

FALL ISSUE | SEPTEMBER 2023

Leisure Lines

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

aarfp.com



PROFILE: Elevation Place - Canmore, Alberta

(See page 16 inside . . .)

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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.

OUR 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.



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

President's Report



Sonia Dodd – AARFP President – sdodd@stettler.net

Hello all,

Since the last Leisure Lines came out, the AARFP board has travelled to Lethbridge to attend our June meeting and tour the facility where we will be hosting the 45th Annual Conference, on April 21 – 24, 2024. We know that this venue and location will be fantastic. We and the conference committee are hard at work to make this a spectacular conference. Mark your calendars and keep an eye out for updates on <https://www.aarfp.com/events/>.

I am sure everyone has had a busy summer season, which is fantastic. We had great training opportunities for everyone with Symposium, which included the Red Deer Polytechnic: Management Skills for Supervisors training in Lacombe. The combined efforts of the Lacombe Staff, instructors and the RFP office staff made it a great educational event with some evening activities. If you missed out on this year's Symposium, plan to attend the 2024 Symposium!

The fall planning session for the board will soon be upon us and with the guidance of our President Elect, Craig, we will be reviewing the organizations by-laws and updating a few items within our policies. AARFP has made a lot of changes within a short period of time, so reviewing documents is a necessity, which includes our Strategic Plan.

The summer in Alberta may have started with wildfires, but recreation facilities and pools provided people with relief from the smoke and provided support throughout this terrible experience. I'm glad that the fires have been extinguished, and my heart goes to all that were affected by the fires and smoke.

I would like to thank everyone that has touched AARFP from the past to the present: members, associates, instructors, partners, board members, staff, conference committees and the list will never end. Keep up the amazing work.

I am honored to be your President,
Sonia Dodd

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Executive Director's Report



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

I hope you all had a great Summer. It is hard to believe that summer is over, and that it's now fall. Our 2023 Conference at the Red Deer Resort and Casino was a great success, and we are working hard on making the 2024 Conference, our 45th Conference extra special. It will be held in Lethbridge on April 21 – 24, 2024. We'll be continually updating our website with information, so make sure to check it out.

We just finished our Annual Symposium in Lacombe and had over 170 registrants in attendance. This was a great event as you can take more than one course in the same location during the same week. But it also provides you with an opportunity to network and make connections with individuals who work in your industry. If you missed out on the Symposium this year, sign up for the 2024 Symposium.

Our new Board, led by President Sonia Dodd, is hard at work for you, our members making the association the best it can be. We will be meeting at our annual planning session in September. During the session we will be updating our bylaws and policies. Please reach out to any of the Board members, or our staff, with any questions or concerns that you may have.

Just to remind everyone, we have moved our office location from Cochrane to Northeast Calgary. Our address is Suite 100, 3015 – 12 Street NE, Calgary, Alberta, T2E 7J2, please feel free to drop in at any time!

Our course schedule for 2023 continues to be robust, and we hope you have a chance to attend some courses this year. Keep in mind that we have special courses, in which communities and facilities can have courses specialized to them. It's a budget friendly, flexible and a great way to ensure that not only are your staff trained but that they are trained within your facility.

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.

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

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2023 Course Schedule



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.

SEPTEMBER 2023

- September 6-7, 2023**
Arena Operator Level 1Millet
- 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 1Lac 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 1Three Hills
- September 18-21, 2023**
Arena Operator Level 2.....Olds
- September-22-23**
Custodial CareEdson

OCTOBER 2023

- October 3-6, 2023**
Arena Operator Level 2Beaumont
- October 5 - 6, 2023**
Pool Operator Level 1Lethbridge
- October 17-18 & 23-24, 2023**
Pool Operator Level 1.....ONLINE
- October 16-18, 2023**
Leadership Skills.....Calgary - Office

October 16-17, 2023

- Building Maintenance Level 1Lethbridge
- October 18-19, 2023**
Building Maintenance Level 2Lethbridge
- October 24-27, 2023**
Arena Operator Level 2.....Brooks

NOVEMBER 2023

- November 6-7, 2023**
Building Maintenance Level 1Calgary - MTC
- November 8-9, 2023**
Building Maintenance Level 2Calgary - MTC
- November 14-16 & 21-23, 2023**
Leadership SkillsONLINE
- November 14-17, 2023**
Pool Operator Level 2Leduc
- November 15-16 & 22-23, 2023**
Pool Operator Level 1ONLINE
- November 24, 2023**
Natural IceLake Louise

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- Budget friendly
- Train your staff at your facility

- Private training
- Easy way to obtain skilled employees
- Specialized training

SPECIAL COURSES

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2023 Course Registration



CLASS SIZE:

Maximum of 20 Students

COURSE START TIME:

8:30 a.m.

FINISH TIME:

5:00 p.m. on the last day

NOTE:

* Level 2 will be required to do some after class & evening work.

- Arena Level 1
- Certified Swimming Pool Level 1
- Building Mtce. Level 1
- Building Mtce. Level 2
- Parks & Sport Fields 1
- Parks & Sport Fields 2

\$467.25 (Plus GST)

- Arena Level 2*
- Swimming Pool Level 2*

\$735.00 (Plus GST)

- Leadership Skills

\$551.25 (Plus GST)

- Arena Mtce.
- Lifecycle/Risk Management
- Custodial
- Developing a Policy & Procedure Facility Manual

\$304.50 (Plus GST)

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!

Membership Rates:

NOTE: ALL MEMBERSHIPS EXPIRE DECEMBER 31st.

