This brochure is fully interactive! Click on links where indicated to get you where you want to go.
**Dates to Remember**

**JULY 31**
- Early Registration Deadline
- Last day to request refund (minus $50 admin fee)

**AUG 7**
- Last day for FRPA room block rates at host hotel
- *or until room block is full

**AUG 10**
- Last day to mail in registration paperwork
- Final day to request refund (minus $75 admin fee)
Omni Hotels & Resorts

1500 Masters Boulevard
Championsgate, FL 33896

Surrounded by 36 holes of championship Orlando golf, the Omni Orlando Resort includes 720 guest rooms and suites as well as two- and three-bedroom villas, equipped with every modern convenience and a host of luxury amenities. In addition to walk-out golf, guests may choose to relax in our signature Mokara spa, dine in one of our seven restaurants or enjoy 15 acres of pools and recreation activities including the 850-foot lazy river.

In addition:
- Formal pool/private cabanas
- Zero-entry family pool with a 125-foot corkscrew water slide
- Complimentary scheduled shuttle
- Transportation provided to the Walt Disney World® Theme Parks
- Basic WiFi included in resort service charge

Room Rates
(+ taxes) per night.

$139 - single/double room
The Resort fee is waived.
Rates are available until August 7, 2020. Self Parking is complimentary for those staying onsite or $18/day for those not staying onsite. Valet parking is $32/night.

Walt Disney World
To purchase specially priced Disney Meeting/Convention Theme Park tickets, please call 407-566-5600 or visit https://mydisneygroup.com/direcreation2020. Tickets are valid 7 days pre, during, and 7 days post meeting dates. Please note the cut-off date for advance purchase savings is August 24, 2020.

RESERVATIONS

All attendees will be responsible for making their own reservations by calling the Omni Resorts Reservations Team at 1-800-THE-OMNI (1-800-843-6664) or online at: http://www.omnihotels.com/hotels/orlando-championsgate/meetings/florida-recreation-and-park-association-foundation-2020. Please beware of housing scams. Only book your hotel through the number or website that have been provided. These rates include all fees.
The Annual FRPA Conference is a gathering of recreation and park professionals for a time of learning, connecting and creating memories. Conference serves as a concentrated time to get away from the office or field and immerse yourself in all things relating to parks and recreation. This year the theme is “Vision POSSIBLE”. Park and Recreation professionals build community every day. Conference sessions help support the idea that your vision is possible. Each session is a building block for you and your agency in the pursuit of creating and cultivating community.

The Conference Committee reserves the right to re-schedule, cancel and add courses to the Conference Program. Every effort is made to minimize changes. In the event of a change, those who have pre-registered for sessions affected will be notified. You are strongly encouraged to pre-register in order to assure you are contacted with program changes. Once on-site you will receive an up-to-date conference program, which you should utilize to confirm your selected activities.

Delegate registration is for personnel employed by public or private agencies providing recreation, park, or leisure services; persons employed as educators at universities and colleges; fully retired park and recreation professionals; citizens serving on Recreation, Parks or Leisure Services Advisory Boards; or citizens interested in or involved in the promotion of the parks, recreation and leisure services profession. Individuals employed by a company offering support services, equipment, consulting, etc. to park and recreation departments are considered commercial vendors. Commercial vendors must have an exhibit booth or be a major conference sponsor to attend any conference event, education session or social activity. For more information about sponsorships, contact us at 850-878-3221.

All events that include food require a ticket. Tickets to all events are included in full registration. Lost tickets will not be replaced.

- Full Registration package includes:
  - Monday Grand Opening of the Exhibit Hall: light evening hors d’oeuvres
  - Tuesday Exhibit Hall: light breakfast items
  - Wednesday Awards and Installation Ceremony: full lunch

If you desire to purchase a ticket to the Exhibit Hall or Awards Banquet, you may do so in Section 4 of the Registration Form. Return it by the stated deadline. Please be aware that Awards and Installation Ceremony tickets will only be available for purchase through August 10. For more information see page 6.
REFUNDS/CANCELLATIONS

All requests for refunds must be submitted in writing to the FRPA Executive Office and must be received no later than July 31, 2020 in order to receive a refund less a $50 administrative fee. All refund requests received between August 1 and August 10 will be assessed a $75 administrative fee. No refunds will be made after August 11, 2020. No exceptions including but not limited to: no shows, traffic delays, weather, other natural disasters, last minute changes in agency travel policies, and budget restrictions resulting in limitations on travel. Please be aware that where there is buffet food service, such as the opening of the exhibit hall, you are encouraged to attend early. While we attempt to project the amount of food needed, we cannot project the amount of food consumed by delegates. If you have recently traveled (within two weeks) outside the United States or in an area that is a “hot spot” for any communicable disease, please do not register for the FRPA Conference.

Badges

You must wear your badge for entry into all FRPA events including socials, education sessions, and ticketed events. Plan to pick up your badge before registration closes if you wish to attend an evening event. A replacement badge is $10. Guest badges can be purchased for entrance into socials only and are intended for spouses of registered delegates and fully retired park and recreation professionals. See Section 3 of the Registration Form.

ATTIRE

Conference activities take place indoors. As some rooms tend to be chilly, you may want to be prepared with a sweater or jacket. Attendees are expected to dress in business casual clothing with the exception of the Awards Banquet on Wednesday. This particular event is business attire. (No jeans, please!)

CHILDREN

Conference events are not intended for children. No one under 18 will be permitted entry to socials or exhibit hall functions.

NURSING MOTHERS

The FRPA Conference is breastfeeding friendly! Please let us know if you are a nursing mother in need of a private room.

FIRST TIMERS

If this is your first conference, we are so glad to have you join us! Be sure to check out the class Conference GPS on Monday morning to help you get oriented to all that conference has to offer, as well as meet some key leadership with FRPA.

