipal Health & Safety Association.

**ADAM BROWN** has been with the Regional Municipality of Wood Buffalo since March of 2008. After graduating from Niagara College as a Landscape Technician he worked for a green house company in Ontario before making the move to Fort McMurray. Currently Adam works as a project lead within the Parkland Design and Development department managing capital projects of various budgets and scopes.

**MIKE BRYSON** is currently the Director of Facilities Management at MacDonald Island Park. He has over 35 years in the Recreation Industry. Mike has been an instructor for RFP for 20 years and has taught various recreation courses throughout Western Canada as well as in the UK and USA. Mike has been involved with many outdoor hockey events including "Our Game to Give" in Hamilton, Ontario for the NHL and the "Northern Classic" in Fort McMurray, the first outdoor Junior Hockey League game in Canada.

**RENDALYN BRYSON** brings 22 years of experience in teaching and facilitating in schools and with adult groups. Born in Saskatchewan, Rendalyn lived in Malawi, Newfoundland and Manitoba, before moving to Fort McMurray in 2007. She began her career here at MacDonald Island Park as a Member Services Representative. Following this role, she moved into the Human Resources field where she was the Internal Training Coordinator, On-boarding Specialist, and most recently, is the Employee Relations Coordinator. Along the way, Rendalyn attended the Universities of Saskatchewan and Brandon to attain a Bachelor of Science in Home Economics and a Permanent Teacher's Certificate. She is a certified facilitator of Shifting to Wellness, Master Facilitator in TRAFFIC and most recently completed the FISH! Philosophy Train-the-Trainer Certification in the Fall of 2011.

# 2012 Speaker Biographies

**NINA CAINES** has her Horticultural/Arboricultural Diploma from the University of Guelph; Business Administration - Keyano College; 2<sup>nd</sup> year Machinist apprentice; 4 years at Syncrude Canada as Junior Planner/Scheduler; 3 years at Syncrude Canada Accounts Payable; 8 years at Suncor as Junior Planner/Scheduler; 5 years owner/ operator of a Landscaping Business in Fort McMurray; 6 years with the RMWB as 1.5 yr Turf; Technician, 2 yrs Development Technician, 3 yrs Greenspace Supervisor; and a Fort McMurray resident for 35 years.

**ELIZABETH CROWLEY**, or Liz as she is known to most, is the Associate Superintendent at the Miskanaw Golf Course, MacDonald Island Park, in Fort McMurray. Liz has a vast amount of experience in golf course construction, renovation, high end golf maintenance and several major golf tour events. She has a passion for environmental sustainability and is currently working on Audubon International Sanctuary certification for the Miskanaw Golf Club. Liz grew up in a small southern town in Ireland where most of her family lives. She graduated from the University of Central Lancashire, in England. Previous to that, Liz graduated with several certifications in Horticulture and Greenkeeping from Colaiste Stiofain Naofa in Ireland. After graduation, she achieved a scholarship from the Ohio State University International Turfgrass Program, and spent two and a half years working at high end clubs in the states: Pinehurst Resort and Spa, Merion Golf Club, Augusta National, and Ledgerock Golf Club. She started with Miskanaw in 2010, and is enjoying the fast pace, high expectations and team spirit MacDonald Island Park Corporation provides.

**HUGH CULVER** (Opening Keynote), author of *Give Me a Break: the Art of Making Time Work for You*, is a professional speaker and facilitator, a master trainer, and athlete. Hugh's adventure exploits have taken him from the Arctic to the Antarctic and from mountain peaks to whitewater rapids. His business enterprises have included creating the world's most expensive adventure tours, operating a private airline in Southern Chile, pioneering eco-whale watching, teaching as an adjunct university professor, and being CEO of a corporate consulting firm. Hugh's remarkable training programs and keynote presentations combine street-smart advice with an engaging and often hilarious delivery style that reaches

over 25,000 people each year. Culver's presentations on working smarter and living better are sought after by leading organizations, including: Imperial Oil, Shoppers Drug Mart, Royal Bank of Canada, Investors Group, Western Union, Suncor, Telus, United Way, Alberta Health Services, City of Calgary, the University of BC, and the Red Cross. Hugh Culver, MBA, is privileged to be one of only 40 Certified Professional Speakers in Canada, and one of only 80 Canadian Certified Facilitation Professionals.