- Individual: \$105 – (Plus GST)
- Facility: \$441 – (Plus GST)
- Associate: \$341.25 – (Plus GST)

Pro-rated Membership Rates:

AFTER JUNE 30th
ALL MEMBERSHIPS EXPIRE DECEMBER 31st.

- Individual: \$52.50 – (Plus GST)
- Facility: \$220.50 – (Plus GST)
- Associate: \$170.63 – (Plus GST)

Memberships are due at the time of purchase.

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.

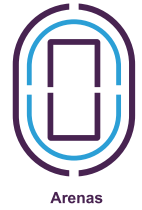
Online Training Reminder

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.

AMHSA
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Urgent Drills



By: Adrian Thibault

When you're working at a rink, it can be repetitive, monotonous work with, very little excitement until a infrequent, high-risk situation arises. A fire alarm or resurfacer breakdown during a flood are examples of high-risk hazardous and infrequent situations that we may face. One of the problems with this type of situation is that they can instantly elevate your heart rate and send you into a panic. Alongside this panic, these situations all have unique hazards that range from severe to fatal, if the proper and urgent response doesn't occur. To be confident on how you'll react, and to ensure that the situation isn't compounded, you need to plan, implement processes, and practice them. How do we do that?

Within your operation identify what low frequency but high-risk emergency response actions you should practice (drill) on. I would recommend the following:

- How to get your ice resurfacer off the ice when it has broken down.
- First aid situations.
- Ammonia emergency response (shelter in place and evacuation).
- Handling a broken piece of arena glass.

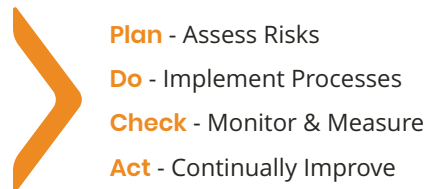
These should be specific to your facility operation, and you should train in as realistic terms considering what is reasonable and practicable. Training should be done as often as reasonable, semi-annually seems to be a good baseline to follow. There should always be documentation that this training has occurred, as it is a part of the health and safety program.

A short curriculum for the training should be documented, but you shouldn't create it from scratch. There should be reference materials from the manufacturer or other resources like Red Cross, OH&S, AARFP manuals, other courses or even research papers if they are credible. The documentation should include a sign off sheet for the supervisors and trainees. You have free resources in being an AARFP member, you can ask your Arena stream rep (myself), the office and even our other members through our Facebook page or website.

You can take this one step further and train staff on the best way to complete an Incident Investigation Report or any paperwork that your organization may require. If they don't require it, I recommend that staff always make a note for themselves answering the 5 W's (who, what, when, where and why) for each situation.


There are many benefits to doing drills. It lowers the stress level during the event because they feel more confident in how they would react to an emergency or urgent situation. Also, knowing what steps to take to remedy a panic inducing situation while being safe during the process, ensures a great workplace and stories. It can be fun during drills; while practicing how to take the ice resurfacer off the ice after a break down, you could have the other staff act like a men's league team on the bench to stimulate the pressure filled scenario.

You can use the Internal Responsibility System, or IRS. Plan – Do – Check – Act:



Which will look like the following:

1. Plan and walk through how someone would handle an emergency. Evaluating hazards and putting the controls in place.
2. Plan your curriculum and how you would teach it. Create times in schedules to work through the drills.
3. Document all through these steps and have available.
4. Periodically re-evaluate the emergency response to insure it is up to date.

Prepare for the bad day, to make a bad situation better. Let's take the necessary steps to ensure that staff are not injured in these fraught situations. 



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2023 AARFP Symposium Overview



A Great Success!

The 2023 Annual AARFP Symposium was a great success due to our Title Sponsor - Pinnacle Aquatic Group Inc., the Nutrition Break sponsor - Automated Aquatics Canada LTD, the RFP instructors, students, the amazing facilities at Lacombe, and all the support from the Lacombe staff. Thank you, Sandi Stewart, Calvin Bennefield, Pam Klause, Sheri Mitchell, and Kim Fraser!

We had 11 courses in one week at one location! In addition to all the great AARFP courses that were available, we had the Red Deer Polytechnic Management for Supervisors Course as well. This course not only helps develop your management



capacity and skills, but it is one of the components to achieve your Recreation Facility Management Certificate.

Symposium is the perfect opportunity to get multiple certifications that pertain towards the recreation industry. Alongside the great educational opportunities, AARFP had a couple of fun activities in the evening. Although the 2023 Symposium is over, you can always sign up for the 2024 Annual AARFP Symposium, and

utilize this great opportunity to obtain training, for yourself and/or your staff. More information will be coming soon. ▶



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What Artificial Sweeteners Can Reveal About Pools



By Helena Milovic

Who doesn't love swimming? Waking up in the morning and doing a couple of laps in a pool, or just floating in the water has amazing physical and mental benefits to us. In fact, "swimming and other water-related activities are excellent ways to get the physical activity and health benefits needed for a healthy life" (CDC, 2017). It's been proven that swimmers have about half the risk of death compared with inactive people, furthermore swimming is a more healthful alternative to other types of physical activity (Chase et al., 2008). However, a 2012 survey of 1000 people in the United States of America found that approximately one in five admitted to "peeing in the pool" (Wiant, 2012). Although urine itself is sterile, it contains nitrogenous compounds that can form DBPs. Volatile DBPs have been linked to eye and respiratory irritation as well as occupational asthma (Blackstock et al., 2017). Thankfully we have protocols, technology, and processes in place to ensure that the swimming facilities are safe for swimmers and workers.