Below are some helpful tips:
• watch for pre-conference emails coming to your Inbox leading up to conference
• download the FRPA Events App
• make use of the Conference Planner to plan out what you will be attending
• respond to the email we send you confirming your Banquet attendance
• connect with us on social media (see page 45)
• go to frpa.org/conference/confgeneral/first-time for more tips!
Volunteers make conference happen. Without you we wouldn’t have Verification Officers, Socials, Registration, Check-In and more. Volunteering is also a great way to connect to your professional association. You meet new people, network and learn first-hand what goes on behind the scenes. You will be in charge of your volunteer schedule through the FRPA SignUp.com website. You can preview and sign up for volunteer spots by clicking the “volunteer” button below. The Conference could not come to fruition without hundreds of hours of volunteer time. We truly appreciate your giving back to FRPA.

https://signup.com/go/MEBDREW

Awards and Installation Banquet

WEDNESDAY, SEPTEMBER 2 @ 11:45 A.M.

The Annual Awards and Installation Banquet is a time to come together as a professional group and recognize those who are excelling in the field. It is also an opportunity to acknowledge and meet the incoming Board of Directors. This luncheon is included in full registration and Wednesday daily registration. Additional tickets are available for purchase through August 10. See Section 4 on the Registration Form. You will receive an email confirming your attendance before conference. You MUST respond to the email to obtain a banquet ticket upon check in at the conference. Dress for the luncheon is business dress-no jeans or shorts.

The FRPA Award Nomination cycle takes place during the month of April each year.
<table>
<thead>
<tr>
<th>DAY</th>
<th>TIME</th>
<th>EVENT</th>
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<tbody>
<tr>
<td><strong>SUNDAY, AUGUST 30</strong></td>
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<tr>
<td>4:00 p.m. - 7:00 p.m.</td>
<td>Registration Open</td>
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<tr>
<td>3:00 p.m. - 6:00 p.m.</td>
<td>FRPA Board Meeting</td>
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<tr>
<td><strong>MONDAY, AUGUST 31</strong></td>
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<td>7:00 a.m. - 10:15 a.m.</td>
<td>Registration Open</td>
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<td>8:00 a.m. - 10:15 a.m.</td>
<td>Breakout Sessions</td>
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<td>10:30 a.m. - 12:00 p.m.</td>
<td>Opening General Session</td>
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<tr>
<td>12:00 p.m. - 1:30 p.m.</td>
<td>Director’s Luncheon*</td>
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<td>1:00 p.m. - 7:00 p.m.</td>
<td>Registration Open</td>
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<td>1:00 p.m. - 4:00 p.m.</td>
<td>Breakout Sessions</td>
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<td>4:00 p.m. - 7:00 p.m.</td>
<td>Exhibit Hall Grand Opening</td>
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<td><strong>TUESDAY, SEPTEMBER 1</strong></td>
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<td>7:00 a.m. - 12:00 p.m.</td>
<td>Registration Open</td>
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<td>8:00 a.m. - 9:00 a.m.</td>
<td>Breakout Sessions</td>
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<td>9:00 a.m. - 12:00 p.m.</td>
<td>Exhibit Hall Open</td>
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<tr>
<td>1:00 p.m. - 4:00 p.m.</td>
<td>Registration Open</td>
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<tr>
<td>1:15 p.m. - 4:00 p.m.</td>
<td>Breakout Sessions</td>
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<tr>
<td>4:00 p.m. - 5:30 p.m.</td>
<td>General Session</td>
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<td><strong>WEDNESDAY, SEPTEMBER 2</strong></td>
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<td>7:00 a.m. - 11:00 a.m.</td>
<td>Registration Open</td>
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<tr>
<td>8:00 a.m. - 11:30 a.m.</td>
<td>Breakout Sessions</td>
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<tr>
<td>11:45 a.m. - 2:30 p.m.</td>
<td>Awards and Installation Banquet</td>
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<td>2:45 p.m. - 5:45 p.m.</td>
<td>Breakout Sessions</td>
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<tr>
<td>2:45 p.m. - 5:00 p.m.</td>
<td>Registration Open</td>
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<tr>
<td>5:00 p.m. - 7:00 p.m.</td>
<td>FRPA Board Meeting</td>
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<td><strong>THURSDAY, SEPTEMBER 3</strong></td>
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<td>7:00 a.m. - 9:00 a.m.</td>
<td>Registration Open</td>
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<td>8:00 a.m. - 10:15 a.m.</td>
<td>Breakout Sessions</td>
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<tr>
<td>10:30 a.m. - 12:30 p.m.</td>
<td>Closing General Session</td>
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The Director’s Day & Luncheon is a time set aside just for Directors of Park and Recreation Departments to come together and discuss trends, share new ideas, and network. An extra fee is required to participate in the luncheon (see section 4 on the registration forms).

**MONDAY, 8:00 AM - 4:00 PM; BREAKS FOR THE OPENING GENERAL SESSION AND THE LUNCHEON**

**Identifying Trends for the (Post COVID-19) 2020s**
(for Directors only; 0.4 CEUs)

**Neelay Bhatt**
Principal, PROS Consulting

As the COVID-19 pandemic has shown us, the only thing we can predict is change. As agencies in Florida plan for the next decade, this session will help you look at trends, plan for future shifts and build an agency culture that can innovate and thrive in increasingly unpredictable times.

**Learning Objectives**
- List key trends that may occur in the coming decade.
- Identify ways in which this can be applied to your agency and to parks and recreation overall.
- Identify techniques to build an agency culture that can innovate and grow amidst change.

**THE LUNCHEON IS FROM 12:00 PM - 1:15 PM (REGISTRATION REQUIRED FOR THE LUNCHEON)**

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**SERVICE PROJECT**

This year we will be collecting used eyeglasses for the Service Project. These eyeglasses will be donated to the Lions Club International, where they will recycle them and get them to those in need. Sunglasses are also accepted! You can begin a collection drive at your local facilities and parks and then bring them to conference where we will total the amount collected to report. We encourage you to share your efforts with us so that we can let everyone know about the great work you’re doing.
FRPA EVENTS APP

Available on iOS and Android devices for free For in-depth instruction visit http://bit.ly/2IVSLr5
1. Search ‘EVENTSENTIAL’ in your app or play store
2. Download to your phone or tablet
3. Search for “FRPA” and add the event to your phone
4. Enter the email address you used to register for conference
5. Begin enjoying all the features!