**GERALD CURRAN** started with CIMCO Refrigeration in 1981 and gathered a wide range of experience in practical and theoretical aspects of the refrigeration field. Gerald's refrigeration education started on the East Coast and continued with further studies in Western Canada at the Southern Alberta Institute of Technology. Gerald's field experience includes 11 years of onsite troubleshooting and analysis throughout Western Canada, Yukon Territory and North West Territories as well as in the high Arctic working with Permafrost Retention Systems. His administrative duties included Service Operations Manager, Sales Manager and District Manager Edmonton Operations, where he is currently employed. Gerald's management duties also included conceptual design and implementation of ammonia and halocarbon refrigeration systems for the Food and Beverage and Petro Chemical industry as well as the recreation industry.

**AMANDA CUTHBERT** has been living and working in Fort McMurray since 2009, and is currently working at MacDonald Island Park as Aquatic Supervisor – Administration. Her role includes supervising, coordination and scheduling of the aquatic staff. Past roles that Amanda has held with MacDonald Island Park include Aquatic Supervisor -Recruitment and Training, while preparing for the opening of the Syncrude Aquatic Centre. Amanda has been working in aquatics for 15 years, originally from Slave Lake, where she was the Aquatic Supervisor at the local pool. Amanda's experience comes from 16 years of lifeguarding and Instructing. She is Water Safety Instructor Trainer, Lifesaving Instructor and Aqua Zumba Instructor. Amanda has always been passionate about aquatics, and is always looking for new programs and aquatic experiences to offer her community.

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# 2012 Speaker Biographies

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**KATHY DEMOREST** is the President of White Ice, "The Ice Paint People".

**SONIA DODD** is the Aquatic Manager with the Town of Stettler and the current Central Zone Representative for the AARFP.

**JOHN DUIKER** has spent most of his youth and adult life in and around swimming pools. He was employed for many years as a swimming instructor and lifeguard with the City of Edmonton. In 1994, he joined Automated Aquatics as a sales representative. Since joining the "private sector", John has become a student of the aquatics industry. He has taken significant interest in the areas of filtration hydraulics, automation and water chemistry, and is now considered a "leading edge" expert in those areas. For the past 9 years, he has been a respected RFP Level 1, 2, 3 Instructor. John is presently the Manager for Strategic Business Operations for Automated Aquatics and is a trained Emergency Medical Technician (EMT), and has received the Lifesaving Society's Bronze Meritorious Award, the Lieutenant Governor's Award and a Year of the Youth Award from the Alberta Government. Always interested in personal and professional growth, John is completing his third year of "The Strategic Coach", a powerful entrepreneurial program in Toronto.

**LISA FUDGE** has been the Manager of Safety and Security at MacDonald Island Park since May 2010 and is an experienced safety professional with Canadian Health, Safety and Environmental Practices (CHSEP) and National Construction Safety Officer (NCSO) designation and is in the last phases of obtaining CRSP. Lisa has many years experience as a safety professional in both mining and construction, and has expertise in the development and implementation of safety programs, performance and compliance audits, confined spaces and has facilitated Workplace Risk Analysis for several companies.

**SUZANNE GAIDA** is the Senior Manager, Community Services with the Town of Cochrane and is the Past President with the AARFP.

**KALEB GIBBONS** is a turf technician that has been in the turf business for 14 years. A graduate of Seneca Colleges Turf program, Kaleb has worked on golf courses since he was 13 including doing a full construction and grow in at the age of 23. Most recently Kaleb worked 2 years with the RMWB and received the turf award both years.

**JOHN GREER** is the President and Owner of W.E. Greer Ltd, and has over 25 years experience in the cleaning products industry. He conducts custodial training throughout Alberta and has presented to over 6,000 custodians. John is also active in the business community. He currently sits on the board of the Canadian Sanitation Group, and has served on the board of the Alberta Family Business Institute at the University of Alberta. John was also a founding President of Entrepreneurs Organization (EO), Edmonton Chapter.