A study published in the *Environmental Science & Technology Letters* (Blackstock et al., 2017) shows evidence of urine in swimming pools and hot tubs. This evidence is based on analyzing the pool water for a common artificial sweetener, acesulfame potassium (ACE). Artificial sweeteners are consumed in large quantities and are now being found in natural water bodies as environmental contaminants (Blackstock et al., 2017). This sweetener is often used in processed food and the consumption rate is significant, and because it is artificial it can be linked to human metabolism. The study analyzed more than 250 water samples from 31 swimming pools and hot tubs from two Canadian cities. To ensure that they were able to standardize the results, they also analyzed 90+ samples of input tap water used to fill the pools and tubs. The concentration of ACE in the swimming pools and hot tubs ranged from 30 to 7110 ng/L, up to 570 times higher than that in the corresponding input tap water (6–15 ng/L). Using this study and analysis they estimated the equivalent volume of urine to be approximately 30 L in the smaller pool and 75 L in the larger pool (Zheng et al., 2017). But can ACE be used to estimate the amount of urine in pools? Probably not. Although this study was

extremely thorough and did provide a useful way of measuring urine in a pool, there are factors that will negatively impact that. First, the concentrations of ACE in

“ Unfortunately, we don't know enough about ACE concentration in Canadians to use it as a universal standard... ”

other pools could be vary, as a result of demographic, bather load, water loss or even the pools technology/processes (Zheng et al., 2017). Additionally, Blackstock et al measured the ACE concentration in 20 Canadian adults, which is not large enough to be statistically representative of the Canadian sample. Especially because another demographic that use pools is children and seniors. Unfortunately, we don't know enough about ACE concentration in Canadians to use it as a universal standard, but it's a great conversation starter on why there should be no peeing while swimming in pools. ■

References

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- CDC (U.S. Centers for Disease Control and Prevention), 2017. *Healthy swimming: steps of healthy swimming*. Online: <https://www.cdc.gov/healthywater/swimming/swimmers/steps-healthy-swimming.html>.
- Zheng, Q., Jmaiff Blackstock, L. K., Deng, W., Wang, H., Le, X. C., & Li, X.-F. (2017). Keep swimming but stop peeing in the pools. *Journal of Environmental Sciences (China)*, 53(3), 322–325. <https://doi.org/10.1016/j.jes.2017.03.006>
- Wiant, C. (2012). *New Public Survey Reveals Swimmer Hygiene Attitudes and Practices*. *International Journal of Aquatic Research and Education (Champaign, Ill.)*, 6(3). <https://doi.org/10.25035/ijare.06.03.04>

A Piscine Problem


By Sam Illingworth

Urea, that's contained in wee,
Plus chlorine gives us DBP;
This makes our eyes stream like a fool,
Please do not piss into the pool.

Deciding how much pee is there,
Can be quite a complex affair;
What's needed is a special tool,
Please do not piss into the pool.

The sweetener that is called ACE
Can measure wee-wee with a trace;
ACE equals urine is the rule,
Please do not piss into the pool.

Researchers found that ACE exists
In every pool they made their lists;
Whilst not as bad as a fresh stool,
Please do not piss into the pool.

When swimming next please do take care,
And try to swallow only air;
We should all be taught this in school:
Please do not piss into the pool. 



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How To Prepare Your Facility For Winter



Building Maintenance

By Chad Glasser



As many facilities prepare to put ice in for the upcoming season. This is the perfect time to talk about sealing and how to prepare your building for the cold weather that is upon us.

What do I mean about sealing your building? Winter brings cold air, which can seep into your building. This seepage will cause an increase in heating bills and bringing in unwanted rodent guests to your facilities.

Here are a couple of ways to prepare your facilities for winter:

- Install, repair, or replace weatherstripping.
- Seal a drafty door.
- Use an infrared laser temperature gun to look for leaks around your doorways.
- Install door sweeps on exterior doors. This will keep drafts and rodents from creeping in under your exterior door.



- Look at installing a programmable Wi-Fi enabled thermostat. This will not only alert you of the temperature change, but it can also prevent freeze ups when notifications are sent to a smart phone, if large temperature drops occur from heating unit malfunctions.
- Check silicone on any exterior windows for drafts and re-silicone as needed.
- Create a furnace filter replacement plan. Some busy facilities in certain climates may require filter changes more often than others.

Many facilities have a 40% heat loss due to improper window and door sealing. Improper inconsistent temperature changes can also cause energy bills to increase. Using these simple tips can help your facility save money and become more energy efficient. Thanks for reading. On behalf of myself and AARFP... keep your stick on the ice. ❄️

