

The Official Voice for the Alberta Association of Recreation Facility Personnel (RFP)

WINTER 2022

LEISURE LINES



aarfp.com



GUEST SERVICES

MEMBER RATES		DROP-IN RATES	
MONTHLY	ADULTS	Adult	\$8 \$12 \$16
\$21	\$130	Teen	\$5 \$7 \$9
\$29	\$445	Child	\$5 \$7 \$9
\$39	\$539	Infant	\$1 \$1.5 \$2
\$49	\$645	Preschool	\$1 \$1.5 \$2
\$59	\$759	Family	\$25 \$35 \$45
\$69	\$879	Senior	\$5 \$7 \$9
\$79	\$999	Student	\$5 \$7 \$9
\$89	\$1119	Drop-in	\$25 \$35 \$45

Check for the day and Play Care classes all our amenities

PLAY CARE

Need some extra help? Play Care is here to help!

Play Care is available for all ages and abilities. It's a safe and fun way to spend your time at the pool. Play Care is available for all ages and abilities. It's a safe and fun way to spend your time at the pool.

MEMBER RATES		DROP-IN RATES	
MONTHLY	ADULTS	Adult	\$8 \$12 \$16
\$21	\$130	Teen	\$5 \$7 \$9
\$29	\$445	Child	\$5 \$7 \$9
\$39	\$539	Infant	\$1 \$1.5 \$2
\$49	\$645	Preschool	\$1 \$1.5 \$2
\$59	\$759	Family	\$25 \$35 \$45
\$69	\$879	Senior	\$5 \$7 \$9
\$79	\$999	Student	\$5 \$7 \$9
\$89	\$1119	Drop-in	\$25 \$35 \$45

Check for the day and Play Care classes all our amenities

PLAY CARE

Need some extra help? Play Care is here to help!

Play Care is available for all ages and abilities. It's a safe and fun way to spend your time at the pool. Play Care is available for all ages and abilities. It's a safe and fun way to spend your time at the pool.

LIFEGUARD TRAINING IN PROGRESS

CHRISTMAS HOURS

PLAY CARE

GLOBAL AQUATIC SOLUTIONS

UNCOMPROMISING **WATER CHLORINATION** SYSTEMS

Electrolytic
chlorination



Hyprolyser[®]

ON-SITE PRODUCTION OF SODIUM HYPOCHLORITE EQUIVALENT TO
11L – 268L OF 12% CHLORINE PER DAY.

Exclusively imported by:

PINNACLE
AQUATIC GROUP Inc.

Contact us for more information on our products and services at:
Local Tel: **403.453.1944** • Toll Free: **855.453.1944**
e-mail: info@pinnacleaquaticgroup.com
www.pinnacleaquaticgroup.com

TABLE OF contents

President’s Report	4	AARFP Award Nominations Are Open!	16
Executive Director’s Report	5	Re-Connecting in Recreation - 44th Annual AARFP Conference & Trade Show Update	18
RFP Board of Directors.....	6	Win a 2023 Conference Registration! Renew Your Membership by February 15, 2023	21
2023 RFP Course Schedule	7	Good Things Are Coming Your Way in 2023!	22
2023 RFP Course Registration.....	8	Transitioning from Summer to Winter Parks Operations	23
Welcome! New Addition to the AARFP Staff	10	Customers and the Experiences They Want	27
Melt Pit Water Good Enough to Drink.....	11	Building Maintenance: All About Air	28
Keeping Aquatic Activities Affordable and Barrier Free	14		

INSIDE THIS ISSUE

PUBLISHING INFORMATION

Leisure Lines is the official magazine of the Alberta Association of Recreation Facility Personnel, published four times per year. To contribute articles, contact:



AARFP Office
Suite 100, 3015 - 12th Street NE
Calgary, AB T2E 7J2
Phone: 1-888-253-7544
Email: office@aarfp.com

MISSION STATEMENT

Providing education, consultation and advocacy in Recreation Facility Operations.

VISION

To be leaders in recreation facility operations contributing to an active Alberta.

VALUES

- Leadership - Furthering our level of professionalism, integrity, and respect in the field of Recreation Facility Operations.

- Fellowship - Sharing knowledge, providing support and networking opportunities to our members and their communities.
- Passion - Passion for what we do and how it contributes to 'Active Living' in a healthier Alberta.
- Diversity & Inclusion - Dedicated to creating a safe and inclusive environment that embraces diversity at all levels.

Alberta Government

We gratefully acknowledge the financial assistance from the lottery funds distributed by the Alberta Recreation and Physical Activity Division.

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.



President's Report

ROB PELLETIER
8675308.rp@gmail.com



Hello friends and colleagues,

I just had the pleasure of representing AARFP and our membership at the Annual Alberta Recreation and Parks Association (ARPA) conference in Jasper. This was a huge success with a massive number in attendance. After attending joint board meetings, the AGM, and the tradeshow, it is obvious that people are excited to get back into the swing of things. It was great to see. Congratulations to our friends at ARPA for a very successful conference and trade show.

Time has been going by so fast lately! I just realized that there is only 5 months left in my term as AARFP President which also means 5 months left until our annual AARFP conference and trade show. I do believe that our conference will also see record numbers with people wanting to

“
Now it is time to switch gears and get our summer students back off to school, open our arenas back up and still try to deliver top notch services without that summer help.
”

see old friends, to network with each other, and to learn about innovation in the recreation industry. I personally have been in talks with new vendors that will be attending our tradeshow and some new fresh faces who cannot wait to attend our conference. I cannot wait to see you all there!

It has been my honour being your president, and on the AARFP Board for the last 5 years, but don't worry, you can not get rid of me that fast. I still have 2 more years as the past president. I know you will all be in good hands with our incoming AARFP President, Sonia Dodd.

See you all soon. ■

Rob Pelletier
AARFP President



Longbow sales inc.

SPECTATOR SEATING





INDOOR & OUTDOOR ATHLETIC EQUIPMENT





SALES - SERVICE – INSTALLATION

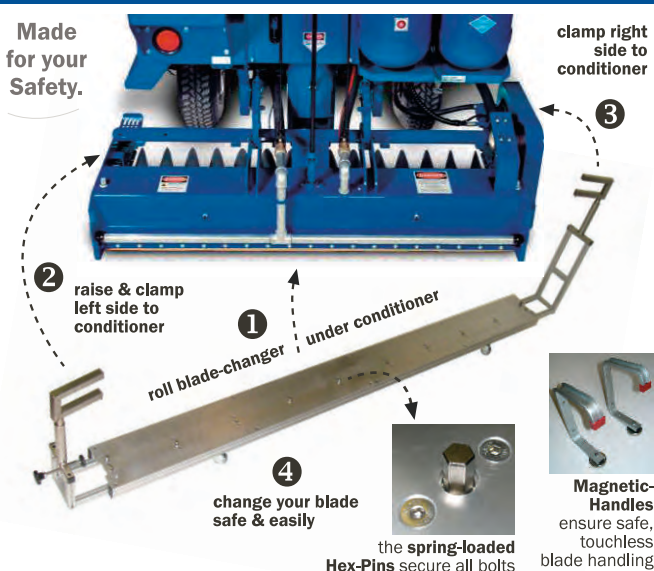
WWW.LONGBOWSALES.COM
info@longbowsales.com
403-291-3166



Conti- ICE RESURFACER

Blade-Changing Assistant

Made for your Safety.



1 roll blade-changer under conditioner

2 raise & clamp left side to conditioner


3 clamp right side to conditioner

4 change your blade safe & easily

the spring-loaded Hex-Pins secure all bolts

Magnetic-Handles ensure safe, touchless blade handling

available for ZAMBONI® & OLYMPIA® brand ice-resurfacers:



INDUSTRIAL MACHINE INC

#25, 26308 TWP 525A
Acheson, AB T7X 5A6
Ph: (587) 286-2772
Fax: (587) 286-2770
www.industrialmachine.ca

more infos & Video: www.blade-changer.com



Interim Executive Director's Report

CHRIS MCKENNA
executivedirector@aarfp.com



I hope you all had a great summer. As I sit here, the winter weather is returning with a vengeance. It is hard to believe that Christmas is just around the corner.

As you know, we have moved our office location from Cochrane to Northeast Calgary. Please feel free to drop in at any time with any questions you may have.