**STACY HATTON** is the Recruitment & Orientation Coordinator with MacDonald Island Park Corporation. She has an Undergraduate Degree in Commerce with Major in Human Resource Management & Industrial Relations and a Certificate in Human Resource Management from Saint Mary's University in Halifax. Since January of 2011, Stacey has been responsible for job postings, resume screening, interviews and the on-boarding process, including presenting our corporate orientation. Prior to joining Mi Team, Stacey was an Operations Manager at Dance Zone/Millennium Productions, Halifax, a three location dance school and Production Company that hosts dance related events throughout the Maritime Provinces. "I'm proud to be a part of Mi Team and I'm honored to share my insights you!"

**RENE HEBERS** is the President & Board Member at Canadian Arena Products.

**KARL HILL** is the Director of Community Services for Slave Lake.

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# 2012 Speaker Biographies

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**SID HOWMAN** is a registered Landscape Architect with over 16 years professional experience in public, private, and multi-discipline design firms. Sidney earned a Bachelor of Landscape Architecture degree from the University of Florida and has since designed and managed projects for Class-A office, commercial, residential, hospitality, institutional and parkland projects throughout the Southeast U.S., Mexico City and Alberta, Canada. Presently, Mr. Howman is an Open Space Development Planner with the Municipality of Wood Buffalo.

**TANYA JONES** has been involved in aquatics for over 20 years. Having worked in 3 provinces and every size and type of facility, Tanya has an eclectic view of what aquatics offers the community. Some of the projects she has enjoyed the most include being involved in establishing and running the Aboriginal Lifeguard Program for the City of Regina, instructor for the Nyganew Program with the City of Edmonton and helping to host MacDonald Island's first provincial level aquatic sport event: the Speedo Long Course Provincials, this past summer. Currently, Tanya is an Instructor Trainer and First Aid Instructor for the Canadian Red Cross and the Lifesaving Society, as well as an NLS Instructor. Having been a water polo player in both Saskatchewan and Manitoba, and coaching diving and swimming at a pre-competitive level, as Aquatic Supervisor of Sport, Tanya is working to bring a new diversity of aquatic sport to the Wood Buffalo Region.

**STAN KRAWIEC** is the Facility Operations Coordinator for the Collicutt Centre in Red Deer. He has held positions such as Event Facilitator and Head Ice Maker for the Enmax Centrium. He has extensive training in building operations and arena/ice operations. He is an instructor with AARFP in the Arena and Building Operations stream. His career highlights include 1994 Brier, 1995 World Junior Hockey Championships, 1995 Skate Canada, and the 2007 Telus Cup Midget AAA National Championships. He is involved in golf, hockey and baseball as a player, coach and official.

**BARB KUSYANTO** believes in unlimited potential and personal accountability for all. Seen as a visionary leader within the aquatic industry, she has galvanized volunteers and staff to provide high quality, pioneering programs and services within the charitable and not-for-profit sectors. As a seasoned community volunteer and Chief Administrative Officer for the Lifesaving Society, Alberta and Northwest Territories, Barb has managed many project teams through a variety of new initiatives. Working with teams of dynamic and skilled staff and volunteers, Barb has successfully provided stewardship for organizational change and development. Barb has shared her expertise and passion for organizational strategic thinking with many organizations, looking to instill pro-active leadership and management styles that ensure public trust and member confidence. Barb has extensive experience as a lifeguard, instructor, trainer, aquatic facility programmer and manager, and as a Lifesaving Society volunteer and staff member. Her facilitation style has been honed by experiences as a staff supervisor, Board President and senior administrator.

**HEATH MAHONEY** is currently the Aquatic Supervisor - Risk Management for MacDonald Island Park Corporation at the Suncor Community Leisure Centre, one of the largest recreational facilities in Canada. He was born in Calgary, Alberta but lived most of his life in the Lower Mainland of British Columbia where he has worked for over 20 years in different capacities in the field of Recreation, from Lifeguard to Manager. His formal Recreation education was achieved at Vancouver Langara University-College, and he is also an accomplished Trainer and Instructor Trainer in various recreation and professional development programs.

**ROB MCGREGOR** is currently the CPGA Director of Golf & Grounds for MacDonald Island Park Corporation and the Miskanaw Golf Club. "Our golf course is my main passion however, as I have been a part of the golf business since 1971, and been a professional golfer since 1978." Rob began his golfing career at the Fanshawe Golf Club in London, Ontario, a municipally owned busy, busy public golf course. "I've been fortunate to have worked at two of Golf Digest's 'Best New Canadian Golf Courses', Fox Harb'r Golf Club and Resort Spa and Bell Bay, both in Nova Scotia." Prior to coming to Fort McMurray, Rob was Head Golf Professional, in charge of Food & Beverage, Golf Services, Clubhouse Operations and Sales at the Royal Woodbine Golf Club in Toronto for 11 years.