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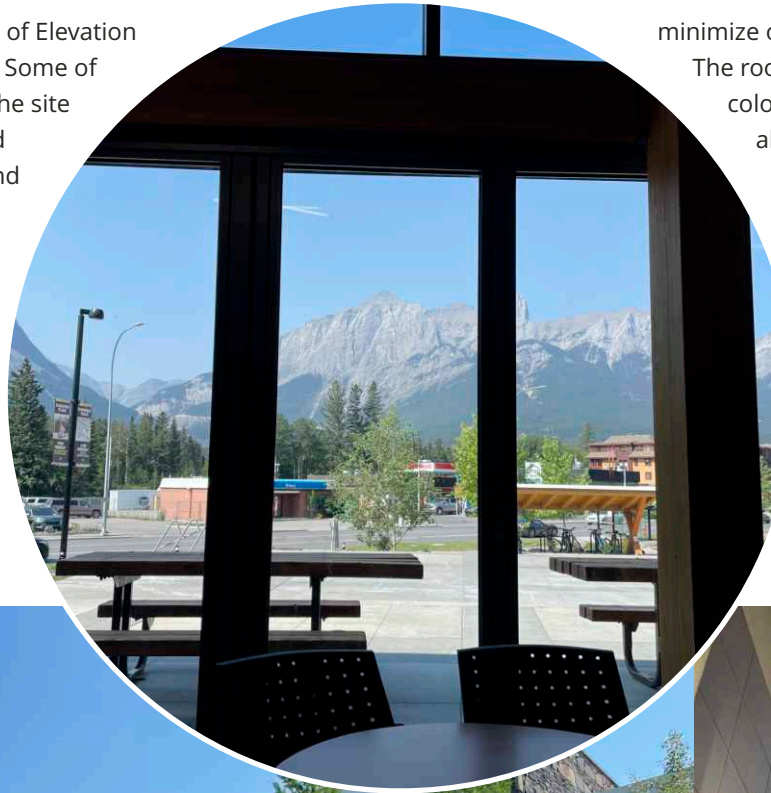
By John Napier – AARFP Technical Director

Majestic! This is the only way to describe my drive into the mountain Town of Canmore. I have been to this bustling tourist town many times over the years, and it never gets old. Who doesn't want to spend a day in the mountains? My destination was Elevation Place, a facility built in 2013 to accommodate the growing population of an old mining town now a hot bed for tourism.

Walking towards the facility my attention was caught by a tall sculpture surrounded by natural landscaping. I later discovered that it's the Touchstone by Peter Powning. A well renowned Canadian artist who created this piece to "honor(s) Canmore's people, history, natural environment, culture and identity". As I entered the building I felt as if I had stepped back outside. I was struck by the exciting use of natural elements within the space, including the glulam beams and rundle stone, I had to keep reminding myself that I was in a recreation centre. Beyond the towering staircase I saw the enormous climbing wall. It is one of only a handful of municipally operated climbing facilities in Canada. Even on a Tuesday the facility was busy but had a delightful and joyous atmosphere.

I met up with Mandy Long, the Aquatic Supervisor at Elevation Place, and David Hubman the Supervisor of Facilities with the Town of Canmore. Mandy has been with the town for 8 years and David is what I refer to as a unicorn, someone born and raised in the Banff/Canmore area. Opened in April 2013, Elevation Place contains a climbing wall with 1 000 square meters of climbing surface which reaches 15 m at its peak, a 6 lane 25 m lap pool, leisure pool with an attached lazy river, hot tub, waterslide, fitness room and walking lane, 3 multipurpose rooms and various office spaces. The changing area for the facility consists of a male and female changeroom along with a universal change room. There is also a child-minding space, public library, and the Canmore Art Guild gallery within the building. Staffing at Elevation Place consists of approximately 25 full-time staff, 12 part-time staff, 45 variable staff, and 12 camp staff (summer months only).

David pointed out a few of Elevation Place's unique features. Some of these features include the site being linked to local and regional trail systems and providing over 100 bike parking spaces. More than 30% of the site is open space in the form of natural landscaping and plaza. The green spaces are planted with local species to



minimize or eliminate the need for irrigation.

The roof of the building is finished with light coloured metal, which both reduces the absorption of heat and reflects sunlight. Elevation Place was initially built with a LEED (Leadership in Energy and Environmental Design) silver designation. Meaning that it had to adhere to specific green building standards. It was designed to reduce energy consumption by a minimum of 40% compared to a regular, non-LEED built building.

This is achieved using:

- 30 solar panels to pre-heat hot water.
- High efficiency boilers.
- Radiant floor heating which is more efficient than space heating.
- Occupancy light sensors in every room.
- Heat recovery system to capture waste heat.
- Ground source cooling to cool the building rather than a traditional air conditioning system. Utilizing the naturally cool ground water in the area while eliminating the use of toxic refrigerants.

As with all buildings, there are challenges. David mentions that some of the challenges that they face surrounds the cleaning and maintenance of such a large and diverse space and ensuring the air quality of the aquatic centre natatorium and the common areas. The climbing centre is in an open area, which has inadvertently led to chalk dust being spread throughout the building. They had to source out chalk eater industrial style filtration units that are used in factories throughout the world to help control dust. David's team regularly cleans behind the wall as well as deep cleaning every five years. Another strategy was an adaptation to their return air system, by adding a bank of filters within the air intakes since the chalk was affecting the air handling units. Access to mechanical spaces has also been a concern for David and his staff, being that there is no elevator access to the third floor of the building where his team is required to change out air filters and perform other mechanical tasks.

