

# MONDAY, NOVEMBER 19<sup>TH</sup>

Room → ↓ Time	Schaghticoke	Abenaki	Oneida/Penobscot	Pequot	Paugussett
8:00 - 8:30 am	<b>Registration</b>				
8:30 - 9:45 am	<b>Keynote - Building a Culture of Excellence Through Customer Service (0.1)</b>				
<b>Session 1</b> 9:55 - 10:55 am	Insights on Creating Successful Municipal Spray Pads (0.1)	Be a Game Changer: Strategies for Innovative Decision Making (0.1)	Camp University: Revitalize and Revolutionize Your Staff Training (0.1)	Transformational Power of a Playground (0.1)	EXCEL in Business (0.1)
<b>Session 2</b> 11:05 am - 12:05 pm	We're on Facebook... Now What? (0.1)	Character Education Through Creative Recreation (0.1)	Identifying Trends for an Uncertain Future (0.1)	(NEPA) How to Sell Your Park Operation Budget by Developing a Written Standard Document (0.1)	Student Interviews: The Hard Truths (0.1)
12:15 - 1:15 pm	<b>Buffet Lunch &amp; Annual Meeting</b>				
12:45 - 5:00 pm	<b>Exhibit Hall Open (Dessert &amp; Coffee)</b>				
<b>Session 3</b> 2:50 - 3:50 pm	Play on Player, Overcoming Disability with Play (0.1)	Reigning in Rogue Sports Groups and Other Field Use Nightmares (0.1)	Mind Your RFP's and Q's (0.1)	(NEPA) When Disaster Strikes Your Fields: A Guide to Manage, Prepare, & Recover (0.1)	Independent Contractors: What's the Relationship? (0.1)
4:00 - 5:00 pm	<b>Happy Hour in the Exhibit Hall</b>				
8:00 pm	<b>Social - Lansdowne Irish Pub</b>				

# TUESDAY, NOVEMBER 20<sup>TH</sup>

Room → ↓ Time	Schaghticoke	Abenaki	Oneida/Penobscot	Pequot	Paugussett
8:00 - 9:00 am	<b>Yoga (0.1) - Prefunction Area</b>				
8:00 - 8:30 am	<b>Registration</b>				
8:30 - 10:30 am	<b>Exhibit Hall &amp; Breakfast</b>				
9:30 - 10:30 am	<b>Vendor Hall Session: The Latest &amp; Greatest Industry Trends (0.1)</b>				
<b>Session 1</b> 10:40 - 11:40 am	Incorporating STEM into Your Camp (0.1)	Telling Your Story: How to Speak so People Will Listen (0.1)	Pro-Active Planning for Success (0.1)	Injecting Wilderness Programming into Your Summer Camp (0.1)	MyRec.com Sales Session: Software that will Simplify Your Recreation Management
<b>Session 2</b> 11:50 am - 12:50 pm	An Insider's Look at the 2019 Legislative Session & Connecticut's Continuing Fiscal Crisis (0.1)	Aquatics Roundtable: Trends and Standards (0.1)	Financial Stability for Thriving Agencies (0.1)	Terrier Tough Obstacle Challenge (0.1)	CT Sales Session: Maximize your Opportunity with Professional Sports
1:00 - 2:30 pm	<b>Awards Luncheon</b>				
<b>Session 3</b> 2:40 - 3:40 pm		Customer Service... No Problem? (0.1)	Outdoor Fitness: An Urban Trend for the Health and Wellness of Residents (0.1)		