Our course schedule for 2023 is looking good, and we should be releasing it soon if it's not already out by the time you read this. We just completed a very successful AARFP Board Retreat in Bragg Creek. We have a very active Board and the Association is in great hands.

We have hired a new Technical Director, Mr. John Napier. He has hit the ground running and has already been a key contributor to the Association. Our Marketing Coordinator, Shawntel, has moved to British Columbia, and will be working with us in a part-time role. Maren, our Education Coordinator, has been here over a year now and the team is set to tackle the future.

We will be hosting our 2023 Conference at the Red Deer Resort and Casino (previously the Cambridge Hotel) in Red Deer. We are working on putting together a great program and the "activities sessions" will return again on the Tuesday

We just completed a very successful AARFP Board Retreat in Bragg Creek. We have a very active Board and the Association is in great hands.

afternoon. The Board duals as the Conference Committee, which ensures a fantastic event.

We continue to work with the Recreation Facilities Association of British Columbia (RFABC) and the Recreation Facilities Association of Nova Scotia (RFAN) to collaborate on course delivery. More information on this to follow.

In closing, I would like to thank our AARFP Board for all their hard work and the staff for doing such a good job. ■

*Chris McKenna
AARFP Executive Director
executivedirector@aarfp.com*

**SPORTS SURFACES & FACILITY EQUIPMENT
OVER 10,000 COURTS SINCE 1978**

TOMKO
SPORTS SYSTEMS
CANADA'S LARGEST COURT COMPANY

**PICKLEBALL & TENNIS COURTS
BASKETBALL / RUNNING TRACKS**

CALGARY (877) 631-1913 tab@tomkosports.com

ENVIRONMENTALLY SAFE • EFFICIENT

UFA

ULTRA LOW CHARGE

NATURAL REFRIGERANT

The **ultimate** in safe & efficient ice rink systems.

EZ ICE ADX • EZ ICE BOX

UFA Ultimate Fabrication inc.
Quality you can count on.

421 116 Ave. NW
Edmonton AB T6S 1G3
p. 780.417.3222
ultimatefabrication.com

2022 RFP Board of Directors



PRESIDENT
Rob Pelletier
E: 8675308.rp@gmail.com

PAST PRESIDENT
Russ Tanner, Town of Coaldale
E: russ.tanner@coaldale.ca

PRESIDENT ELECT
Sonia Dodd, Town of Stettler
E: sdodd@stettler.net

SECRETARY/TREASURER
Aaron Singh, City of Spruce Grove
E: asingh@sprucegrove.org

EDUCATION REP
Larry Golby
E: 944Golby@telus.net

ASSOCIATE REP
Ian Stephens, Forbo Flooring Systems
E: ian.stephens@forbo.com

ARENA STREAM REP
Craig Dilts, Town of Strathmore
E: craig.dilts@strathmore.ca

BUILDING MAINTENANCE STREAM REP
Chad Glasser, Town of Coaldale
E: chad.glasser@coaldale.ca

CLIENT SERVICES REP
Andrew Jones, Town of Ponoka
E: andrewwaynejones1@gmail.com

PARKS & SPORT FIELDS REP
Umesh Chand, City of St Albert
E: uchand@stalbert.ca

AQUATICS REP
Daniel Robinson, Town of Okotoks
E: danielrobinson20@hotmail.com

GOVERNMENT REP
Dean Kozak
E: Dean.Kozak@gov.ab.ca



EXECUTIVE DIRECTOR
Chris McKenna, RFP Office
E: executivedirector@aarfp.com
1.888.253.7544

TECHNICAL DIRECTOR
John Napier, RFP Office
E: technicaldirector@aarfp.com
1.888.253.7544

**MARKETING & COMMUNICATIONS
COORDINATOR**
Shawntel Dickinson, RFP Office
E: communications@aarfp.com • 1.888.253.7544

EDUCATION COORDINATOR
Maren Tryon, RFP Office
E: office@aarfp.com • 1.888.253.7544

RFP OFFICE
SUITE 100, 3015 - 12th STREET NE
CALGARY, AB T2E 7J4
1.888.253.7544
email: office@aarfp.com



RE-CONNECTING in RECREATION

**44th ANNUAL
AARFP CONFERENCE &
TRADE SHOW**

**APRIL 23-26, 2023
RED DEER, ALBERTA**



WHITE ICE THE ICE PAINT PEOPLE

- * ICE PAINT & IN-ICE LOGOS
- * ARENA & ATHLETIC FIELD MARKINGS
- * PAINT APPLICATION SYSTEMS
- * CURLING EQUIPMENT & ACCESSORIES