# 2012 Speaker Biographies

**FATIMA MIRZA** brings with her over 5 years of organizational and Human Resources experience spreading across the automotive, service and recreation industries. As the Director of Human Resources at MacDonald Island Park, Fatima has spearheaded the growth of the organizations workforce from 50 to 300 plus employees in a short span of under two years. With a Masters in Industrial/Organizational Psychology and Professional Designation in Human Resources, Fatima brings her core strengths in employee relations, performance management, and process improvement. Fatima is knowledgeable, passionate, and engaged with her work and always eager to share her experience with organizations and professionals across all levels.

**GERRY MURPHY** is formally trained as a Horticulturist, Landscaper, and Greenskeeper. He is currently Parks Maintenance Supervisor for RMWB and is responsible for Interments in the Fort McMurray and Abasand Cemeteries; playgrounds, basketball, tennis and volleyball courts; parking lot, sidewalk, and trail snow removal; fencing and gate construction and repair; memorial/recognition bench program; trail maintenance; park amenities; parks patrol; and signage. From 2006 – 2010 he was a Parks & Facilities Coordinator for the Town of Slave Lake. Prior to 2006 included Cemetery Operations, Property Management and he managed the largest Forest Nursery in Alberta from 1998–2003, producing, processing, storing and shipping up to fifteen million seedlings per year. He also oversaw the operations of a Seed Extraction Plant, 80 acre bare root program and twelve acres of greenhouses.

**SEAN NICKERSON** is currently the Lifesaving Society Sport Director for the Alberta and Northwest Territories Branch. In 2011, he was the National and Development Team Head Coach for the Commonwealth Lifesaving Championships that was held in Durban, South Africa. Sean has an extensive track record as an athlete, a swim coach and a lifesaving sport coach and team manager. He currently sits as the Athletes Services Manager on the National Sport Commission. As Lifesaving Sport Director for the Alberta and Northwest Territories Branch, Sean has had a prime role in building athletes in Alberta.

**MARK PHILLIPS** is currently the Operations Supervisor at Springbank Park for All Seasons, a community facility in Springbank, just west of Calgary. The Park includes two hockey rinks, 6-sheet curling rink, outdoor rink, soccer fields, football and ball fields. Mark has been making and maintaining ice since 1975 and has been at Springbank for the past 17 years. He has been an assistant icemaker at such world class events as the Men's World Curling Championships in Victoria, BC in 2005 as well as the Brier in Calgary in 2009. He has also been an instructor for RFP for the past 12 years for Arena, Natural Ice, and Curling streams. For the past five years he has had Blacklight curling at his rink. Springbank was the first rink in the world to feature blacklight curling for their members.

**STUART RAY** is a Landscape Gardener with over 30 years of municipal parks experience. He has worked with the Recreation and Parks Departments in the City of Calgary, Town of Hinton, and the Town of Olds. He has been a park and facility operator, planner, manager and a director of community services. Stuart currently lives in Cochrane and is working for his own company, Stray Worx Inc, where he teaches, guides, landscapes, consults and carves stone. He is a Senior Instructor with Alberta Recreation Facility Personnel and has been conducting training seminars since the late 1980's in the areas of arenas, parks and sports fields, life cycle planning and risk management.



# 2012 Speaker Biographies

**TIM REID** is a team-focused leader that brings with him an entrepreneurial and innovative approach to the recreation industry and has allowed him to support the development of two premium recreational facilities in Canada. Tim currently acts as the Chief Operating Officer at MacDonald Island Park, the largest community recreation facility in Canada and home to the \$181-million Suncor Community Leisure Centre. Tim has actively led the commissioning and opening of this new facility and the recruitment of over 320 employees that form the dynamic "Mi Team," while supporting the community by sitting on the Board of Directors for Fort McMurray Tourism and Leadership Wood Buffalo, and as a minor football coach in the region. In 2010, Tim was co-chair of the Northern Classic, a history-making event that hosted the first outdoor Junior Hockey Game in Canada: The Northern Classic set a new Alberta Junior Hockey League record with over 5,700 spectators in attendance. MacDonald Island Park has hosted provincial hockey championships, figure skating sectionals, major hockey tournaments, the 2011 Speedo Long Course Provincial Swimming Championships, the CBC Play On 4-on-4 street hockey challenge, and is the future host for the 2013 M&M Meat Shops Canadian Junior Curling Championships. The Island also hosted CanadaROCKS 2011, which featured a stop from KISS on their "Hottest Show on Earth" Tour: The event drew over 10,000 fans, making it the largest concert in Wood Buffalo history.