App Features
• Build your own schedule from the classes that have been pre-loaded for you to choose from
• Receive up-to-date news and information right on your device
• Access maps to help you get around
• Explore the exhibit hall map and make a plan of who to visit
• Access information about speakers and presenters
• Never miss an event with notifications on your device
• Connect with other delegates
• Become familiar with the sponsors that help make conference a success

WE ARE THANKFUL TO GREENFIELDS FOR THEIR SUPPORT OF THE FRPA APP!

ANNUAL TRADESHOW & EXHIBIT HALL

FRPA is able to offer this high quality conference at such an affordable price because of the support of the commercial companies who exhibit in the Trade Show. For more information about Exhibiting at the FRPA Annual Conference please visit frpa.org/conference/confexhibitor.

CONNECT WITH VENDORS REPRESENTING PRODUCTS AND SERVICES IN THESE AREAS:

LANDSCAPE ARCHITECTS  RECREATION EQUIPMENT  RECREATION SOFTWARE WEATHER MONITORS  TICKETING
SHADE AND AWNINGS  EVENT SUPPLIES  HARDSCAPES  PREFABRICATED STRUCTURES  CONSERVATION
PLAYGROUNDS  CONSULTANTS  NON-PROFITS  AQUATICS SUPPLIES  CONSTRUCTION  SPORTS EQUIPMENT
ENTERTAINMENT  FIREWORKS  SPORTS LIGHTING AND MORE!
What do all remarkable people and organizations have in common? They’ve discovered the power of a winning mindset. Mindset is defined as a mental attitude that predetermines a person’s response and interpretation of a situation. The foundation for constructing winning results is a winning mindset!

The beliefs we have about our talent, potential, and opportunities have a tremendous influence on how we perform. As a result, we rarely achieve more or become more than we believe we can. Why? Mindset directs behavior, which dictates motivation, which determines outcomes. A winning mindset produces results. A mediocre mindset produces excuses, and you see yourself as a victim. Mindset determines how you will perform when it matters most. The most important capability you have is the capacity to choose your mindset. A winning mindset is something that can be learned, changed, and leveraged. It creates a self-belief that unlocks your potential, passion, and purpose.
COMMUNITY BUILDING

Many of the sessions you will find throughout the Conference surround the Community Building Pillar.

YOUNG PROFESSIONALS

This year, FRPA began a Young Professionals Workgroup in an attempt to connect with this age group how they would like to be connected with. Join us on Monday morning at 8:00 am for a speed round where we will talk about the direction of this emerging group.

SOCIALS

The FRPA Annual Conference will not be hosting any formal socials this year due to COVID-19. It’s unfortunate that things are this way but we also know you will understand our need to reduce the possibility of transmission of the virus. Please be aware as you may be making your own plans to gather with your colleagues, that you adhere to physical distancing standards and other safety measures. Large gatherings will not be allowed in the hotel lobby or in any other meeting room. Conference delegates are expected to follow all directions and guidelines from the hotel.
2020 CONFERENCE SPONSORS

AWARDS VIDEO
OPENING SESSION
DIRECTORS DAY
OPENING SESSION
DIRECTORS LUNCHEON
NAME BADGES
DELEGATE BAGS
AWARDS BROCHURE
EVENT APP
SIGNAGE
TUESDAY GENERAL SESSION
NATIONAL RECREATION SYSTEMS
HEALTHY CHECKS
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WT GROUP
NEWSLETTERS
BLISS PRODUCTS AND SERVICES
SANI STATIONS
WATERMEN
MASKS
ALUMI-GUARD
BARTH ASSOCIATES
VERMONT SYSTEMS, INC
WOOD + PARTNERS
CLOSING SESSION
VISION POSSIBLE
THE FRPA ANNUAL CONFERENCE WILL NOT BE HOSTING ANY SCHEDULED FITNESS CLASSES OR RUNS THIS YEAR DUE TO COVID-19. IT’S UNFORTUNATE THAT THINGS ARE THIS WAY BUT WE ALSO KNOW YOU WILL UNDERSTAND OUR NEED TO REDUCE THE POSSIBILITY OF TRANSMISSION OF THE VIRUS. PLEASE BE AWARE AS YOU MAY BE MAKING YOUR OWN PLANS TO GATHER WITH YOUR COLLEAGUES, THAT YOU ADHERE TO PHYSICAL DISTANCING STANDARDS AND OTHER SAFETY MEASURES. CONFERENCE DELEGATES ARE EXPECTED TO FOLLOW ALL DIRECTIONS AND GUIDELINES FROM THE HOTEL.

Fitness on Your Own
The Omni Championsgate has a complimentary, full-service fitness center, a spa, pool, and jogging trail. Everything you need to keep up with your health goals.

VERY IMPORTANT PARTNERS
FRPA extends our sincere appreciation to our Very Important Partners. Because of the continued generosity of these companies, we are able to bring you enhanced member services throughout the year. Thank you to Dominica Recreation Products, Eaton Ephesus Lighting, Greenfields Outdoor Fitness, Musco Lighting, and REP Services.
EDUCATION SESSIONS

Due to frequent changes in the availability of speakers and space available in the Conference Center in relation to measures being taken to ensure the safety of attendees, education sessions may be withdrawn from the agenda or taken to a virtual format.

CEU POLICY: To earn Continuing Education Units (CEUs), delegates must attend the entire session. There is no exception for late arrivals. Plan your travel to arrive at the session at least 10 minutes prior to its beginning. FRPA maintains records for members who participate in FRPA CEU courses. YOU MUST SIGN IN AND COMPLETE THE EVALUATION TO RECEIVE CREDIT. Non-Members desiring proof of attendance will need to pay the transcript fee noted on the Registration Form in Section 3.