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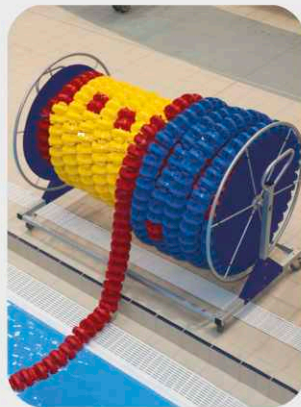


Mandy spoke highly of the support they receive from the Town Council and Sr. Management with regards to maintaining healthy staff and a healthy facility. She mentioned how Elevation Place is a common hub for the community and how they just surpassed pre-pandemic levels in programs and memberships. As of August, they hit a record number of memberships with over 3 200. She attributes this to the atmosphere that has been created. One of the biggest attractions is the climbing wall, with the pool being a close second. Even with all the amazing natural outdoor climbing available, Elevation will find their wall busy throughout the year. They have hosted numerous events including one national climbing competition and multiple regional and provincial competitions, along with yearly swim meets. With all these events, Mandy is concerned about the limited

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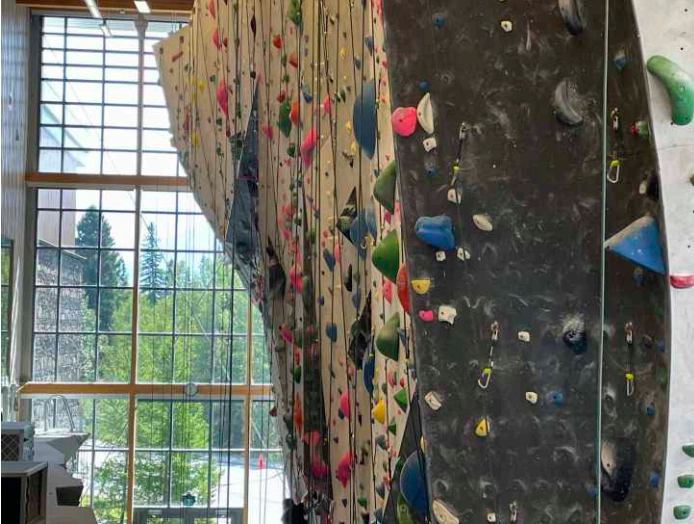
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spectator areas available. The other highlight is the Canmore Mountain Market which takes place every Thursday in the Elevation Place parking lot.

I was also able to tour the pool mechanical room and was guided by Joe Harasaki who is a Facility Maintenance Tech and has worked at Elevation Place for over 7 years. He is a power engineer and certified pool operator. Joe walked me to the back operations area, my favorite place in a recreation facility. We moved to the pool mechanical room, which is on the lowest level of the building, what they called the "basement". Joe showed me a floor hatch and lift that is used to move chemicals, pumps, and other large equipment to and from the basement. He informed me that if/when they must replace

the filter tanks they will have to come up with a different strategy as the floor hatch is not large enough. Something that a lot of facilities must think about.

Upon entering the basement Joe points out a piece of puck board that has been carved out to look like a pool grate. He explained that the corner pieces of the overflow grating keep breaking and they are quite expensive to replace so they are working on carving out their own piece of grating (AARFP recommends that all pool products meet Alberta Health Pool Standards July 2014 (Amended January 2018) Part 3, Section 9.0 Anti-entrapment Devices). This is just the beginning of the ingenuity Joe showed me throughout the tour.

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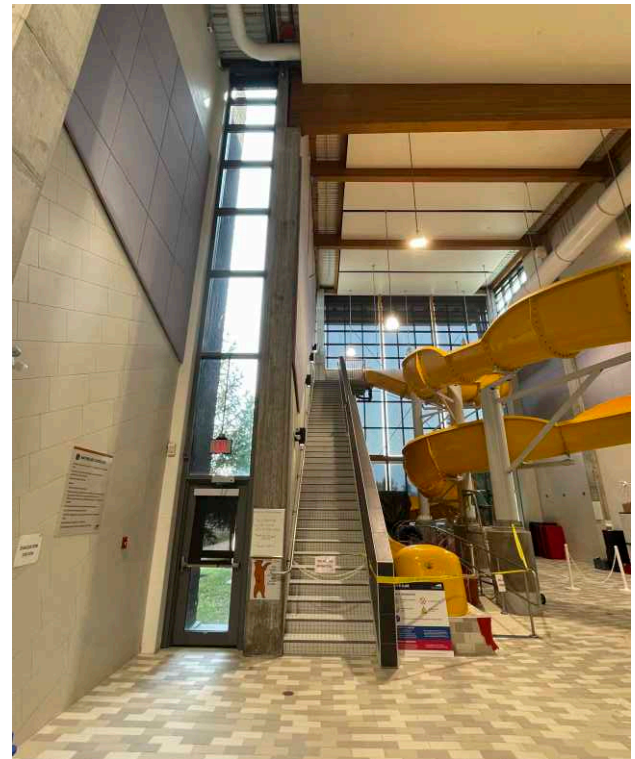
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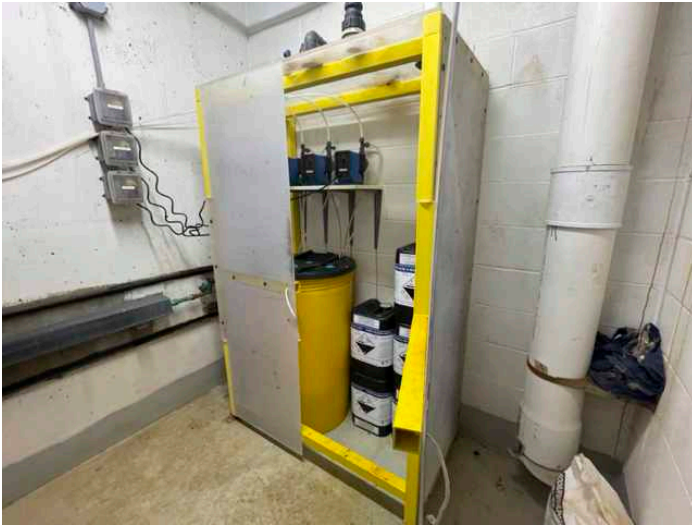
We moved along to the chlorine room. Elevation Place utilizes bulk Sodium Hypochlorite delivered via 1230 L tote; gravity fed through a hose directly into storage containment. From the larger storage containment, sodium hypo is pumped into smaller storage containment units which is then injected into the pools via diaphragm pumps. Joe informed me that they used to pump the sodium hypo directly into the pools from the larger storage units but struggled with having too much air in the lines over a long distance of 150 feet. Which is why they switched to the smaller storage tanks located closer to the points of injection. I noticed a UV system attached to each pool and Joe informed me that it had been a few years since

