

sessions at a glance:

Use this guide to find the sessions that best suit you!

Aquatics (AQU)

- Insights on Creating Successful Municipal Spray Pads
- Aquatics Roundtable: Trends and Standards

Customer Service (CUST)

- Building a Culture of Excellence Through Customer Service
- Telling Your Story: How to Speak so People Will Listen
- Customer Service... No Problem?

Finance (FIN)

- EXCEL in Business
- Identifying Trends for an Uncertain Future
- How to Sell Your Park Operation Budget by Developing a Written Standard Document
- Pro-Active Planning for Success
- An Insider's Look at the 2019 Legislative Session & Connecticut's Continuing Fiscal Crisis
- Financial Stability for Thriving Agencies

Management (MGT)

- Be a Game Changer: Strategies for Innovative Decision Making

- Camp University: Revitalize and Revolutionize Your Staff Training
- Identifying Trends for an Uncertain Future
- Independent Contractors: What's the Relationship?
- Reigning in Rogue Sports Groups and Other Field Use Nightmares
- Mind Your RFP's and Q's
- Latest & Greatest Industry Trends
- Pro-Active Planning for Success
- An Insider's Look at the 2019 Legislative Session & Connecticut's Continuing Fiscal Crisis
- Financial Stability for Thriving Agencies

Marketing (MKT)

- We're on Facebook... Now What?

Parks

- Insights on Creating Successful Municipal Spray Pads
- Transformational Power of a Playground
- How to Sell Your Park Operation Budget by Developing a Written Standard Document

- Reigning in Rogue Sports Groups and Other Field Use Nightmares
- When Disaster Strikes Your Fields: A Guide to Manage, Prepare, & Recover
- Outdoor Fitness: An Urban Trend for the Health & Wellness of Residents

Programming (PRG)

- Camp University: Revitalize and Revolutionize Your Staff Training
- Character Education Through Creative Recreation
- Stretch & De-Stress: Yoga in the Morning
- Incorporating STEM into Your Camp
- Injecting Wilderness Programming into Your Summer Camp
- Terrier Tough Obstacle Challenge

Students (STU)

- EXCEL in Business
- Student Interviews: The Hard Truths

BREAKOUT SESSIONS: Monday, November 19th

9:55 - 10:55 am

Insights on Creating Successful Municipal Spray Pads

Timothy Sheehan, *Senior Project Manager: Aquatics* & **Mark Mariano, P.E.**, *Project Manager, Weston & Sampson*

Category: AQU/Parks (0.1 CEU)

For many municipalities, both urban and suburban, splash pads offer a simpler, more affordable aquatics recreation alternative. This presentation will outline the required infrastructure associated with installing a splash pad as well as the design requirements to provide for and attract guests of various ages and physical abilities. We will also discuss both short and long term operations and maintenance challenges associated with the design of a new facility or conversion of an existing pool into a spray pad.

Be a Game Changer: Strategies for Innovative Decision Making

Joshua T. Medeiros, *Director of Recreation, Town of Cheshire* & **Jaime Krajewski**, *Facility Manager, Town of West Hartford*

Category: MGT (0.1 CEU)

The municipal environment can be stagnant with many barriers preventing creative individuals from making a meaningful impact. Many professionals struggle to overcome challenges including town politics, unions, and managing employee differences, but these obstacles should not prevent you from leading the front. A Game Changer is defined as an innovative thinker that affects a significant shift in the current manner of doing or thinking about something. This session will delve into techniques of making game changing differences for your department. Participants will learn strategies for navigating difficult municipal leadership challenges such as: making business decisions in a municipal environment, creating buy-in with others who do not share the same vision, and taking educated risks for long term benefit in a changing fiscal landscape.

Camp University: Revitalize and Revolutionize Your Staff Training

Mark Pooler & Patrick Connelly, *Camp Consultants, CT Camp Guys*

Category: MGT/PRG (0.1 CEU)

Developing a good staff training program is one of the most crucial jobs of your camp leadership team. But camp leaders are often too busy to put the time and effort into a dynamic training program and end up repeating the same old thing year after year. This session will revolutionize your staff training program! We will discuss how to engage both rookie and veteran staff by recognizing their different levels of experience, allowing them an opportunity to be part of the training process while improving recruitment and cultivating long term relationships. Furthermore, we will explore different ways you and your staff can infuse a little more "campy-ness" into your schools or town buildings, making your indoor camp locations feel more like a traditional day camp program.