MONDAY, AUGUST 31

8:00 AM - 9:00 AM | 0.1 CEUS
Speed Round - Young Professionals
Sarah Good
NORTH PORT PARKS AND RECREATION
FRPA’s Young Professionals group would like to invite all young professionals to join them for a discussion about the future of the parks and recreation field as it relates to young professionals. This time together will include a presentation by the YP workgroup, including their goals and intended activities for the coming year.

Learning Objectives:
• Learn about the upcoming activities and goals of the FRPA Young Professionals workgroup.
• Participate in a discussion about the challenges/opportunities facing the Young Professionals in the field of recreation and parks.
• Provide input on the direction of the FRPA Young Professionals workgroup.

9:15 AM - 10:15 AM | 0.1 CEUs
The Power of GIS – A Tamarac, Florida Case Study
Rance Gaede
RECREATION SUPERINTENDENT, TAMARAC PARKS AND RECREATION
James Kelt
VICE PRESIDENT, GEOGRAPHIC TECHNOLOGIES GROUP
This session will present a case study demonstrating how the City of Tamarac has adopted and utilized GIS in its daily operations. The system has allowed the City to better manage and assess its entire park inventory and includes an analysis of assets by condition rating, asset location, and current status via dashboards. Field users are able to manage and maintain data in a live environment. Residents and visitors are able to find and utilize every park location and promote parks and recreation with GIS. You won’t want to miss this demonstration of how you can leverage GIS data for your specific needs and challenges.

Learning Objectives:
• Learn how the City of Tamarac is using GIS in daily operation to better manage and assess their entire park inventory including analysis of assets by condition rating, view asset locations and current status via dashboards and field access.
• Identify how the City of Tamarac empowers residents and visitors to find and utilize every park location and promote the parks and recreation department with GIS.
• Understand how GIS can be implemented and leveraged for your specific needs and challenges for your organization and department.

9:15 AM - 10:15 AM | 0.1 CEUs
Your Vision Made Simple
Kyle Pryce
PARKS PROGRAM SUPERVISOR, COLLIER COUNTY PARKS AND RECREATION
You are a leader who has a great vision for your organization or group. Your followers need a simple guide to understand it. In this session, you will learn how to identify words and actions that will drive your vision and make it simple for those around you to follow.

Learning Objectives:
• Define “vision”.
• Outline specific behaviors or actions that are necessary to meet your goal.
• Identify words and phrases to simply communicate your vision to others.

10:30 AM - 12:00 PM | 0.1 CEUs
Understanding Staff Engagement and Performance
Marc Solomon
RECREATION SUPERINTENDENT, CHARLOTTE COUNTY COMMUNITY SERVICES
Have you ever wondered why some staff members, supervisors or work groups seem more engaged and more productive than others, even within the same organization? Have you ever asked yourself “what do they know that I don’t know”? This session will explore the answers to those questions!

Learning Objectives:
• Explore several leading theories on staff engagement and motivation.
• List the common obstacles to staff engagement and peak performance.
• Identify ways to increase staff engagement, morale and performance in your organization.
EDUCATION SESSIONS

for the USA Track & Field, a 3-time NCAA All-American, or an internationally known speaker, Eddie knows what it takes to be elite. Best of all, Eddie can channel that sense of accomplishment through interactive storytelling to audiences everywhere. He can make you laugh, cry, dance and learn...all in one presentation! It’s a roller coaster journey like no other, and Eddie’s been doing it for over 25 years.

Learning Objectives:
• Participates will learn how to create a lasting mind/body connection through mindfulness and physical movement.
• Participants will discover how to use the seven steps of the 4 Minute Formula to create Action Plans to take your Vision to reality.
• Participants will be able to create a positive and exciting team atmosphere to set the stage for meaningful experiences for the community.

1:30 PM - 2:30 PM | 0.1 CEUs
Enhancing Player and Spectator Experiences Through Technology
Bob DeCouto
CENTRAL FLORIDA REPRESENTATIVE, MUSCO SPORTS LIGHTING
Advancements in technology can enhance how we play and view the game. This session will explore how you can better integrate technology into your facility to provide an experience like no other. We will be discussing light control, light shows, colored/accented lighting, video streaming, wifi and controls for various other aspects of your park.

Learning Objectives:
• Know and understand various technologies that can add to spectator experience.
• Know and understand various technologies that can add to spectator experience.
• Know and understand how to evaluate various technologies to insure the best value.

1:30 PM - 2:30 PM | 0.1 CEUs
The Best Version of You
Eddie Slowikowski
Within each of us is the ability to take charge of our lives and develop a path to a successful future. Park agencies are filled with extraordinary people with special talents who truly care about helping others. The positive actions of one person can have a ripple effect on a community of people. Join internationally known speaker Eddie Slowikowski as he gives participants the ride of a lifetime by teaching how to tap into the greatness within. Eddie uses audience interaction, humor and poignant story-telling to help audience members rekindle their passion for what they do. Discover how to move from ordinary to extraordinary and you’ll be rewarded with the ability to take the lead, while helping others along the way.

Learning Objectives:
• Identify safety valves that release pressure for yourself.
• Create the story for your community.
• Create the vision for your team as you move forward toward and emboldened future.

1:30 PM - 2:30 PM | 0.1 CEUs
A New Approach to Parks & Recreation System Planning
David Barth
PRINCIPAL, BARTH ASSOCIATES
A new approach to parks and recreation system planning is needed to respond to the changing roles of parks and recreation—one that is more comprehensive, collaborative, scientific, and strategic. David Barth, author of the new book Parks and Recreation Planning, discusses his new planning model and approach.

Learning Objectives:
• Describe the traditional parks and recreation system planning model.
• Identify differences between the traditional model and the proposed new approach.
• Define the benefits of the new approach.

1:30 PM - 3:30 PM | 0.2 CEUs
Introduction to the FRPA Impact Calculator
Charla Lucas, CPRP
DIRECTOR OF MARKETING, COMMUNICATION AND STRATEGIC VISION, FLORIDA RECREATION AND PARK ASSOCIATION
Eleanor Warmack, CPRP, CAE
EXECUTIVE DIRECTOR, FLORIDA RECREATION AND PARK ASSOCIATION
The FRPA Impact Calculator was introduced last year as an integral tool for park and recreation professionals to help determine the value they add to their communities. Join us as we look at each part of the Calculator, reviewing the inputs and how to use the information you generate.