p: 403-236-3055 e: SALES@WHITE-ICE.COM w: WHITE-ICE.COM

JANUARY 2023

January 30 - February 2, 2023

Arena Operator Level 2Sylvan Lake

FEBRUARY 2023

February 1 - 2, 2023

Pool Operator Level 1.....Calgary - Pinnacle Aquatics

February 7-8 & 14-15, 2023

Pool Operator Level 1ONLINE

February 22 - 23, 2023

Pool Operator Level 1Fairview

February 28 - March 3, 2023

Pool Operator Level 2Lethbridge

MARCH 2023

March 7-9 & 14-16, 2023

Leadership Skills.....ONLINE

March-20-23

Developing A Policy & Procedure ManualCalgary - Office

March 23, 2023

Arena Maintenance (O)Strathmore

March 23 - 24, 2023

Pool Operator Level 1.....Brooks

March 28 - 29, 2023

Pool Operator Level 1Leduc

APRIL 2023

April 4-5 & 11-12, 2023

Pool Operator Level 1ONLINE

April 11 - 12, 2023

Building Maintenance Level 1.....Rivière Qui Barre

April 13 - 14, 2023

Building Maintenance Level 2.....Rivière Qui Barre

MAY 2023

May 2-3 & 9-10, 2023

Pool Operator Level 1ONLINE

May 3-5, 2023

Leadership SkillsEdson

May-05-23

Life Cycle & Risk ManagementSpringbank

May 8-11, 2023

Arena Operator Level 2Three Hills

May 8-11, 2023

Pool Operator Level 2Fairview

May 23-24, 2023

Parks & Sport Fields Level 1.....Lac La Biche

May 25-26, 2023

Parks & Sport Fields Level 2.....Lac La Biche

May 16 - 17, 2023

Pool Operator Level 1.....Camrose

May-19-23

Ball Diamond Construction.....Athabasca

JUNE 2023

June 5-6 & 12-13, 2023

Pool Operator Level 1ONLINE

June 13 - 14, 2023

Pool Operator Level 1.....Calgary - Pinnacle Aquatics

June 12-13, 2023

Arena Operator Level 1.....Leduc

June 5 - 6, 2023

Parks & Sport Fields Level 1.....Hanna

June 7-8, 2023

Parks & Sport Fields Level 2.....Hanna

June 19 - 20, 2023

Parks & Sport Fields Level 1.....Millet

June 21 - 22, 2023

Parks & Sport Fields Level 2.....Millet

JULY 2023

July 6-7, 2023

Arena Operator Level 1Airdrie

2023 RFP SYMPOSIUM - LACOMBE

July 17-18, 2023

Pool Operator Level 1Lacombe

July 17-18, 2023

Building Maintenance Level 1.....Lacombe

July 17-20, 2023

RDP Supervisory SkillsRed Deer Polytechnic

July 19 - 20, 2023

Building Maintenance Level 2.....Lacombe

July 17-19, 2023

Leadership SkillsLacombe

July 17-18, 2023

Parks & Sport Fields Level 1.....Lacombe

July 19 - 20, 2023

Parks & Sport Fields Level 2.....Lacombe

July 19-22, 2023

Pool Operator Level 2Lacombe

July-20-23

Life Cycle & Risk ManagementLacombe

July-21-23

Custodial Care.....Lacombe

July-21-23

Developing A Policy & Procedure ManualLacombe

AUGUST 2023

August 3-4, 2023

Arena Operator Level 1Brooks

August 9-10 & 16-17, 2023

Pool Operator Level 1ONLINE

August 10-11, 2023

Arena Operator Level 1Fort Saskatchewan

August 14-15, 2023

Arena Operator Level 1Okotoks

August 15-18, 2023

Arena Operator Level 2Springbank

August 15-16, 2023

Parks & Sport Fields Level 1.....Coaldale

August 17-18, 2023

Parks & Sport Fields Level 2.....Coaldale

SEPTEMBER 2023

September 6-7, 2023

Arena Operator Level 1.....Millet

September 6-7, 2023

Arena Operator Level 1Valleyview

September 8, 2023

Arena Maintenance (Z)Rivière Qui Barre

September 11-12, 2023

Arena Operator Level 1Rocky Mountain House

September 11 - 12, 2023

Building Maintenance Level 1.....Lac La Biche

September 13 - 14, 2023

Building Maintenance Level 2.....Lac La Biche

September 13, 2023

Arena Maintenance (O).....Rocky Mountain House

September 13 - 14, 2023

Pool Operator Level 1.....Three Hills

September 18-21, 2023

Arena Operator Level 2Olds

September-22-23

Custodial Care.....Edson

OCTOBER 2023

October 3-6, 2023

Arena Operator Level 2Beaumont

October 5 - 6, 2023

Pool Operator Level 1Lethbridge

October 17-18 & 24-25, 2023

Pool Operator Level 1ONLINE

October 16-18, 2023

Leadership Skills.....Calgary - Office

October 16-17, 2023

Building Maintenance Level 1.....Lethbridge

October 18-19, 2023

Building Maintenance Level 2.....Lethbridge

October 24-27, 2023

Arena Operator Level 2Brooks

NOVEMBER 2023

November 6-7, 2023

Building Maintenance Level 1.....Calgary - MTC

November 8-9, 2023

Building Maintenance Level 2.....Calgary - MTC

November 14-16 & 21-23, 2023

Leadership Skills.....ONLINE

November 14-17, 2023

Pool Operator Level 2Leduc

November 15-16 & 22-23, 2023

Pool Operator Level 1ONLINE

November 24, 2023

Natural IceLake Louise

<p>CLASS SIZE: Dependent on facility space due to social distancing requirements</p> <ul style="list-style-type: none"> • Arena Level 1 • Certified Swimming Pool Level 1 • Building Mtce. Level 1 • Building Mtce. Level 2 • Parks & Sport Fields 1 • Parks & Sport Fields 2 <p>\$467.25 (Plus GST)</p>	<p>COURSE START TIME: 8:30 a.m.</p> <ul style="list-style-type: none"> • Arena Level 2* • Swimming Pool Level 2* <p>\$735.00 (Plus GST)</p> <ul style="list-style-type: none"> • Leadership Skills <p>\$551.25 (Plus GST)</p>	<p>FINISH TIME: 5:00 p.m. on the last day</p> <ul style="list-style-type: none"> • Arena Mtce. • Lifecycle/Risk Management • Custodial • Developing a Policy & Procedure Facility Manual <p>\$304.50 (Plus GST)</p>
--	---	---

If you are NOT a current member, you will need to become one before you can register for a course. Everyone has to have a current Membership to attend an RFP course. This membership provides you with benefits such as access to our quarterly newsletters, and several other online features you can check out at www.aarfp.com!

<p>Membership Rates: NOTE: ALL MEMBERSHIPS EXPIRE DECEMBER 31st.</p>	<ul style="list-style-type: none"> • Individual: \$105 – (Plus GST) • Facility: \$441 – (Plus GST) • Associate: \$341.25 – (Plus GST)
<p>Pro-rated Membership Rates: AFTER JUNE 30th ALL MEMBERSHIPS EXPIRE DECEMBER 31st.</p>	<ul style="list-style-type: none"> • Individual: \$52.50 – (Plus GST) • Facility: \$220.50 – (Plus GST) • Associate: \$170.63 – (Plus GST)

PAYMENT OPTIONS: Payment can be made by EFT, credit card, cheque, or with a purchase order. Payment **MUST BE RECEIVED one week** prior to the start of the course. Payment will not be accepted at the course.

***** Please Note for the 2023 RFP Course Schedule *****
 Please refer to the website (www.aarfp.com) for the most current schedule of our course offerings. If there are discrepancies between the printed version and the website, the website is correct.
Dates and locations are subject to change.
 Courses may be added, rescheduled, or cancelled throughout the year.

ONLINE TRAINING REMINDER

Don't forget that online training is available through our partners! Red Deer Polytechnic (RDP) is offering courses for the Recreation Facility Management Certificates and Alberta Municipal Health and Safety Association (AMHSA) is offering courses for the Safety Operator Certificates.



MYCOM

M-series Reciprocating Compressor

*“The most efficient solution
for ice rinks”*

- *Up to 15% energy savings*
- *Lower running costs*
- *Minimal oil carry over*
- *Improved ice quality*



MAYEKAWA
MYCOM

customerservice@mayekawa.ca | <https://mayekawa.com/americas/mna>
TEL: Vancouver 604-270-1544 | Calgary 403-250-1554 | Toronto 905-564-0664

New Addition to the AARFP Staff

John Napier as Technical Director

Excited! Honored! Humbled! So many words to describe how I feel about joining the team at AARFP. For those who I have not had the pleasure to yet meet, I am John Napier, the new Technical Director. As a Leadership and Pool stream instructor for the past eight years I have travelled throughout Alberta and met many fantastic people within the recreation industry who truly care for their communities and their staff. It is through listening to their stories that I continue to find inspiration.



the Town of Cochrane where I learned many valuable lessons in what it takes to develop and open a new swimming pool and curling rink, while also becoming an instructor with AARFP. Like many of you, my career in recreation has ebbed and flowed and taken me in many directions. I hope through my journey I can support you in your journey.

I am excited to work with an already strong team at AARFP, and see how we can collaborate to create exceptional recreation services in your communities through the services we offer. Please reach out if you have any questions,

or just to say hello. ■

My recreation story began as a lifeguard in Grande Prairie back in the early 90's, which progressed to obtaining a Recreation Management diploma from Algonquin College, Ottawa, in 2002. After travelling and working in Edinburgh Scotland for a stint my wife and I moved back to Alberta, the province we both call home. I have had the opportunity to work for many transformational organizations within southern Alberta, which introduced me to the AARFP conference. This opened my world to a large network of professionals who could relate to my struggles, and successes, working in the recreation industry. In 2010 I joined

John Napier
Technical Director
AARFP
Ph: 1-888-253-7544
Email: technicaldirector@aarfp.com
www.aarfp.com

**Do you have
a great topic for
a Leisure Lines
article?
If so, we'd like to
hear from you!**

Here's what we need from you - criteria for Leisure Lines articles is as follows:

1. The primary purpose of the article is for educational or entertainment value to RFP members.
2. The article must meet the journalistic requirements of the 5Ws: who, what, where, when and why.
3. Images and photos can be submitted with the article and need to be approved by the Editor. All persons represented in a photograph must be named and have given consent to have the photograph published. All diagrams must include detailed descriptions.
4. If you are an Associate member, your company name and a small logo can be included with the article.
5. The article is intended to be informative and not sales orientated in nature.
6. All submitted articles must be properly cited if any outside sources are used.

The purpose of articles is to provide a direct benefit to our members through education or entertainment. We may contact you and ask you to edit your article to ensure it meets the criteria.

You can submit all articles or any further questions to office@aarfp.com

Melt Pit Water Good Enough to Drink

By: Adrian Thibault, Scott Seamon Sports Rink

Energy management has become a very hot topic. Since energy management has been top of mind at Foothills County, water management was on the radar; especially for the rural sports facilities like the Scott Seamon Sports Rink. The Scott Seamon Sports Rink is located in Heritage Heights, a rural residential area south of Calgary next to 2 schools and a couple houses. The schools and single pad arena are fed from one water source, a well system, located on the site. In 2012, the plan for water usage was:

1. Use the well water for flooding the ice
2. Melt the shaved ice in the snow melt pit with heat from the plant
3. Hold the used water in a retention tank
4. Truck it off site to be disposed of

When costs for water and disposing of water exceeded far beyond what was budgeted for, Foothills County worked with its engineering partner to find a solution.

The engineering firm and a mechanical design/construction company collaborated with facility management to create a melt water recycle system. The system had many similarities to the grey water systems that the mechanical contractor had built in the past, but the water was to be retained so it could be sent back into the ice resurfacer. This would require a strainer, filters, tanks, pumps and a system to allow it to operate seamlessly. As many arena operators know, ice resurfacer rooms are not



built with extra space for large tanks or filter systems. Since this was a retrofit project, the mechanical contractor had to work with the room they had. A part of the retrofit that worked well with the new design was a 5000-gallon retention tank (previously for dirty water) underground not far from the ice resurfacer room. This was ideal for the clean water retention tank because the inlet and outlet

pipe going to and from the ice resurfacer room already existed.