**CHRISSIE ROZAK**'s first exposure to the fitness industry occurred 12 years ago when she worked as a Personal Trainer and Aquatics Instructor at the YMCA of Wood Buffalo. She then enrolled at Mount Royal College where she graduated with a degree in Ecotourism & Outdoor Leadership. During her time at Mount Royal College, Chrissie developed a passion for outdoor activities such as rock climbing, hiking, kayaking and orienteering. Upon graduation Chrissie worked for numerous years with municipal and provincial parks before working as a Sport Administrator for the Canadian Ski Jumping and Nordic Combined Teams. She was fortunate during her time to be a part of the 2009 Women's Continental Cup and 2009 Men's World Cup hosted in Whistler, BC. Chrissie started working at MacDonald Island Park in October 2009 as the Fitness Coordinator and is currently in the role of Health & Wellness Supervisor in the Sports and Recreation Department. She has been involved with numerous

projects on the Island including a free weight room expansion, triathlon and marathon events, inventing new and exciting programs for our members and her most current project is the new K-Rock Climbing Wall that has just been installed in our racquetball court area. Chrissie has a wealth of knowledge in fitness, health and wellness and enjoys taking the opportunity to share this knowledge with members and guest alike.

**BRANDI SCHEDLOSKY** has worked in Aquatics for the past 16 years in Saskatchewan and Alberta. She has coached speed swimming for many years, which she credits for her experience in motivating individuals to be their very best. Brandi holds her Water Safety Instructor Trainer, Red Cross First Aid Instructor, Lifesaving Instructor, National Lifeguard Service Instructor, and SEE Auditor Inspector Certification. As Aquatic Supervisor of Programs at MacDonald Island Park, she launched the Syncrude Aquatic Centre's programs and she currently oversees all aquatic programming. Brandi focuses on being a positive motivator and coach to develop those she works with.

**GLEN SMITH** has worked in the field of parks and open space for over 20 years; this includes time spent with Parks Canada, Provincial Parks systems, Conservation Authorities and of course municipal parks systems; most recently with Wood buffalo he has held several roles which include Parks Superintendent, Parks, Recreation and Culture Manager, and for just over the last year Director of Public Operations. Glen has affiliations with ARPA, CPRA, IFPRA and is a sitting member of the provincial Opens Space Committee formed through ARPA. He has been trained (and continues) in the areas of horticulture, arboriculture, biology, and management/leadership practices.

**KIM SNELL** has been in the Recreation Industry for the past 22 years, specializing in Aquatics. As a Senior RFP Pool Operator Instructor and previous Pool Manager, Kim has had the opportunity to set up, maintain and evaluate numerous pool operations including small rural pools to West Edmonton Mall's World Waterpark. Most recently, she oversaw the construction and opening of a new swimming pool operation in the Town of Beaumont. Kim's focus in Aquatic Operations has been safety, efficiency and functionality and she strives to develop consistency for pool operators everywhere.

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# 2012 Speaker Biographies

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**KELSEY STEFANIZYN** began her career splitting her time between the esteemed Fashion Group International and Lucid Communications & events such as LG Fashion Week and the Toronto International Film Festival and product launch parties. Mixing her fashion PR expertise with a love for planning and conceptualizing events, she moved back to Fort McMurray to plan events for her home town. After spending two years with MacDonald Island Park as their Special Events Coordinator, Kelsey is now the Meeting and Events Manager – bringing together a team of passionate professionals who strive for excellence in customer service, innovation in events and giving back to Wood Buffalo. The message from Kelsey is quite clear: “Fort McMurray is such a unique place to live. We are so lucky to have a venue like MacDonald Island Park and every day brings new challenges and opportunities. I am so incredibly proud to be able to work with such an energetic and fun team, helping to shape memories for our community.”