Learning Objectives:
• Identify concrete ways to build relationships within your local community and create buy-in.
• Learn tips on how to establish a specific voice in your social media presence.
• Recognize the importance and benefits of efficient social media curation in place building.

3:00 PM - 4:00 PM | 0.1 CEUs
The Tao of Being: A Living Formula
Rob Wilson
DOMINICA RECREATION PRODUCTS/GAMETIME
On two completely separate occasions, Albert Einstein wrote an algebraic formula for success and a theory on happiness. This workshop reformulates that math and theory, taking us on a journey through a completely rebuilt equation. An entertaining, yet eye-opening approach to enjoying and appreciating our personal and professional lives.

Learning Objectives:
• Journey through a formulaic equation for success and happiness.
• Learn to see your life in a realistic way that helps you to appreciate yourself.
• Discover insights to navigate life and reality for real; not just going through the motions.

3:00 PM - 4:00 PM | 0.1 CEUs
Building Community from the Ground Up
Louis Holstein
PROGRAMS DIRECTOR, CITY OF MULBERRY
Working for the City of Mulberry, Louis Holstein has had to overcome hurdles to establish a sense of place, and build community. In this high energy talk, attendees will learn how to build trust in the local community, and how to establish a social media identity to get their message out.

Learning Objectives:
• Identify at least three innovative staff recruitment techniques.
• List three proven staff retention strategies that can be easily implemented.
• Discuss staff recruitment and retention challenges their agencies have faced and the steps taken to address those challenges.

15
Esports in your program line up.

- Be given examples of ways to start an Esports program.

Getting the Most Out of Your Pool Controller

Bobby Stecher
WATER QUALITY MANAGER, COMMERCIAL ENERGY SPECIALISTS
Automated control is one of the baselines of pool operations, protecting bathers and the pool equipment from the effects of over and under-chlorination. But modern systems do much more, and are the hub of the equipment room. This course is a review of controller operations and capabilities.

Learning Objectives:
- Gain increased understanding of controller capabilities.
- Recognize the various types of automated controller communication options.
- Identify the importance of maintaining ORP.

Speed Round - Adult Athletics

Pete Doherty
RECREATION COORDINATOR, TOWN OF JUPITER
Lyndsey Marsh, CPRP
ATHLETICS, PALM BEACH GARDENS PARKS AND RECREATION
This speed round will cover a variety of topics specifically for adult athletics. Some of the topics that will be discussed include but not limited to league management and enforcement of rules, trends in adult sports, officiating, dealing with difficult participants, sustaining and growing adult sports in the community.

Learning Objectives:
- Identify issues facing adult sports.
- Outline strategies to help assist in minimizing issues in adult sports.
- Discuss trends and marketing opportunities to reach adult participants and grow leagues.

Uncover Your Blind Spots: The Five Keys to Winning

Velma Knowles
CHIEF ENCOURAGING OFFICER, LEADERS PATHWAY
Whether you know it or not, you have blind spots! We all have blind spots and that’s because we don’t know what we don’t know. With so many distractions competing for our attention, having a clear vision is a must-have for long-term business and personal success. In this program, you will learn the five blind spots that could be clouding your vision and holding you back from accomplishing your goals. It’s time to uncover what could be right in plain sight...you just need to see it from a different perspective.

Learning Objectives:
- Identify the 5 key blind spots holding you back.
- Learn how to finish strong even when you have too much to do and not enough time.
- Keep your eyes from crossing as you uncover your natural blind spot.

Kick Your Procrastination into Productivity: There’s a Superhero in You

Velma Knowles
CHIEF ENCOURAGING OFFICER, LEADERS PATHWAY
We all have good intentions to get the job done; yet we know that the road to (you know where) is paved with good intentions. Most of the regrets we have are not a result of something we did but come as a result of something we did not do. It’s not that we don’t want to get things done, to be more productive, but more, ‘how’ do we do it, consistently. This simple and powerful program will give you the tools you need to step forward. What are you waiting on?

Learning Objectives:
- Identify your procrastination tendencies.
- Leverage your superpowers to increase productivity.
- Understand procrastination styles with the ‘My SPUD Method’.

2020 FRPA CONFERENCE | VISION POSSIBLE
EDUCATION SESSIONS

1:15 PM - 2:15 PM | 0.1 CEUs
On the Horizon; Everything from Y to Z
Lori Hoffner
PROFESSIONAL SPEAKER, TRAINER AND CONSULTANT, SUPPORTING COMMUNITY INC.
Learn the similarities and differences between the Gen Y/Millennials and the up-and-coming Gen Z generations. Better understand how today’s young adults, teens and youth think and behave—whether they are your staff or consumers. You’ll learn how to create an environment of cooperation and open-mindedness that will help you communicate across these dynamic groups.

Learning Objectives:
• Discuss the nuances of a Xennial, Millennial, and Gen Z and why understanding both the differences and similarities within those generations provides invaluable awareness for retention.
• Define personal or individualized branding and why it’s important for staffing and customers that are a part of the younger generations.
• Outline effective leadership styles and the power of mentor relationships in the workplace for both the younger Millennial and Gen Z.

1:15 PM - 2:15 PM | 0.2 CEUs
But It Has Always Been Done This Way
Ronnie Glotzbach
PRESIDENT/OWNER, BACH TRAINING & DEVELOPMENT CORP.
As you are asked to do more with less every day, there is no more ‘business as usual’. With the need to impact economic development, each of us needs to continuously improve our services. This session will help you discover creative techniques for solving problems and new ways to mistake-proof your job. Get out of “the way it has always been done”!

Learning Objectives:
• Describe creative problem-solving techniques.
• Apply techniques to real world problems.
• Use mistake-proofing methods to resolve customer problems.