When trying to clean water, whether it is coming from the ground or other sources, you need to consider the debris, suspended solids, bacteria, and if there is a potential for bacteria growth during storage. Working from the goal of storing the clean water for future use in the ice resurfacer, the system needed to be designed to filter larger particles, filter smaller particles, kill off harmful bacteria, and stop other bacteria from growing with a small dose of chemical.

The system would automatically pump the water from the snow melt pit through a tube strainer. From the strainer, it would go through a depth sand filter; a filter with multiple types of media ranging in sizes to filter out different sizes of particles right down to smaller suspended solids. Once the water has gone through the media filter, it gets a shot of chlorine from a solenoid driven metering pump. Then it leaves the building and enters the retention tank. When it is time to fill up the ice resurfacer, the pump in the retention tank is turned on by the operator, and that sends the



continued on next page...

water to the hot water storage tanks or directly to the ice resurfacer.

An additional part of the system is used for routine maintenance of the depth sand filter only, and it is referred to as the backwash. Just as the name implies, it is to backwash the large particle filter so that it doesn't become clogged with the particles it is filtering out of the clean water. This system uses the existing pump in the retention tank and a series of motorized valves to send the water backwards through the particle filter where it then goes to a large settling tank. This backwash tank will fill to 1300 gallons with that very dirty water; then it will go into a pre-determined settling period. Once the settling period is complete, the water is pumped out via the port which is at approximately 1/3rd the way up the backwash tank. This keeps a majority of the particulates at the bottom of the backwash tank. This pump also pulls the backwash water through an H style strainer to pick up floating particles from the backwash process. From

there, it is sent to the melt pit to be sent back through the filtering and cleaning system again and used as flood water.

Routinely the backwash settling tank will be cleaned via a port at the bottom with the use of a vac truck. There are a few other forms of routine maintenance such as cleaning the main strainer and the backwash water strainer which need to be done more than weekly.

There are annual or semi-annual maintenance tasks such as pump maintenance and running the system to ensure motorized valves and check valves don't seize.

For the system to efficiently run, it only made sense that it was automated. Using motorized valves, float switches, and flowmeters all talking to and receiving instruction from a PLC (Programmable Logic Controller), the system would run

There are annual or semi-annual maintenance tasks such as pump maintenance and running the system to ensure motorized valves and check valves don't seize.

continued on next page...

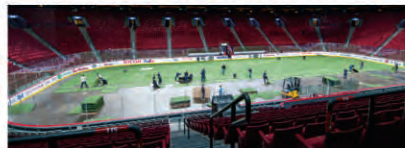
CENTAUR PRODUCTS INC. | SPORT CONTRACTING



Edmonton Soccer Centre - Edmonton, AB



Nathan Phillips Square - Toronto, ON



Bell Centre - Montreal, QC



Langley Events Centre - Langley, BC

INTRODUCING: NEXFIELD

- PORTABLE TURF PANELS
- BUILT-IN SHOCK PAD
- NON-INFILL ARTIFICIAL TURF
- VELCRO CONNECTIONS



ONLY AVAILABLE FROM:



CENTAUR IS CANADA'S LEADER IN:

- HARDWOOD GYM FLOORING • PULASTIC SPORTS FLOORING • RUBBER FLOORING • ARTIFICIAL TURF • SCOREBOARDS • VIDEO DISPLAYS
 RUNNING TRACKS • TELESCOPIC SEATING • THEATRE SEATING • BLEACHERS • GYMNASIUM EQUIPMENT • DIVIDER CURTAINS

CENTAURPRODUCTS.COM | 403-243-5111

with minor operator controls. In order to fill the ice resurfacer on demand, the retention tank pump would be turned on by the operator. With a tap of the button on the HMI (Human-machine Interface) panels screen, the operator can:

- Fill the ice resurfacer
- Monitor the flows, levels, and valve positions
- Start a backwash

With a sophisticated system like this, there will be breakdowns and problems. Keeping a backup system was important, so the existing infrastructure to fill the ice resurfacer was kept and a motorized valve was put in place to control the water from the well system. The previously existing pump for emptying the melt pit was also kept, so the water could still be sent from the melt pit to the septic field.

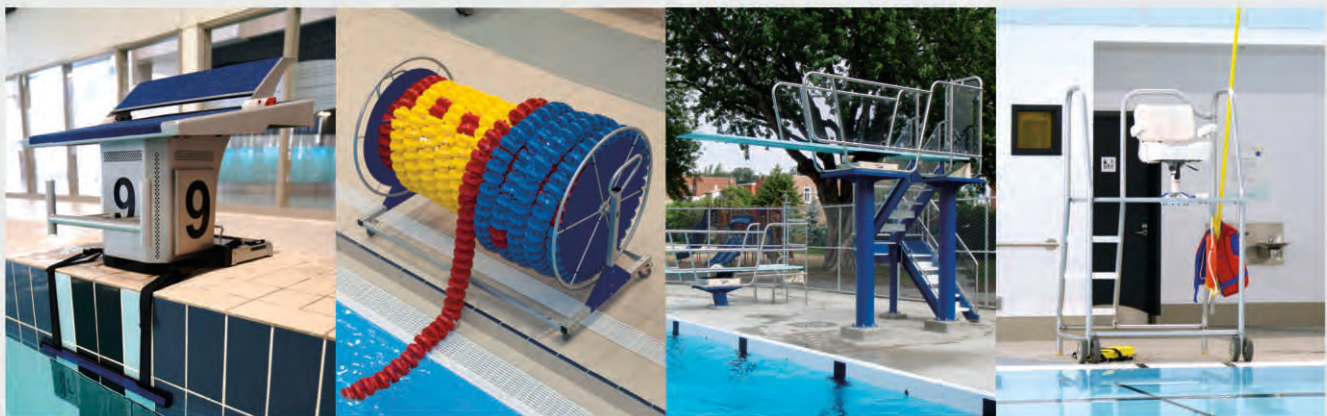
The water recycling design has worked well from when it was installed in 2015. We did make one addition though. We have installed a mesh and screen on the culvert that houses the melt pit pump to pre-filter the water before it enters. We have found this effective to stop larger items from being caught in the melt pit pump.

At this point, the melt water recycle system has reduced the water consumption for the facility by 2/3rds, and saving the 10-month ice season operation approximately 300,000 gallons per year. These savings have paid off the cost of the system along with the system providing very clean water. Water testing has resulted in water pure enough to drink safely. As ice-making becomes more of a technical art, filtration and RO (Reverse Osmosis) systems are being introduced. With the goal of reducing water usage through recycling designs, ice-making and maintenance can also become more efficient with better quality outcomes.

As the world finds more ways to reduce, reuse and recycle, governments, facilities and operations will need to look at ways to make their operations more environmentally friendly. A melt water recycle system may be a solution to a problem that is appearing more as time goes on. A natural next phase to this can be harvesting and holding rain water to be used as building and flood water even further reducing water usage. Future possibilities are endless! ■



Largest Selection of Pool Deck Equipment in Canada



aquam.com • info@aquam.com • 1-800 935-4878

Keeping Aquatic Activities Affordable and Barrier Free

By: Daniel Robinson, AARFP Aquatic Representative, EM: danielrobinson20@hotmail.com

Over the past few years, the entire world suffered. No matter where you lived, what your age was, or what your status in the community was, everyone had hardships and extreme stresses. Now, the work to build our communities into healthier, connected and active members, must be made a priority. How recreational professionals discuss, strategize and develop facility operations is an extremely challenging task. One important part of this is to keep our facilities accessible to all and to eliminate barriers to our community from enjoying our facilities.

What does affordable and barrier-free accessibility mean? Everyone is experiencing higher costs in every aspect of their lives. So, maintaining admission or program fees without increases is almost impossible. If communities have a goal to ensure every member can afford to participate in their aquatic activity, then the set fees need to meet the level of their lowest income earners. Let's take a look at the median house hold income in your community. When you divide out the essential costs of living such as shelter, food, and transportation, how much is left for leisure activities? This is who we need to think about and where we need to focus on when considering rates and fees. As for



barrier-free, this not just a physical consideration but the consideration for cost and scheduling to provide access to all members of the community.