Transformational Power of a Playground

Jason Corbett, *Direct Territory Manager, Little Tikes Commercial*

Category: Parks (0.1 CEU)

The majority of playgrounds around the world deny children, adults, and veterans with disabilities the opportunity for recreation, enrichment, and social interaction, which other people enjoy. Even within our nation, only a small percentage of fully accessible playgrounds exist and these are insufficient to serve the 56.7 million Americans with disabilities who, according to the 2010 US Census, account for 18.7% of our population. What are the REAL tools needed to create a community destination playground that is purposefully designed to promote the physical and social inclusion of people of all ages and abilities? Learn successful strategies used by award-winning,

national non-profit organization, Unlimited Play, that inspire communities to advocate and raise millions of dollars to move beyond accessibility and build inclusive playgrounds that offer meaningful play experiences for all.

EXCEL in Business

Stephanie Tostarelli-Parker, *Accounting Specialist, South Windsor Parks & Recreation*

Category: FIN/STU (0.1 CEU)

From basic Excel skills and tools for everyday financial tasks to preparing and organizing data for analysis, this session reveals Excel's potential as a powerful decision-making tool. Excel is one of the most commonly used budgeting and organization programs for most professionals, yet many who use it for these purposes do not take advantage of its numerous built-in capabilities. This session will discuss the benefits of using Excel and how it can improve organization, productivity, and budgeting in your business. Ideal for students entering the professional sector and also for those wishing to obtain a deeper understanding of spreadsheets in general, this is a session you can't afford to miss!

11:05 am - 12:05 pm

We're on Facebook... Now What?

Kristine Vincent, *Assistant Director* & **Sharon O'Neil**, *Recreation Supervisor, East Hartford Parks & Recreation*

Category: MKT (0.1 CEU)

Congratulations! You've finally gotten approval to get your department on Facebook. Now you can sit back and watch the "likes" roll in... right?? WRONG. Learn about different ways to grow your audience, "wow" your residents and increase visibility of your page and your content. We'll also take a look at 50 ideas, tips and tricks to boost your likes on Facebook. Lastly, we'll provide an overview of the free web service, Canva, and how you can use it to create graphics, flyers, posts, and more.

BREAKOUT SESSIONS: Monday, November 19th

Character Education Through Creative Recreation

John LaRue, CTRS, Back2BasicPlay, Inc.

Category: PRG (0.1 CEU)

A variety of research shows that nationwide, today's children are lacking core values such as kindness, respect, self-control, integrity, and accountability. The importance of instilling character education in today's youth needs to be at the top of the agenda for school professionals, park and recreation professionals, childcare providers, parents, and other decision makers. We will review the components of character education and learn how creative, interactive play can be utilized to help instill core values.

Identifying Trends for an Uncertain Future

Neelay Bhatt, Vice President, PROS Consulting, Inc.

Category: FIN/MGT (0.1 CEU)

No one can foresee the future but, if recent global and local happenings are an indicator, the future is more unpredictable than ever before. Additionally, with the financial realities for Connecticut parks and recreation agencies being what they are, and with 2018 being an election year, change is up in the air. Thus, predicting trends and future occurrences that agencies have to plan for and building a culture that can embrace change and uncertainty will be the two key elements that ensure that NRPA's 3 Pillars can be sustained and perpetuated in agencies of all sizes. This session will help agencies predict trends and plan for future shifts in an increasingly unpredictable time. This session will also share insights on how to build an agency culture and mindset that can innovate and thrive in a changing landscape, as parks and recreation agencies look to changes to their communities, policies, park and facility designs, financial sustainability, marketing and communications, partnerships, program delivery, and innovation in general.

How to Sell Your Park Operation Budget by Developing a Written Standard Document

Rich Calarco, Director, Hebron Parks & Recreation

Category: FIN/Parks (0.1 CEU)

The session will focus on the development of park operation and equipment documents. The quicker you can develop a written park budget document the more likely you are to match expectations with resources. Many budgets are being cut for park operations. This document will help to maintain some standards with fewer resources; therefore, a standard document is the best way to understand what is to be expected with available resources.