1:30 PM - 3:30 PM | 0.2 CEUs
Communicating for Success...The Old-Fashion Way
Jennifer Pustizzi
MASTER TRAINER, BACH TRAINING & DEVELOPMENT CORP.
ALL day, EVERY day, we have to communicate on the field, in the office, or at an event. Doing it effectively is the challenge! Technology helps us communicate faster but has it made us more effective communicators? This session teaches you how to communicate “the old fashion way” by interacting one-on-one with professionalism, confidence, and positive assertiveness.

Learning Objectives:
• Use the power of assertiveness to obtain positive results.
• Discover the importance of reacting positively during challenging interactions.
• Experience how verbal and nonverbal communication affects your professional image.

1:30 PM - 3:30 PM | 0.2 CEUs
Sports Fields: Renovating 160 - Lessons
Greg Brown
PARKS, ATHLETICS & SAFETY CM, HILLSBOROUGH COUNTY PARKS AND RECREATION
Renato Luis Lauretti
PRESIDENT, WORLD SPORTS USA
Michael Newcomb
COO, WORLD SPORTS USA
This program will review and provide lessons and guidance from the County of Hillsborough, Parks and Recreation Department and World Sports USA. This session will explore the County’s four year renovation project, from drafting the RFP, managing the project to final delivery. Hear the perspectives of the County and its contractor.

Learning Objectives:
• Learn the facility and operational requirements when offering a licensed childcare program.
• Learn the staffing and training requirements when offering a licensed childcare program.
• Learn required and beneficial forms when offering a licensed childcare programs.

1:30 PM - 3:30 PM | 0.2 CEUs
But...How Can You Make It Happen?
Jennifer Fawcett
CHILDREN'S PROGRAM SUPERVISOR, LARGO RECREATION PARKS AND ARTS
Krista Pincince, CPRP
ASSISTANT DIRECTOR, LARGO RECREATION PARKS AND ARTS
Learn the requirements of the Department of Children and Families in order to assure you are meeting these standards within your childcare program.

Learning Objectives:
• Learn the facility and operational requirements when offering a licensed childcare program.
• Learn the staffing and training requirements when offering a licensed childcare program.
• Learn required and beneficial forms when offering a licensed childcare programs.

1:30 PM - 3:30 PM | 0.2 CEUs
Creating and Leading Meetings People Want to Take Part In
Michelle Bono
PRESIDENT/CEO, Bono Communications and Marketing
If you survey employees about what they like the least about their jobs, you’re almost guaranteed to find “too many or unproductive meetings” near the top of the list. This session will focus on creating an environment where bad meetings, wasted time, and unnecessary/unproductive meetings are eliminated, and meetings essential to inclusion, buy-in, communication and coordination become the norm. It involves creating the right environment, strong preparation, and learning the art of good facilitation. You’ll walk away with valuable strategies you can use as a leader or participant.

Learning Objectives:
• Identify and learn key elements of a successful sport field renovation and construction bid document.
• Recognize and predict challenges related to sports field renovation projects, including the differences
Learning Objectives:
- Identify the roles and skill sets needed to be a successful parks and recreation professional.
- Describe how to acquire the needed skill sets.
- Recognize the skill sets applicable to your current and desired position.

2:45 PM - 3:45 PM | 0.1 CEUs
Optimizing Economic and Financial Outcomes in Your Parks and Recreation Assets
Jason Clement
Co-Founder & CEO, Sports Facilities Management LLC
Parks and recreation assets produce significant economic, social, and community benefits. Understanding these benefits – including parks’ impact on property values, health care costs, crime rate, and community engagement – is the first step in evaluating the value of your parks and recreation assets. The second step is to understand where you have opportunities to optimize your assets utilizing creative financing, program development, new facilities development, and cost containment strategies to improve parks and recreation revenue results.

Learning Objectives:
- Identify insights into the various economic benefits of parks.
- Apply proven strategies for optimizing the impact of parks and recreation facilities.
- Describe the current state of their assets.

2:45 PM - 3:45 PM | 0.1 CEUs
Show Me The Money: Strategies for Getting Your Project Funded
Evan Eleff
COO & Partner, Sports Facilities Advisory LLC
Many communities are looking to capitalize on the trend of sports tourism and the potential millions of dollars in economic impact. This session will review real world examples of various approaches and strategies to obtaining project financing for sports and recreation assets in communities across the country. Community leaders will learn practical strategies to take their sports and recreation assets from concept to concrete.

Learning Objectives:
- Identify innovative planning and funding strategies.
- Review examples of various approaches and strategies to obtaining project financing for sports and recreation assets.
- Learn practical strategies to take your sports and recreation assets from concept to concrete.

2:45 PM - 3:45 PM | 0.1 CEUs
Staff Communication; Control, Filters and Perception
Lori Hoffner
Professional Speaker, Trainer and Consultant, Supporting Community Inc.
Our communication is continually influenced by individual filters. These filters are established by different factors; one of the most prevalent is the generational filter, developed during socialization and experiences. These filters crucially affect communication and interaction. We will discuss communication models, helping determine the most successful approach for your organization.

Learning Objectives:
- Describe leadership styles and the impact on communication success or failure.
- Define critical conversations and how the filters one is using; generational, societal or experiential, influence how messages are received.
- Outline multiple communication models that will work best for achieving objectives.

2:45 PM - 3:45 PM | 0.1 CEUs
Your Background Check Came Back With a Hit. Now What?
Chris Goodman
Director of Civic, NBC Sports - National Center for Safety Initiatives
More than 10 years ago, the national background screening guidelines for parks and recreation were released. However, today more than 50% of parks and recreation departments are still operating sub-standard background screening programs. Learn what is being discovered on applicants throughout Florida (parks and recreation departments specifically) and how to not only prevent, but know how to handle the situation once a high risk individual has been discovered.

Learning Objectives:
- Learn how to properly execute the national recommended parks and recreation background screening protocols.
- How to use the technology to help you and your staff track documentation from the beginning to end.
- Learn how to handle these situations properly, legally, and to put together a policy from the start to help prevent such situations from occurring.