Increasing operational costs, while working to reduce fees? It is no secret that operational costs have driven budgets up in every aspect; utilities are up, chemical prices are up, freight costs are up, program equipment prices are up, and contractor rates are up. The largest increase in operational costs is the need to keep staff with a competitive compensation. The option to simply increase fees to increase revenue seems simple, but at what cost? If you increase fees, will more swimmers come or will you eliminate a portion of your community that can't afford the price increase? What other options are available to balance the budget besides a fee increase?

- reducing spending or finding efficiencies within facility operations can be a short-term solution but over the long term, these will lead to more complex issues.
- strategically maintaining assets, improving facility supply processes or using grants to improve efficiencies are long term options to reduce costs.

continued on next page...

- Having thorough reviews of your spending needs and working with your suppliers to reduce all costs could possibly lead to strategic expense savings.

Some budget balancing strategies?

Without impacting the facility asset management plans or long-term improvements, the goal should be to utilize these funds, projects and upgrades to provide savings in expenses year over year. There have been some great advancements in aquatic operations with the goal to provide energy efficiencies. When you are reviewing these upgrades, do not forget to be critical of the actual outcome. For a quick example, there are several statements about water savings and reducing water wastage, but as an aquatics operator, introducing fresh water is a critical part of maintaining healthy water.

Generating new revenue streams in aquatics is a conversation that multiple facilities are having through collaborative meetings. The increase of newer ideas and revenues that can be collected with minimal expense increases will allow for the admission and program fees to remain as low as possible. The



discussion around charging higher premium fees to specialty rentals (business gatherings) or custom lessons (one-on-one) have been long standing practices, but the time and space these items desire is usually in conflict with the community programs. So, what other items can be introduced at high profits? Specialized Aquafit courses with pre-registrations or increased advanced courses outside the pool.

With no simple answer for maintaining affordable and barrier-free aquatic centres, the collaborative discussions and sharing of information among facilities is important. Have conversations with your suppliers about cost saving strategies and developing purchasing practices that have the goal to keep expenses down. At the top of importance is having the discussion with your local government representative about

the importance and need to have the support for affordable recreation to maintain a connected healthy population. Also, don't forget about the AARFP Facebook page, AARFP Aquatics Facebook page, AARFP online Connect Sessions, and the 2023 Annual AARFP Conference and Trade Show. These AARFP Services are available to you for discussions and information sharing! ■

dbi systems



audio visual lighting control

info@dbisystems.ca

www.dbisystems.ca

Calgary: 403-287-8600



AARFP Award Nominations Are Open!

People who work in recreation operations are highlighted at the AARFP Annual Awards Banquet during the conference every year. Do you know a co-worker, supervisor, or volunteer that tirelessly dedicates themselves to the recreation industry? If so, please take the time to recognize the unsung heroes in our communities! **Please take few moments to learn about our awards and nominate someone today!**

The nomination process is painless and only takes 15-20minutes.



STUDENT ACHIEVEMENT AWARDS: Recognizes individuals who have achieved the highest marks in any of the associations' sponsored training courses. The recipients receive a plaque, free registration to the AARFP conference to accept the award, a banquet ticket for a guest, and a cheque for \$250. **Eligible students will be contacted.**

DON MOORE SCHOLARSHIP: Available to an Alberta student completing any year of studies at an Alberta post-secondary institution in a recognized program for the operation of recreation services. The recipient will receive **\$1,500 cheque**, invitation to AARFP Annual Awards banquet with 2 complimentary banquet tickets, 1 night hotel accommodation, and an engraved plaque presented at the banquet during the AARFP Conference. **Online Application Form**

WILLIAM METCALFE AWARD: Acknowledges an individual, group or organization who has made a significant contribution in the field of recreation facility operation, management, or design. The recipient will receive an engraved plaque, complimentary ticket to the AARFP Award's Banquet, and an engraved plate on the Awards Board. This is presented at the annual awards banquet during the AARFP Conference. **Online Nomination Form**

AWARD OF MERIT: Presented to AARFP Individual Members or Associate Members nominated for their outstanding and meritorious contribution toward the Association's goals and objectives. Nominees must have completed a total of six or more years of volunteer service. The recipient will receive a framed certificate and an engraved plate on the awards board presented at the annual awards banquet during the AARFP Conference. **Contact the AARFP Office for nomination information.**

CERTIFICATE OF APPRECIATION: Presented to AARFP Individuals or Associates Members, an organization, club, or municipality nominated for their contribution to the Association. Recipients will receive a framed certificate presented at the annual awards banquet during the AARFP Conference. **Nominated by the AARFP Board of Directors.**

LLOYD SMITH INSTRUCTOR OF THE YEAR: Recognizes a current instructor with the association who, through their actions, goes over and above to show their commitment to their students and the association. The recipient will receive an engraved plaque, a free registration to the upcoming year's AARFP Conference, 1 banquet ticket for a guest, and an engraved plate on the awards board presented at the annual awards banquet during the AARFP Conference. **Online Nomination Form**

CHARLES MOUSSEAU ASSOCIATE: Presented to an AARFP Associate Member for an individual or company demonstrating a positive contribution serving the membership. The recipient will receive an engrave plaque, complimentary ticket to the AARFP Award's Banquet, 1 banquet ticket for a guest, and an engraved plate on the Awards Board. This is presented at the annual awards banquet during the AARFP Conference. **Online Nomination Form**

BAR TO AWARD OF MERIT: Presented to an Individual or Associate Member nominated for their outstanding and meritorious contribution toward the Association goals and objectives **who has already received** the Award of Merit. Nominees must have completed a total of six or more years of volunteer service. The recipient will receive a framed certificate and an engraved plate on the awards board presented at the annual awards banquet during the AARFP Conference. **Contact the AARFP Office for nomination information.**

LONG SERVICE AWARD: Members in good standing who maintained a long service membership in the Association. Recognition is given after 10 years and in 5-year increments *provided the membership is continuous*. This is awarded the following year the increment is reached. If 10 years of continuous service is achieved in 2023, the award is presented in 2024. Recipients will receive a certificate presented at the annual awards banquet during the AARFP Conference **Contact the office if you have concerns with your long service.**

BRUCE FOWLOW FACILITY OPERATOR OF THE YEAR: Presented to an individual or group of individuals who has/have made a significant contribution to the operation and management of recreation facilities within the Province of Alberta. The recipient will receive an engraved plaque, a free registration to the upcoming year's AARFP Conference, 1 banquet ticket for a guest, and an engraved plate on the awards board presented at the annual awards banquet during the AARFP Conference. **Online Nomination Form**

MEMORIAL PLAQUE: To honour members of the AARFP Association who have passed away, and and known for their contribution to the betterment of recreation. Those honored will have an engraved plate and inscription attached to the AARFP Memorial Board. This is presented at the annual awards banquet during the AARFP Conference. **Online Application Form**

HONORARY LIFE AWARD: Presented to an individual member who has previously been awarded the Award of Merit or the Charles Mousseau Associates Award and completed at least 10 years of volunteer service in the Association as a member in good standing. The recipient of this award receives an AARFP Life Membership without annual dues and retains their voting privileges in accordance with the Articles of the Association Bylaws, an engraved plaque, and an engraved plate on the awards board presented at the annual awards banquet during the AARFP Conference **Contact the AARFP Office for nomination information.**

DEADLINE TO APPLY OR NOMINATE: FEBRUARY 15TH!

CLICK HERE FOR MORE AWARDS INFORMATION



RE-CONNECTING *in* RECREATION

44th ANNUAL
AARFP CONFERENCE &
TRADE SHOW

APRIL 23-26, 2023
RED DEER, ALBERTA



Work is underway with our planning for the 44th Annual RFP Conference “RE-Connecting in Recreation”! The conference will be held on April 23-26, 2023, in Red Deer at the Red Deer Resort & Casino (Previously the Cambridge Hotel and Conference Centre), so be sure to put the dates in your calendars NOW!

The board is dedicated to building a conference to meet the needs of our ever-changing industry. We are putting together a strong program where delegates will walk away with some key learning to inspire their organizations to be the best they can be. Along with our tried-and-true stream sessions in Aquatics, Arenas, Parks & Sport fields, Building Maintenance, Leadership & Client Services, we are adding a whole set of sessions on Programming.