they used UV and that they now use chlorine dioxide and a flocculant as their secondary sanitation system, which has allowed them to keep relatively low levels of chlorine throughout all basins of water: lap pool 1.5 mg/l, leisure pool 1.0 mg/l and hot tub 1.0 mg/l.

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Elevation Place takes staff and public safety very seriously. Due to past air quality issues in the natatorium that led to health concerns and deterioration of equipment, the Town knew they had to act and determine how to keep everyone safe. Joe is proud of the work they do to keep Total Dissolved Solid (TDS) levels and combined chlorines low through what they call their Tri-chloramine Management Plan (previously referred to as their Tri-chloramine Reduction Plan). One part of this plan was mentioned above, which is maintaining lower chlorine levels. Another part of the plan is purging water from their leisure pool and hot tub throughout the day and allowing fresh and/or lap pool water to be constantly added. This strategy requires regular addition of fresh water to be added to the basins. This was also the first facility I've seen install a monitoring system for trichloramines, which will alarm if trichloramine levels reach a certain level in the natatorium.

Joe showed me a few more features in the basement that I found interesting. They use carbon dioxide (CO2) on all basins of water to assist with pH control, along with hydrochloric acid. Elevation Place was one of the first municipal swimming pools in Alberta to install a carbon dioxide system. Another feature that I was happy to see, for safety reasons, was the custom-made hydrochloric acid containment system. Not only was the acid stored in its own ventilated room, but it was

“ Elevation Place has done a lot to ensure their community will have a place to recreate for years to come. ”

also stored within a fiberglass ventilated unit with proper spill containment. When we entered the room, I could not see or smell any remnants of acid or fumes from the acid. I was also shown the ventilation system for the basement, which makes the air in the mechanical room less humid, cool, and comfortable for the operators. The final pool mechanical feature that I found interesting was how they use spent water from their lap pool to fill a cistern which is then re-used as water for flushing toilets and urinals throughout the facility.

Elevation Place has done a lot to ensure their community will have a place to recreate for years to come. The team is committed to maintaining a healthy facility with well-trained staff that have a penchant for creativity and innovation. If you are ever in the Bow Valley and have some time, I highly recommend you check out Elevation Place. I would like to thank the staff for taking the time to meet with me and showcase their amazing facility. 



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The Turf Debate



By Jason Simituk

Are Your Fields Holding Back Greatness?

What if Tom Brady, the original GOAT, had suffered one too many concussions from your field? Or Sal Frelick who played baseball, hockey and football and was the Gatorade high school football player of the year and was offered both baseball and football scholarships at Boston College. What if we could prevent these concussions? We might never have known his greatness, but by testing your fields, and ensuring excellent maintenance, you can.

The world of sports is constantly evolving, as are the surfaces on which athletes play. One of the most significant changes in recent years has been the shift from natural grass to artificial turf. However, this transition has sparked a debate about the impact of these surfaces on injury prevention. Central to this debate is the GMax and Head Injury Criterion (HIC) values, which are key indicators of a field's safety. Regular testing of these values is crucial when ensuring player safety and reducing the risk of injuries.

The Importance of Field Maintenance and Safety Measures

The maintenance of a playing field, whether natural or artificial, plays a crucial role in injury prevention. A well-maintained sport field provides a consistent surface that allows for predictable ball behaviour and player movement, reducing the risk of injuries.

In the case of natural grass, regular mowing, watering, and aeration are essential to maintain the quality of the field. On the other hand, artificial turf requires regular cleaning, infill top-ups, and checks for evenness.

Maintenance alone is not enough. It's crucial to regularly measure the field's GMax and HIC values. The GMax value quantifies the shock-attenuation performance of a surface, or in simpler terms, how much shock a surface absorbs upon impact. A higher GMax value indicates a harder surface, which can increase the risk of injuries. Regular testing of these values is essential in maintaining a safe playing environment and reducing the risk of injuries.

The HIC measures the likelihood of head injury arising from an impact. While it's more commonly used in vehicle safety testing, it's also applicable to sports surfaces. A lower HIC

value is desirable, indicating a lower risk of head injury. Again, regular testing of these values is key to ensuring the safety of players.

Natural vs. Artificial Turf: The Injury Debate

Studies have shown mixed results when comparing injury rates on natural grass and artificial turf. Some research suggests that the overall injury rate is similar on both surfaces. However, players often report that they feel artificial turf increases the risk of non-contact injuries.

A survey of professional soccer players revealed that 94% of players believed artificial turf increased the risk of injury. They identified three main factors: greater surface stiffness, higher surface friction, and a larger metabolic cost to playing on artificial grounds. These factors can all contribute to higher GMax and HIC values, indicating a potentially higher risk of injury. Regular testing of these values can help identify potential risks and take necessary measures to reduce them.