4:00 - 5:30 PM | 0.15 CEUs
Bringing Life to A Community in an Equitable Way
Neelay Bhatt
Vice President / Principal, PROS Consulting, Inc.
The COVID-19 pandemic combined with societal events have exposed the need for physical and mental healing in our country. As our spaces were restricted and programs were canceled, opportunities to serve the community came in many forms including feeding, testing sites, and social services. Now the opportunity exists for our industry to educate other entities to demonstrate what happens when the community convenes in places where all things are equitable. What role will parks and recreation professionals play in re-creating a sense of community across our state and our country? Our speaker will allow us to explore the explicit and implicit reasons for inequities that require vision and intentional actions to change.

Learning Objectives:
- Learn about the unconscious bias that lead us to decisions and form our opinions.
- Hear stories of how parks and recreation agencies serve their communities during
COVID-19:
• Identify trends for the future that may determine how society continues to react to pressures of inequity.

WEDNESDAY, SEPT 2

8:00 AM - 9:00 AM | 0.1 CEUS
Recreation, Resiliency and Return on Investment, All In One!
Sherri French, PLA, ISA
DIRECTOR OF LANDSCAPE ARCHITECTURE, HALFF ASSOCIATES
Echo Gates, PE, CPO
CIVIL ENGINEER, HALFF ASSOCIATES

Learning Objectives:
• Explore three ways to better plan future expenditures relating to the care, repair and replacement of swimming pool facility equipment.
• Learn the fundamentals of developing a periodic maintenance plan to extend equipment longevity and reduce facility down time resulting from equipment failure.
• Gain an appreciation of the importance of being prepared to perform basic maintenance and repairs with the proper tools, materials and equipment.

8:00 AM - 9:00 AM | 0.1 CEUS
Tips & Tricks to Planning Successful Programs & Events
Vianca Peron-Sellán, MPA
ADMINISTRATIVE SERVICES MANAGER, MIAMI BEACH PARKS AND RECREATION
Erin Weislow, MPH, CPRP
RECREATION ADMINISTRATOR, ORLANDO PARKS AND RECREATION

As a new Parks and Recreation Professional you may only have had the opportunity to work during an event and/or program. Ready to take the plunge and take on the new role? During this one hour speed session, geared towards new Park and Recreation Professionals, we will show you tips and tricks for proposing and executing successful programs and events for your municipality or county. This session is great for conference first-timers or conference alumni looking for fresh ideas.

Learning Objectives:
• Identify new strategies to plan successful programs and events.
• List day-of-tips for execution.
• Discuss challenges/obstacles that may occur before, during and after your program/event.

8:00 AM - 9:00 AM | 0.1 CEUS
Working With the Natural Environment to Design for Active Outdoor Play
Diana Molina
KOMPAN PLAYGROUNDS AND FITNESS
Suzanne Quinn
KOMPAN PLAYGROUNDS AND FITNESS

We are seeing a trend toward nature-based play and play in nature in parks and outdoor spaces. We will share ideas on designing a built environment that works with nature to support these kinds of experiences. We will present a case study of Boyd Hill Nature Preserve in Pinellas County.

Learning Objectives:
• Discuss trends in outdoor nature-based play and play in nature.
• Identify design features in outdoor play environments that support play in nature.

8:30AM - 10:00 AM | 0.15 CEUS
Trends for the (Post COVID-19) 2020s
Neelay Bhatt
VICE PRESIDENT / PRINCIPAL, PROS CONSULTING, INC.

As the COVID-19 pandemic has shown us, the only thing we can predict is change. As agencies in Florida plan for the next decade, this session will help you look at trends, plan for future shifts and build an agency culture that can innovate and thrive in increasingly unpredictable times.

Learning Objectives:
• List key trends that may occur in the coming decade.
• Identify ways in which this can be applied to your agency and to parks and recreation overall.
• Identify techniques to build an agency culture that can innovate and grow amidst change.
to be recognized as a quality youth sports program provider by their community. Topics covered will include Emergency Action Plans, Volunteer Background Screening, Program Supervision, and more.

**Learning Objectives:**
- Discuss and outline essential policies required to ensure quality youth sports for all types of organizations.
- Identify key areas by self-evaluating existing policies and procedures to recognize improvement areas.
- Summarize the positive benefits of using updated policies and procedures as a promotional and marketing tool in your community.

**9:30 AM - 10:30 AM | 0.1 CEUs**

**Get People Active With Effective Outdoor Fitness**

*Suzanne Quinn*

**Komp kan PlayGrounds and Fitness**

In this session you will learn about the difference between effective and ineffective outdoor exercise equipment based on empirical research and user testing. We will discuss how effective outdoor cardio training increases user engagement, site effectiveness, and public health outcomes. The presenters will link research and case studies to site design for optimal outdoor fitness installations.

**Learning Objectives:**
- Gain perspective on the importance of effective cardiovascular exercise.
- Learn about research that links cardiovascular exercise and fitness with health for adults.
- Be able to apply design principles that will support activities in outdoor fitness installations.

**9:30 AM - 11:30 AM | 0.2 CEUs**

**Alligators and Crocodiles in Florida Parks**

*Ryan Ford*

**Crocodile Response Coordinator, Florida Fish and Wildlife Conservation Commission**

This program will cover how the Florida Fish and Wildlife Conservation Commission (FWC) suggests park managers/decision makers best handle alligators and crocodiles found within state parks. Topics covered will include: biology and ecology of native crocodilians; public safety concerns; what to do when there are problem crocodilians; and what sort of education should be made available for park visitors about native crocodilians that may be in your specific park(s).

**Learning Objectives:**
- Define the elements of a high-quality, healthy, and economically sustainable community and discuss the importance of park spaces in building community.
- Discuss the importance of public/private partnerships in the planning, design, construction, and maintenance of high-quality community spaces like Oviedo on the Park.
- Describe ways in which Oviedo on the Park has helped to spur economic development, increase property values, and provide essential community amenities for the City of Oviedo.