Student Interviews: The Hard Truths

Jaime Krajewski, Elmwood Community Center Manager, West Hartford Leisure Services

Category: STU (0.1 CEU)

You've taken all the classes and gotten all the

credits, but now you want to get the job. Learn the things you must do before, during and after the interview, as well as the things that you definitely should NOT do. Use this opportunity to do a self check to see where your strengths and weaknesses are and how you can improve in order to get the job you want.

2:50 - 3:50 pm Play on Player, Overcoming Disability with Play

Jill Moore, Inclusion Specialist, Landscape Structures

Category: MGT (0.1 CEU)

We all have to figure out how to navigate this life and sometimes people who are "differently abled" have to get creative about how they do it. Born with Spina Bifida, Jill Moore and her family hopped on a lifelong journey confronting disability with a sense of humor, and truly turning something many define as a negative into an opportunity to learn, grow, and give. Without the overwhelming support of her local community, legislation would have never been written to allow Jill to compete on her high school track team. Track carried Jill to a full ride scholarship at the University of Illinois, where she went on to compete on two USA teams, 12 marathons, independently moved to Asia for 6 months, and graduated with a degree in industrial design.

This session will help participants recognize gaps in social equity for integration of people with disabilities and identify a variety of possibilities and opportunities to promote an active lifestyle in special needs communities. Jill strives to share how other communities can provide this sort of support for those living with disabilities, and how to encourage all to live their best life so that negative stigmas become obsolete, and that we can all grow and play together however "abnormal" we may be. Join us as Jill shares her story of how play transformed a child's fight to fit in, to an incredible chance to stand out.

Reigning in Rogue Sports Groups and Other Field Use Nightmares

Joshua T. Medeiros, Director of Recreation & Elizabeth Mayne, Program Supervisor, Town of Cheshire

Category: MGT/Parks (0.1 CEU)

How often have your community sports organizations said, "We have so many fields in town and everyone is happy"? Chances are... not often! Parks and Recreation professionals are faced with balancing increasing demand from sports groups with limited field space and dwindling financial resources. This interactive session will tackle a variety of field use challenges including managing schedules and tournaments of different leagues, coordinating with groups that use town fields but think they own them, managing the usage demands vs. planning for proper maintenance,

sponsorship programs for sports fields and scoreboards, establishing policies and integrating fee structures when there are none, creating buy-in from town staff and commissions, and dealing with the Who's Who of Resident versus Non-Resident Youth Sport groups.

Mind Your RFP's and Q's

Roger Rousseau, Purchasing Agent, City of Bristol

Category: MGT (0.1 CEU)

RFP's and RFQ's are effective tools to search for the best products and services at the most reasonable prices by finding the appropriate vendor or supplier. But what does it take to create and distribute these requests and eventually hire these professional services? From the first step of assembling the team to the last phase of sending out the requests, every part of the RFP/RFQ process must be well managed. This session will discuss what you should expect during the request process, how to sort through qualifications, how to hire professional services, and what to expect from consultants once you hire them.

When Disaster Strikes Your Fields: A Guide to

Manage, Prepare, & Recover

Rich Calarco, Director, Hebron Parks & Recreation

Category: Parks (0.1 CEU)

When will it be your turn? Disaster can be small and large. Are you prepared to handle the situation to keep your athletic fields safe? Whether it is rain, snow, wind, or manmade, are you ready? What is your plan before, during, and after? Learn from experienced speakers who have battled their own disaster and how they managed it. What they did correctly. What they would change. Join us for this panel discussion in hopes to help you better prepare for when disaster strikes.

Independent Contractors: What's the Relationship?

George Tamaro, Risk Management Services Manager, CIRMA

Category: MGT (0.1 CEU)

Independent contractors are invaluable in helping park and recreation departments provide quality programs and activities to their community. This session will explore how to classify the relationships between your organization and these individuals providing a service. In the parks and recreation setting, these independent contractors are typically the exclusive of the instructors or activity leaders who run many of your programs. Topics of discussion will include: what makes these individuals an employee vs. an independent contractor (IRS Factors of Control), how to manage the relationship, and how to manage the exposures and liability.