**MICHELE TAYLOR** has been in the recreation industry for 32 years, specializing in Aquatic and Community Services development. Michele started off as a lifeguard and swimming instructor, moving through Head Instructor and Head Guard positions before starting work as an Aquatic Manager with the City of Langley. In this position, Michele was Project Manager on a \$1 million renovation and expansion of the aquatic facility, created and launched the award winning Operation Waterproof program, introduced innovative aquatic events and managed one of the busiest Learn to Swim programs in BC. Michele then went to work for the Bulkley Valley Aquatic Centre Management Society in Smithers, BC as their General Manager There she spearheaded a highly successful referendum campaign to increase operating funds for the facility, completed a variety of facility renovation projects and significantly increased program offerings, cost recovery rates and staff morale. She then moved to Houston, BC to work as the Director of Leisure Services. In the 1 year she was there, she launched the community's first swim club, farmers' market and was the Project Manager on Houston's Spirit Square project, which included design and installation of an outdoor performance amphitheatre. In 2009, Michele moved to Fort McMurray to become the Director of Aquatic and Leisure Services at MacDonald Island Park. She was on the senior administrative team that opened the Suncor Community

Leisure Centre, and the Syncrude Aquatic Centre, and she is currently on a committee that is working on an expansion project for MacDonald Island Park that includes 2 stadiums and a nonprofit, shared space centre. Michele focuses on developing strong leadership teams.

**CRAIG TKACHUK** is currently the President at Westpro Productions. He is an event expert having been the Director of Facilities and Development with the Edmonton Oilers Hockey Club, a Producer with Aquila Productions, General Manager at Sunwave Centre and Event Manager at Northlands. Craig brings with him a wealth of experience to help you understand the scope of large scale events.

**CAM WATSON** is currently the Event Set-Up Manager for MacDonald Island Park. He and his crew are responsible for ensuring that events are set up, including banquets, conferences, concerts, and meetings. These events range in size from a boardroom meeting for 10, to rock concerts for 1400, to Christmas parties for 750, and everything in between. Cam and his team are the "behind the scenes" department that helps make any and all functions possible in this wonderful facility. They frequently transform a sports field house into a concert with stage, lights, sound, etc; then back into a sports facility within 24 hours! Cam has a certificate from Vancouver Island University in technical direction and theatre design, as well as 10 years experience in running his own business. The knowledge and organizational skills of events that he has gained over the years has proved to be a great asset to MacDonald Island Park

**DEVIN WENTZELL** started working at MacDonald Island Park in September of 2009 working in the Guest Services Department. He then decided to become part of the Safety Department and recently received his Health and Safety Administrator Designation (HAS) through the Alberta Construction Safety Association. He is a certified auditor for both AMHSA and ACSA and does all of the safety training for the over 300 staff at MacDonald Island Park, including mandatory safety orientations, Fire Warden Training, and WHMIS training. Devin is currently working to achieve his CHSEP designation.

# 2012 Speaker Biographies

**CHARMAINE WHEELER** has been a part of the Hospitality team with MacDonal Island Park for over 11 years. She has worked in various capacities throughout the years in concession services, banquets, and lounge management. Her current role as Hospitality Manager requires her expertise in the areas of event management, business administration, and customer service. Charmaine has continued to take on major roles within the Department of Hospitality as she has been an instrumental player with numerous events including Chef Extravaganza with Chef Michael Smith, charity and gala events ranging from 400 to 800 guests, three days of Canada Day celebrations that attracted 25,000 people, over a dozen high profile concerts, including the DMG World Media Oil Sands Show and the Spring and Fall Tradeshows, which see over 24,000 visits per weekend. Charmaine has attended numerous AARFP conferences and is excited about the opportunity to bring it to Fort McMurray!

**MICHAEL WHEELER-JOHNSON** is a young fire-cracker that has been with the Parks branch of Public Operations with the RMWB for just over 5 years. He has been involved in various Parks operations from ice rinks, to snow clearing, to trails, and now overseeing the Playgrounds department. Michael has been involved with the 'Green Gym's' since their inception has been an integral part of their maintenance program.