We are kicking off the week with our ever-popular Fun Run

and BBQ on the Sunday, along with a Keynote speaker that cannot be missed! The fun and excitement continue into Monday evening with our spectacular tradeshow of 70 vendors looking to engage and educate you with their wares. Tuesday afternoon offers a bit of downtime to explore Red Deer and area by signing up for one of the offered activities which includes the traditional golf tournament, and then it's off to the ball. Get yourself spiffed up for the awards banquet and entertainment that is sure to make you smile.



Our conference welcomes delegates from across the Province of Alberta and often others from British Columbia, Saskatchewan and the Northwest Territories. This event is an opportunity for Recreation staff to develop and build on experience and skills through the education program, create and maintain relationships through

continued on next page...



RE-CONNECTING in RECREATION

44th ANNUAL
AARFP CONFERENCE &
TRADE SHOW

APRIL 23-26, 2023
RED DEER, ALBERTA



networking as well as learn about new trends and/or opportunities with Associates. We want to Re-Connect with you and your staff!

You can receive all of this, plus amazing networking, for the low price of \$599.00 (early bird rate).

Think you have a session that would engage our delegates or know if a company that wants great exposure, contact us for speaker and/or sponsorship opportunities at technicaldirector@aarfp.com.

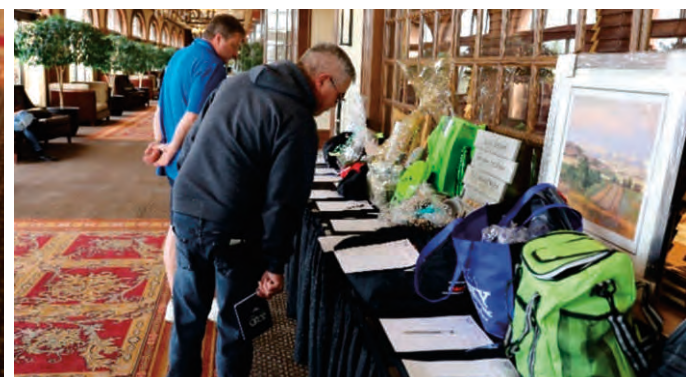
Looking forward to Re-Connecting in Recreation, April 23-26, 2023 at the Red Deer Resort and Casino in Red Deer!



Conference

Early Bird Delegate Rate:
\$599.00 + GST

Late Delegate Rate:
\$699.00 + GST





THE PATH TO NET ZERO STARTS AT CENTRE ICE

Energy-efficient ice rinks play a role in fighting climate change, and your arena can help build a sustainable future for your community.

Our Eco Chill ice rink system capitalizes on the science of thermal dynamics to maximize building efficiency. Its heat recovery technology reduces emissions, keeping energy costs low without compromising ice quality. And it's powered by Ammonia or CO₂, natural refrigerants with zero or ultra-low Global Warming Potential (GWP).

It's no wonder Greenpeace and the Environmental Investigation Agency chose the Eco Chill as the only ice rink solution in their Pathway to Net Zero Cooling product list.

CIMCO has built and retrofitted thousands of energy-efficient rinks across North America. Let us help you with yours.

EDMONTON

#120 85 Turbo Drive
Sherwood Park, AB
T8H 2J6
780-468-1490



cimcorefrigeration.com

CALGARY

#129 572 Aero Drive NE
Calgary, AB
T2E 7Y4
403-250-5501

FOR A CHANCE TO WIN A 2023 CONFERENCE REGISTRATION!

Renew Your Membership by February 15, 2023

The benefits of AARFP Membership are:

- Educational and networking opportunities with your suppliers
- Opportunity to attend annual Conference
- Opportunity to attend RFP courses
- Opportunity to post jobs for free on the RFP website
- Scholarships and Awards
- Phone or email tech support on operational situations
- Important documents such as policies, annual reports, and AGM minutes are posted and updated regularly for your convenience
- PLUS! Individuals purchasing a membership prior to February 15th are automatically entered into a draw for a free conference registration.

In addition:

- Your community will benefit from capable, knowledgeable facility operators that will ensure optimal safety, comfort, and enjoyment of your recreation facility.
- Managers will benefit from a well-informed staff that remain on the leading edge of industry standards for excellence.
- Companies providing products and services will benefit through opportunities with the current and future clients through our functions and publications.

For more information on memberships and how to renew, go to www.aarfp.com ■



GO GREEN & SAVE

Energy efficiency is a key issue wherever refrigeration equipment is installed but it's easier than ever to reduce your energy bills! Our Startec Everyday Mavericks can help you harness your waste heat energy to greatly improve your overall efficiency and save you money.

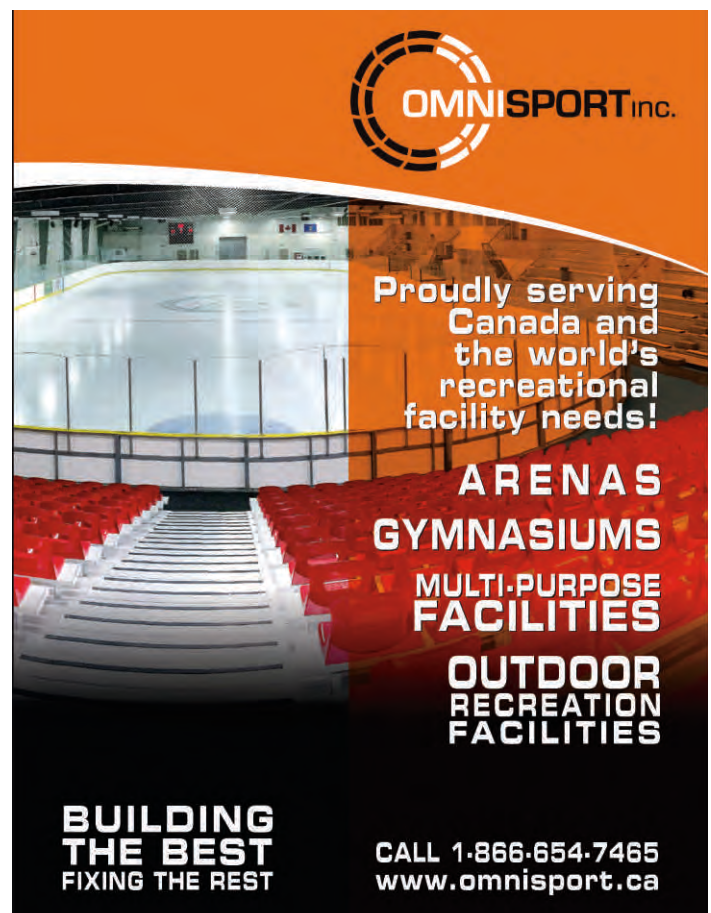
Waste heat can be used to:

- Provide warmth to other areas of a facility
- Preheat cold water before it enters the water heating system
- Heat snow melt pits in ice arenas

Let us create a custom heat recovery solution for your facility and help you save on your energy bills!

STARTEC
Service

CALL STARTEC TODAY TO LEARN MORE: (403) 295-5855
OR VISIT US AT STARTEC.CA



OMNISPORT inc.

Proudly serving
Canada and
the world's
recreational
facility needs!

ARENAS
GYMNASIUMS
**MULTI-PURPOSE
FACILITIES**
**OUTDOOR
RECREATION
FACILITIES**

**BUILDING
THE BEST
FIXING THE REST**

CALL 1-866-654-7465
www.omnisport.ca

Good Things Are Coming Your Way in 2023!

There has been no shortage of change these last few years, and AARFP has been with you through it all. Now we are asking you to hang in there a bit longer as this amazing Association takes progressive steps to serve you better.

As we enter into the New Year, you will see a lot of phenomenal new looks and processes.

New Website

AARFP is working with nine10, an outstanding company that builds brands and websites, to bring you an updated website incorporating a fresh look to enhance the AARFP Brand. This website will be efficient and intuitive for you to access information, membership renewals, job postings, and course and conference registrations.

We want to extend a thank-you to Windsor Graphics for 18 years of service to AARFP. Bill and Kathleen Windsor played a key role in growing the Association to where it is today. They are continuing to show their integrity and professionalism as they assist with the transition.

New Membership Portal

In addition to the new look and feel, we will be implementing Member 365 into the website. Member 365 is an all-in-one membership management system. This will include your own membership portal similar to what you have now that will allow you easier login and access to all AARFP resources. In addition, Member 365 has a learning management system, continuing education tracker, job board, event management, and marketing capabilities. This system will allow AARFP to serve you better as we continue to strengthen and grow.