In the long term, playing on artificial turf instead of natural turf can significantly affect the body and joints. Williams et al. found that injury rates were higher on artificial turf, especially for knee injuries and ankle sprains. This could lead to long-term joint issues, especially if injuries are recurrent. Regular surface testing can help monitor these risks and take preventive measures.

Another study by Dragoo and Braun found that the anterior cruciate ligament (ACL) injury rate was significantly higher on artificial turf than on natural grass. The ACL is a key ligament that helps stabilize your knee joint, and injuries to the ACL can lead to long-term problems such as knee instability and early-onset arthritis. This underscores the importance of regular surface testing in injury prevention.

Despite these perceptions, it's important to note that the quality and generation of artificial turf can significantly affect its performance and safety. Modern 3rd and 4th generation turfs have been designed to mimic the properties of natural grass as closely as possible, and ongoing research continues to improve their safety and performance. These improvements aim to lower the GMax and HIC values, making the turf safer for players. Regular testing of these values is crucial in ensuring these improvements effectively reduce injury risks.


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The Turf Debate . . .



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The debate between natural and artificial turf is complex and multifaceted. While artificial turf offers advantages in terms of maintenance and durability, concerns remain about its impact

on injury rates, particularly concerning GMax and HIC values. As technology advances, the gap between natural and artificial surfaces is closing. However, field selection and maintenance must always prioritize player safety, as indicated by measures such as the GMax and HIC values. The world of sports is constantly evolving, as are the surfaces on which athletes play. One of the most significant changes in recent years has been the shift from natural grass to artificial turf. However, this transition has sparked a debate about the impact of these surfaces on injury prevention. The GMax and Head Injury Criterion (HIC) values are central to this debate, which are key indicators of a field's safety. 

Footnotes

1. *The Effect of Surface Compliance on Foot Loading Characteristics in Soccer*
2. *Risk of injury on artificial turf and natural grass in young female football players*
3. *Risk of injury on third-generation artificial turf in Norwegian professional football*
4. *Professional soccer players' experience of playing on artificial turf and natural grass: A comparative study*



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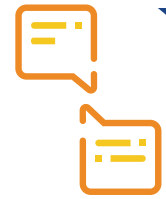


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The Importance of Excellent Customer Service



Client Services

By Andrew Jones

In today's competitive business market, providing excellent customer service has become more important than ever. With the rise of social media and online reviews, customers now have more power to share their experiences with the world, and a single negative review can have a significant impact on a company's reputation. Therefore, it is crucial for organizations and businesses to prioritize customer service and ensure that every interaction with a customer is a positive one.



experience, they are more likely to provide feedback and share their thoughts and suggestions. This feedback can be invaluable for businesses, as it can help identify areas for improvement and drive innovation. By actively listening to customers and incorporating their feedback into business strategies, municipalities can stay ahead of the competition and continuously improve their products and services.

First and foremost, excellent customer service is essential for building customer loyalty. When customers feel valued and appreciated, they are more likely to continue doing business with a company and recommend it to others. According to a study by American Express, 86% of customers are willing to pay more for a better customer experience. This means that investing in customer service can lead to increased customer retention and ultimately, higher utilization within facilities.

Providing excellent customer service can help businesses differentiate themselves from their competitors. In today's saturated market, where products and services are often similar, exceptional customer service can be a key differentiator. When customers have a positive experience with a company, they are more likely to choose that company over its competitors, even if the price is slightly higher. This is because customers value the overall experience and how they are treated, not just the product or service itself.


Another reason why excellent customer service is crucial is that it can help resolve issues and prevent negative reviews. No matter how well a company operates, there will inevitably be times when something goes wrong, or a customer is dissatisfied. However, how a municipality handles these situations can make all the difference. By providing excellent customer service and promptly addressing any issues or concerns, municipalities can turn a potentially negative experience into a positive one. This not only helps retain the customer but also prevents them from sharing their negative experience with others.

Moreover, excellent customer service can lead to valuable feedback and insights. When customers have a positive

So, how can organizations and businesses ensure they provide excellent customer service? It starts with hiring and training the right employees. Customer service representatives should be friendly, empathetic, and knowledgeable about the company's products or services. They should also be trained in conflict resolution and problem-solving, as they will inevitably encounter difficult situations.

Secondly, businesses should invest in technology and tools that can enhance the customer service experience. This can include implementing a customer relationship management (CRM) system to track customer interactions and preferences, using live chat or chatbot features on websites to provide instant support, and utilizing social media platforms to engage with customers and address their concerns.

Lastly, businesses should create a customer-centric culture that values and prioritizes customer service. This can be achieved by setting clear expectations and goals for employees, recognizing, and rewarding exceptional customer service, and regularly seeking feedback from customers to ensure their needs are being met.

Excellent customer service is crucial for organizations and businesses in today's competitive market. It not only helps build customer loyalty and differentiate a company from its competitors but also resolves issues, prevents negative reviews, and provides valuable feedback. By prioritizing customer service and investing in the right people, technology, and culture, businesses can create a positive customer experience that leads to long-term success. 



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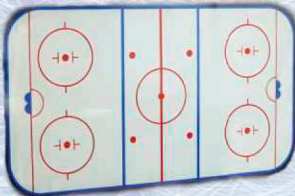
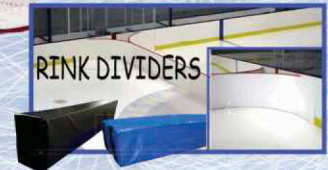
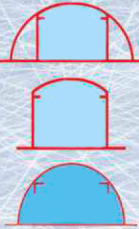
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Sustainability and the Challenges of Flooring in Recreation



Building Maintenance

By Ian Stephens, Associate Representative, Forbo

WHERE WE NEED TO MOVE FORWARD

Flooring is an important component to consider when building, renovating, or updating the facility. Especially the material of flooring. Making the right choices can help significantly lower a building's overall carbon footprint and resource consumption. Currently, flooring, and other building materials can cause problems for the planet, from greenhouse gas emissions to expanding landfills and the depletion of finite resources. These methods may also not be sustainable.