**SGT DAVE WILKINSON** has been with the RCMP for 22 years. He is currently the Detachment Commander with the Beaumont Municipal Detachment. He has worked with a variety of Detachments including Barriere in BC, Fort McPherson/Arctic Red River in the Northwest Territories and the Strathcona County Detachment. Sgt Wilkinson also has a variety of plainclothes experience with the Street/Drugs/Property Crime Unit, Covert Operations, Serious/Major Crimes/Homicide Unit, the Integrated Gang Unit and Forensic Interview Team. Lastly, his Critical Incident Program experience includes being a member of SWAT, and the Crisis Negotiator Team, an Instructor/Facilitator with the Canadian Police College, and a graduate of the FBI National Crisis Negotiator course.

**TERRI WINDOVER** moved to Fort McMurray in October of 2009 to work for MacDonal Island Park. Currently the Health & Wellness Coordinator at MacIsland, Terri has competed in marathons in Dublin, Calgary, Kelowna, & Toronto. She received her original certification thru IFBB in the United States in the late 1980's at the age of 18 and has watched the fitness industry change and grow immensely over the last 24 years. Terri pride's herself in being open to innovation and ideas that will stand the test of time and deliver success to fitness clients while being careful to avoid short lived "fads". Terri has been a Health and Wellness Guest Speaker for the Diabetes Foundation, the Arthritis Society and the Heart and Stroke Foundation.



# Hotel Information

The Conference Committee for 2012 has been working very hard since April on building a strong program and many exceptional activities for our next conference. A small contingent of Board members visited the community in June and toured the facilities and hotels and met with the Committee to review what they have put together. I can comfortably say that this will be bigger and better than anything to date in terms of program quality and activities that highlight the great things about Fort McMurray. For those who have never been, you will find it fascinating to say the least. For those who have been there before, I'm sure you will be amazed at the progress and improvements made to the city which is now over 100,000 in population.

As for hotels, they do not have one that is large enough to accommodate all of our delegates and exhibitors but they have an established relationship with a string of hotels in the downtown core who they have an ongoing contract with for all the events hosted by MacDonald Island Recreation Complex. They are working on a shuttle service that should provide easy and quick transportation between the hotels and the complex throughout the conference.

To book your hotel for the 2012 Conference in Fort McMurray, the list below outlines the various hotels that have given us special rates for conference, and are listed in order of closest to farthest to the conference venue with distances shown. Continental breakfast is included at all hotels.

1. Franklin Suite Hotel, 10300 Franklin Avenue (1.4 km from venue) - \$134/night
2. Nomad Hotel & Suites, 10006 Franklin Avenue (1.7 km from venue) - \$134/night
3. Clearwater Suite Hotel, 4 Haineault Street (2.5 km from venue) - \$134/night

4. Merit Hotel & Suites, 8200 Franklin Avenue (4.2 km from venue) - \$134/night
5. Vantage Inn & Suites, 200 Parent Way (8.2 km from venue) - \$134/night

Your conference rates can be reserved online at [www.fortmcmurrayhotels.ca](http://www.fortmcmurrayhotels.ca) or by contacting the central reservation office for the Fort McMurray Hotel Group at 1-866-650-3678 (FORT). Delegates and exhibitors can book online directly to each hotel with the booking code "2012 Alberta Recreation Facility Personnel (A.R.F.P.)", accessing rate and room availability. These rooms are guaranteed at these rates for our conference attendees until April 6, 2012 at which time, the remaining rooms will be released and reservations will be subject to availability and not guaranteed under these special rates.

Check in time is 3 p.m. and check out is 11 a.m. Rooms must be guaranteed by major credit card. 24 hours notice is required for cancellation and non compliance will result in a cancellation fee of the cost of one room night per room booked and will be charged to the credit card on file.

## Conference Committee

Jodie Mercier.....Conference Chair Person  
 Laurie Heydon.....Finance Chair  
 Michele Tayler.....Program Chair  
 Charmaine Wheeler.....Hospitality Chair  
 Glenna Green.....Facility Chair  
 Mike Bryson.....Transportation Chair  
 Tia McCord.....Tours Chair  
 Tracey Lewis.....Sponsorship & Promotions Chair  
 Terri Windover.....Fun Run Chair  
 Larry Golby.....Liaison, RFP Executive Director  
 Rhonda Phillips.....Liaison, RFP Manager of Finance & Operations  
 Shawntel Graybill.....Liaison, RFP Administrative Coordinator  
 Kathy Demorest.....Trade Show Liaison, RFP Associate Rep.



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