Thank-you to all our dedicated AARFP members for all the support over the years. As we enter another phase of progression, we are continually dedicated to providing education, consultation, and advocacy in recreation facility operations. ■



➔ 2023 Course Schedule

➔ New Registration Process

➔ New Membership Portal

➔ New Website

The 2023 year for AARFP will kickstart with a bang! We will not only be launching the 2023 education schedule, but it will be brought to you with a fresh new look and easier processes to access what you need! Stay tuned for more information!

www.aarfp.com

Transitioning from Summer to Winter Parks Operations

By Steve Schlese – Supervisor of Parks Operations, City of St. Albert

A little about me...my name is Steve Schlese, and I am one of the Supervisors of Parks Operations for the City of St. Albert. I started with the city in the spring of 1991 as a casual, and spent most of my career in arenas. Then I became a Parks Team Lead involved in summer, winter, and arena operations. In 2011, I was hired on as a Supervisor of Parks Operations.



- Cemetery operations (year-round)
- Arenas (year-round)

Staffing

As we move from summer to winter operations, approximately 80% of our casual staff return to school which makes it more difficult to complete work during the fall transition period. The City of St. Albert's organizational structure

In the summer, my team is made up of 24 FTE's including 8 team leads and 45 casual staff. This team looks after:

- Turf maintenance
- Porta-potties in parks
- Sport fields (including one artificial turf field) and sport courts
- Trail systems, park amenities, park refuse, and graffiti/vandalism
- Landscaping
- Cemetery operations (year-round)
- Arenas (year-round)

In the winter, my team is comprised of 23 FTE's including 4 team leads and 12 casual staff. This team looks after:

- Outdoor rinks and priority 1 snow removal
- Sidewalk, trail, and bus stop snow removal
- Parks refuse
- Artificial turf field (until the end of November)

runs parks and transportation operations under one department, so we can take advantage of sharing staff from other teams to complete work before winter operations begin.

Moving into winter operations, we fill casual roles with as many of our competent and skilled summer casuals as we can. If we are missing any staff, casual job postings are put out in late October/early November. From a permanent perspective, we move City Parks and Transportation Staff back and forth seasonally depending on skill set and interest.

Orientation & Training

New casual staff complete an onboarding orientation that covers safety/polices, and all staff work through job-specific hazard identification and safe operating procedures for winter activities with their team leads.

Before the switch from fall to winter operations and hopefully before the snow flies, a fall operations tailgate meeting is held with all permanent staff. Executive leadership and department managers/supervisors are in attendance for staff to get updates,

continued on next page...

engage in discussion, and ask questions. Refreshments are served, of course!

While we wait for the snow to arrive, permanent staff complete courses from their individual learning plans (ILPs). While we encourage staff to sign up for approved courses through the year, we utilize the shoulder season for scheduling as much training as possible to increase their knowledge and skills.

ILPs for the following year and Team Lead annual evaluations of their permanent staff are all completed as we near year end.

Service Level Preparation

As new developments and capital projects are completed each year, updating maps for snow clearing operations is key.

Our team leads work with our Engineering and ITS groups to get all the newly FAC-ed (final acceptance) areas into our inventory and team leads review with staff to ensure no areas are missed.

Technology improvements allow for increased operational efficiency, including apps to track real-time snow clearing of our sidewalks and trails, noting areas cleared and/or sanded. This allows team leads and the next operators on shift to know what has been done and what needs to be completed. It is also a tool to accurately track the time it takes to complete our service levels, which can help for future budget asks from Council.

Climate change is impacting operations and will likely continue to do so. With multiple frozen rain events happening each winter, we are now purchasing ice breakers with our sidewalk machines.

As in any municipality, dealing with concerns from the general public that are never satisfied with how often you clean the sidewalk or how much (or how little) sand you put down, are hard to prepare for, but an on-going part of the job.

Final Thoughts

I was lucky enough to attend the ARPA conference this past October in person now that we are hopefully on the other side of Covid. While attending an employee retention session, the presenters asked everyone: What could better? What are you upset with in your current job? Why did you quit your past job? I found it curious that the majority of people, most of whom work in municipalities, had a lot to say about:

... it's up to leaders to adjust and make their workplace a place that people are comfortable to be in, while also recognizing that individuals are responsible for their own happiness in the workplace too.

- Not happy with their wage
- No opportunities for training
- Micromanaging supervisor
- Being told they need to do more with less
- Lack of recognition for a job well done.

Speaking to my experience at the City of St. Albert, nothing really came to mind that I wanted to write down. When I started working, I was just happy to get a pay cheque, but today's staff are looking for more than that. That's not a bad thing, but it's up to leaders to adjust and make their workplace a place that people are comfortable to be in, while also recognizing that individuals are responsible for their own happiness in the workplace too.



Our Public Operations Union holds an annual summer BBQ for everyone in the city. We formally acknowledge staff effort with verbal and written kudos regularly, and we try to provide team building, appreciation, and socializing opportunities for staff.

I love what I do, and the city provides me with fair pay and amazing benefits. Throughout the pandemic, not only did we get to keep our jobs, but we were the silent heroes that kept everyone active outside in our parks, sidewalks and trail systems.

Mind your staff and co-workers, look out for each other's physical and mental well-being, and be safe! ■

SPECIAL
OFFER
**23%
OFF**



W.E. GREER LTD.



\$9,775.99*

List Price \$12,692.³⁰



T300e Walk Behind Floor Scrubber

Specifications

- ✓ 20" Scrubber
- ✓ Insta-Click™
- ✓ Self Propel
- ✓ Pad/ Brush Assist
- ✓ Battery 12V Deep Cycle Batteries with On Board Charger
- ✓ Single Down Pressure

The innovative high performance scrubber designed to reduce costs to clean, improve facility image & provide a safe environment for your staff.

Benefits

- Cost Effective & Reliable
- Versatile Cleaning Performance
- Easy Operation & Maintenance

*Special Price for limited time while supplies last. Price includes wet batteries. AGM batteries are also available, ask us for pricing. Restrictions may apply. Fully equipped model displayed.

Contact us for more information 1.800.565.9898



WE BRING ICE TO LIFE®

Products Developed by
Ice Makers for Ice Makers®

PRO-ICE®

- Allows your facility to maintain higher ice surface temperatures reducing operational costs
- Creates harder, faster ice with less snow buildup, reducing maintenance costs
- Game markings & in ice logos are more visible and brighter due to superior ice clarity

“...Because of their unequaled experience and reputation in the ice making industry, I wouldn’t consider making ice with anything other than the Jet Ice **PRO-ICE** Water Treatment System....”

MATT CALLAN,
MANAGER, FIELD OF PLAY
CALGARY SPORTS AND ENTERTAINMENT



www.jetice.com

1.800.585.1079



Customers and the Experiences They Want

By: Andrew Jones, AARFP Client Services Rep, andrewwaynejones1@gmail.com

As we move into the winter months, for many of us in recreation and client services, our focus shifts to providing quality services in our indoor facilities. Winter comes with a sense of fun and excitement as our arenas, pools and other indoor facilities see an influx of users trying to escape the cold and stay active. With added users, also comes the need for added customer services and creating the best experience for our user. But what do our customers really want?



achieved by changing something as simple as our facility schedules to accommodate different user groups. A great example is the addition of private family bookings that many facilities implemented during COVID-19.

Creativity in Programming

As we move out of the COVID-19 pandemic, this pillar has become more important for the user experience in recreation. After two years of constant change and innovative ideas, this

This can be broken out into three key categories that will help anyone in client services provide the best experience possible.

1. Positive Recreation Atmospheres
2. Adaptability to Fit Changing Lifestyles
3. Creativity in Programming

Positive Atmospheres

A positive atmosphere is the cornerstone of the customer experience. Creating a welcoming and positive environment starts with the front line. Making sure we, as client services representatives, always put on a welcoming face to our users not only makes our clients experience more enjoyable, but also makes our own days that much better. When I use to work at the front desk, nothing made my day better than sharing a warm welcome with users coming in to enjoy the great facilities we help operate.