Natural, plant-based materials are renewable and better for the environment but using purely biobased materials is not always an option, at least not yet. Fossil-based material production is still growing. So far, we estimate only 10% of all textile and vinyl floors in the worldwide flooring industry are recycled, so we cannot rely on recycling alone as a solution. Building and construction materials generate nearly 11% of annual global CO2 emissions (source: WorldGBC, 2020).

The flooring industry needs circular product design, the right sourcing choices, zero emissions & waste manufacturing, transparent flooring product selection and end-of-life solutions to better serve the recreation industry.

CIRCULARITY AND USERS IN MIND

Most flooring only has one lifetime, and rarely has the end use been considered. Which is where circularity comes in.

Circularity means considering not only the use of product, but also the end life. How it will be reused, removed, or recycled. The challenge of circularity begins with how we design



products, but it also considers the value they provide during their lifetime. Hence, all products should be designed with circularity and users in mind. Flooring also must consider the user, flooring designed for homes, malls and facilities all have different needs and requirements and they need to reflect those needs.

A Circular Economy is a way of producing and consuming that minimizes waste and maximises value.

- Minimization of waste and pollution
- Extension of the useful life of products and materials
- Regeneration of natural systems.

The circular approach is not just about the manufactures, but everyone working to extend the product life, recapturing resources and having end users, specifiers willing to be part of the circular economy. Profit alone is not a value provided, profit is what you get in exchange.

SUSTAINABLE MATERIALS

Transparency starts with declaring the environmental and health impact. Therefore, third-party verified environmental declarations such as Life Cycle Assessment (LCA), Environmental Product Declaration (EPD) and Health Product Declaration® (HPD) should be available for all flooring products.

To create truly sustainable products, we need to ensure that the materials we use and how we source them allow us to give more back to nature than we take.

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Sustainability and the Challenges of Flooring in Recreation . . .

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Petrochemical PVC and rubber flooring typically has a 15-year warranty, it lasts for 8-10 years and fills a landfill as it can not be effectively recycled once used. The costs range from \$3.00 – \$6.00 sq ft for materials only. Natural flooring such as Lino has a 30-year warranty, typically lasts 25-50 years, can be fully recycled after use (often used as garden mulch) and the costs range from \$1.50 – \$3.00 sq ft for materials only.



Once in a land fill petrochemical PVC and rubber flooring take 60-150 years to decompose and the oil/ gas extracted to make the chemicals can not be replaced. Meanwhile natural materials such as Lino, can be grown in 6 weeks to 9 months. Did you know that Saskatchewan is a world leading producer of flax for Lino products! As they grow, they remove CO2 from the air. They can also be recycled in hours and decompose once recycled with-in 3 to 6 months and they add nutrients back into the soil.

There is huge push on sustainable natural materials. Not only from a health perspective, but also the long-term cost benefits. Alberta Infrastructure released a new Technical Design Requirement (TDR) in August 2022 for any publicly funded building. In it, it says the use of petrol/chemical-based building materials (PVC/Rubber floors) and polished concrete should be avoided if possible. As these are detrimental to health, emit toxic VOC emissions that are proven to cause cancers and lung issues.

There are several grants available if end users use sustainable building materials and flooring. If you are curious, visit www.aarfp.com/grants/ to see if any of the grants apply to your facility.

CARBON-NEUTRAL AND ZERO-WASTE PRODUCTION

Too many floors come with a carbon footprint, the industry should aim for making floors without leaving a trace. Manufacturers needs to focus on creating products that come with a zero-waste production cycle and are made with 25% or more recycled content


products that are as green as possible from design to installation, and which are produced using 100% green electricity where available.

FLOORS DESIGNED WITH A PURPOSE

To truly go round, all manufactures must offer a wide choice of floors that are designed with a purpose. For us, that means offering a wide flooring choice; from floors that are made for short-term use to flooring solutions that are designed to perform for more than 25 years. These long-term solutions are designed to stay cleaner for longer – so you can spend time on more important things and reduce cleaning costs by up to 65%.

RECREATING VALUE AT THE END

To lay the foundations for a better future, one must build on the floor of the past.

To make flooring circular, we need to change our collective mindset from end-of-life to end-of-one-life. Creating flooring solutions that have the lowest environmental impact possible, are sustainable and are designed to be recycled and reused. 

Recreation Facility Management

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Program Highlights

The Recreation Facility Management Certificate program was developed in partnership between Red Deer Polytechnic and Alberta Association of Recreation Facility Personnel (AARFP), in order to deliver technical and management skills specific to the recreation industry to aspiring supervisors and managers, and those with less than 5 years' experience in a management role.

The Management Skills for Supervisors Certificate through Red Deer Polytechnic provides the theory and skills to effectively move into a higher supervisory/management role, while the technical training for facility operations offered by the AARFP will help you develop a comprehensive understanding of Recreational Facility operations. After completing this certificate, you will recognize your style of management, be able to manage difficult situations, and create efficiencies that will aid your patrons, your team, and enhance the bottom-line.

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