Adaptability

Many of us live a fast-pace changing lifestyle, and that is no different for the clients we serve. Being able to adapt our schedules, programs and facilities to meet clients needs and wants is an integral part of our services delivery models. This can be

is something customers have grown accustomed to. Many of our colleagues around the province were forced to come up with new program delivery models that still brought an essential service to people while they were at home. Great examples of this include livestreaming work outs, creating recorded swim lessons, and so many more. However, as we shift back to providing that in-person experience, the creativity component is still something that many of our clients will be looking for.

All of these different categories are important to providing a great customer experience. While they don't encompass everything that we do to provide an exceptional customer experience, they are pivotal to ensure that our customers continue to choose our facilities for recreation.



As I have just joined AARFP as your client services rep in the last two months, I look forward to working with everyone in our industry to build out this new area and expand our offerings. If anyone has anything they need, please reach out to me at andrewwaynejones1@gmail.com and I would be happy to assist. ■

All About Air

By: Chad Glasser – AARFP Building Maintenance Rep, chad.glasser@coaldale.ca

Ugh – winter. It's that time of year where we are all forced inside. Indoor recreation becomes more popular for our communities as we turn to hockey, public skating, swimming, and all other programming. That means way less time breathing in fresh clean outdoor air. However, we all know how important air quality is, so what does that mean for those of us operating recreation facilities? It's our responsibility to keep people safe, but it's not that easy, we also have to ensure everything we do is cost effective! Let's talk about make-up air units.



WHAT PROBLEMS CAN MAKE-UP AIR SOLVE?

Standard make-up air units are designed to provide a building with tempered fresh air, both heated and cooled, to offset air that is exhausted by other mechanical means. When the space in a home or building is

ventilated and not replenished from another air source, the result is depressurization. Consequently, air from the outside will seep through drafty homes and buildings, or if the space is sealed tight, ventilation systems will have difficulty exhausting the air.

DIFFERENCES BETWEEN MAKE-UP AIR AND STANDARD VENTILATION

Standard ventilation fans bring in the outside air “as is” without heating or tempering. If the outside temperature is 100° F with 85% relative humidity, then a standard ventilation fan is bringing in 100° F with 85% relative humidity air. Likewise, if the outside air temperature is -10° F, then the ventilation fan is bringing in -10° F air.

With a make-up air unit, that same -10° F air can be tempered to 50° F. This means the heating system wouldn't be required to work any harder than is necessary nor would it waste energy.

Reaching high Indoor Air Quality (IAQ) is the main driver behind the need for make-up air units. Whether it is the removal of contaminants in the air or providing a comfortable temperature, there are many ways to improve IAQ. In most industrial and commercial applications, a make-up air solution is a much more effective method compared to typical ventilation fans when achieving a high IAQ. Make-up air units will greatly improve the safety and comfort of those inside while keeping energy efficiency as a priority.



As winter sets in, it's that time of year to check on your furnaces, boilers and make-up air units to make sure they are in tip top shape. Don't forget to rely on the professionals as well, and reach out to your HVAC Specialist regularly! ■

BIG HILL

SERVICES & ARENA SUPPLIES LTD.

CALL TOLL FREE: 1-888-932-2728



Your Olympia
Ice Resurfacers Dealer; Parts, Sales & Service
From Bumper To Conditioner
"We've Got You Covered"



New & Used Ice Resurfacers



www.bighillservices.com



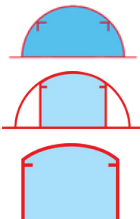
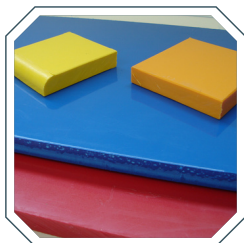
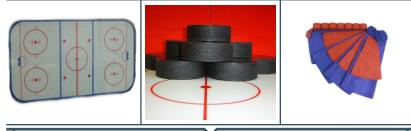
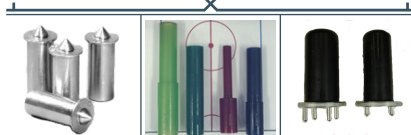
TECH-ICE PAINT
"TECH-ICE 1"
IS OUR REGULAR WHITE BASE
"TECH-ICE 2"
IS THE BRIGHTEST OF WHITES
"TECH-ICE LIQUID LINE PAINT"
RED, BLUE, GOAL CREESE BLUE,
YELLOW, BLACK & FOREST GREEN



boardcleaning@bighillservices.com



"Your One Stop Arena Shop"
Big Hill Services & Arena Supplies Offers The Most
Complete Line Of Arena Products & Services In
Western Canada





Season's Greetings!

FROM ALL OF THE STAFF AT AARFP.

Please note that the AARFP Office will be closed Monday December 26th – Friday, December 30th, and re-open on Monday, January 2nd.



RE-CONNECTING in RECREATION

44th ANNUAL
AARFP CONFERENCE &
TRADE SHOW

APRIL 23-26, 2023
RED DEER, ALBERTA

AGM EDUCATIONAL SESSIONS GOLF TOURNAMENT WELCOME BBQ TRADE SHOW SWAG BAGS AG
KEYNOTE SPEAKERS AWARD'S BANQUET FUN RUN NETWORKING PRIZES HOSPITALITY ROOMS K



KEYNOTE SPEAKERS AWARD'S BANQUET FUN RUN NETWORKING PRIZES HOSPITALITY ROOMS K
AGM EDUCATIONAL SESSIONS GOLF TOURNAMENT WELCOME BBQ TRADE SHOW SWAG BAGS AG



Your Municipal And Contractor Equipment Specialist For Over 50 Years



Zamboni

Ice Resurfacers
Edgers

RPM Tech

Snow Removal
Equipment

Boss

Snow Removal
Equipment

Buyers

Snow Removal
Equipment

Tenco

Snow Removal
Equipment

RoadHog

Asphalt
Equipment

Pavijet

Asphalt
Equipment

Eddynet

Sweepers,
Road Equipment

Broce Broom

Sweepers,
Road Equipment

Sweeprite

Sweepers,
Road Equipment

Henke

Snow Removal
Equipment

Everest

Snow Removal
Equipment

KM International

Asphalt
Equipment

Cimline

Asphalt
Equipment

Etnyre

Asphalt
Equipment

Camel Super Products

Hydro-vacs

Green Climber

Steep Slope
Mowers

Tommy Gate

Industrial Grade
Tail Gate Lifts

Rugby

Landscape
Equipment

Voth

Truck Bodies

T: 587 286-7846

www.industrialmachine.ca

We do
fantastic things
with water.



NEMo Trichloramine Monitor

- The world's first air quality recorder to continuously measure trichloramine levels in indoor pools
- Permanent install and portable options available
- Results are easily downloaded to any computer, and are displayed on a graph
- Exceptionally accurate and cost effective



PTV1000 Turbidity Meter

- Easy to operate, color touch screen interface
- Highly accurate, live pool turbidity (clarity) monitoring
- Easy user-calibration and verification
- Smart device connectivity, operate the unit from a mobile device. You can even calculate, graph and send data!



WAPO® Chlor Electrolysis System

- Exceptionally safe and cost-effective, on-site chlorine generation system
- Makes safe & pH neutral liquid chlorine from salt & water
- No salt gets added to the pool water. Salt is handled in the mechanical room and converted directly to liquid chlorine!
- Eliminates handling and storage of hazardous chlorine products
- Various size options to perfectly suit any pool

We believe that Trichloramine levels should be monitored in every aquatic facility. Trichloramine or Nitrogen trichloride (NCl₃), is a chemical compound belonging to the chloramine family. It is formed as a by-product during the reaction of free chlorine and nitrogen derivatives from bathers such as sweat, saliva, urine and bacteria. High free chlorine residuals and increasing levels of bather contamination promote NCl₃ formation. Testing your water for 'combined chlorine' is only part of the picture and will not reveal the true risk of what is gassing off from the pool water into the air. The ratio of chlorine to waste, the pH and agitation of the water all contribute to the reactions that cause 'combined chlorine' to gas off from water into the air. Regular monitoring of trichloramine levels can identify health risks to bathers and staff. With our testing service we work with you to provide feedback on your overall treatment process and include recommendations to improve your water and air quality. The current recommendation from the WHO is a maximum value 0.50 mg/m³. Worksafe BC recommends below 0.35 mg/m³.



Toll Free: **1.800.661.6444**

Local (Edmonton): **780.468.3261**

www.automatedaquatics.com