**9:30 AM - 11:30 AM | 0.2 CEUs**

**Building a Successful Community with “Oviedo on the Park”**

*Greg Bryla, PLA*

**Principal, Partner, Landscape Architect, Dix.Hite + Partners**

*Chris Hite, PLA, LEED-AP*

**President, CEO, Landscape Architect, Dix.Hite + Partners**

Oviedo on the Park is a high-quality, mixed-use town center with a park as its centerpiece that has helped spur development in Oviedo. The landscape architect, Oviedo City Manager, and Recreation and Parks Director will discuss the importance of public/private partnership in developing a healthy, economically successful, and sustainable community.

**Learning Objectives:**
- Learn how to properly plan and execute a special event.
- Learn strategies of staffing a successful special event and getting buy-in from staff.
- Implement a way to handle any situation that may happen at your special event.

**10:30 AM - 11:30 AM | 0.1 CEUs**

**How Arts & Wellness Collaboration Can Benefit Your Community**

*Bethany Bennett*

**Director of Community Programs, Atlantic Center for the Arts**

Atlantic Center for the Arts partners with the City of New Smyrna Beach Parks and Recreation by connecting community health to the arts. This program will cover how you can partner with your local arts organizations to foster and encourage programs that benefit your community.

**Learning Objectives:**
- List two benefits of establishing an Arts & Wellness program in your community.
- List two area resources that would align with the goals of your program.
- Identify one step in the process of creating a successful partnership.

**10:45 AM - 11:45 AM | 0.1 CEUs**

**Youth Sports Coach Oversight - What’s Happening on Your Fields?**

*Kate Nematollahi*

**Director, Education Programs, National Alliance for Youth Sports**

How does your agency track compliance with imposed requirements like concussion...
EDUCATION SESSIONS

Crisis Management and Developing Your Emergency Action Plan
Carolina Vester, AFO, CPSI
ASSISTANT DIRECTOR, CORAL GABLES COMMUNITY RECREATION
Is your team ready to take on a crisis? Do you have an established Emergency Action Plan? This session is designed to assist you and your team in identifying possible threats, provide basic tools for crisis intervention, guide you on proper debrief management following a crisis, and developing an Emergency Action Plan that your entire team will buy into. We will also dive into the basics of self-care for those affected in times of crisis as well as for those leading a team through moments of crisis.

Learning Objectives:
• Identify lessons learned from the COVID-19 pandemic that can assist parks professionals in the short- and long-term.
• Learn tips for managing and communicating during an ongoing crisis.
• Find authentic ways to build stronger relationships with customers and coworkers even in stressful times.

3:00 PM - 5:00 PM | 0.2 CEUs

Budgeting Basics for New Managers/Public Sector Employees
Jamie Baccari
COMMUNITY PROGRAM MANAGER, ST. JOHNS COUNTY PARKS AND RECREATION
Stacia Cotter
BUDGET ANALYST, ST. JOHNS COUNTY OFFICE OF MANAGEMENT & BUDGET
This session will focus on the basic budget process, how to track expenses, determine cost of programs, and how to interpret the data collected in order to build a more transparent budget. This session would also be ideal for anyone looking to expand their knowledge on the budget process.

Learning Objectives:
• Understand the need and method to create a logic model to implement a plan or project.
• Be introduced to outcomes based planning.
• Identify the steps to create a logic model to implement a plan or project.

3:00 PM - 4:00 PM | 0.1 CEUs

Creating Logic Models to Implement Master Plans and Programs
Tracy Mullins, AICP, CPRP
SCHOOL PLANNER, POLK COUNTY PARKS AND NATURAL RESOURCES
Plans and programs often fail because the implementation process is poorly defined, causing uncertainty. The logic model is a graphic tool which explains the input of resources, the order of operations, the direct results of activities, the specific outcomes for the target group, and organizational, community or system impacts.

Learning Objectives:
• Discuss methods for developing policies/requirements related to management of youth sports coaches.
• Formulate a plan to communicate and enforce the recreation department’s youth sports philosophy to the community and other organizations.
• Identify tools and resources used for tracking all requirements for coaches.

10:45 AM - 11:45 AM | 0.1 CEUs
Driving Awareness and Participation in Florida Senior Games and Sunshine State Games
Orenthous ‘OJ’ Hill
EVENT MANAGER, FLORIDA SPORTS FOUNDATION
Karii Pendleton
EVENT MANAGER, FLORIDA SPORTS FOUNDATION
This session will provide information about the Sunshine State Games and Florida Senior games that are organized annually by the Florida Sports Foundation, and how your agency can become involved or drive participation for your current events.

Learning Objectives:
• Learn how you can be part of the Florida Senior Games.
• Learn how you can host the Sunshine State Games.
• Learn how to get members of your community active through FSG and SSG and how budgets and grants can help.

2:45 PM - 5:45 PM | 0.3 CEUs
Creating Conditions of Possibility Through Inclusive Design
Jennie Sumrell
DIRECTOR OF EDUCATION, PLAYCORE, CENTER FOR OUTREACH, RESEARCH & EDUCATION
Parks and recreation professionals have advocated for inclusive playgrounds for years, however, there has been a lack of valid research to help make a data driven case. Discover new research findings about actual play behaviors of children with and without disabilities and the design considerations that truly make a difference.

Learning Objectives:
• Summarize evidence-based research findings of play behaviors observed (types, modes, and complexity) for both children with and without disabilities in outdoor inclusive play settings.
• List at least five design considerations of playground behavior settings and how they can support distinct behavior possibilities for children of all abilities.
• Create an advocacy statement to raise awareness and support inclusive, equitable play opportunities in your community.

3:00 PM - 4:00 PM | 0.1 CEUs
How to Add Unique Programs Without Adding Staff
Kelly Ussia
PARKS NATURALIST, ST. JOHNS COUNTY PARKS AND RECREATION
Would you like to add fun exciting new programs, but don’t have the staff or expertise to offer them? Creating strong community partners may be the answer. Learn tips on how to seek out beneficial partners, how to make a partnership mutually beneficial, and examples of partnership program successes.

Learning Objectives:
• Identify potential community partners for future programming.
• Understand what goes into having a beneficial community partnership.
• Leave with tangible examples of unique programs that could be offered in your community.

3:00 PM - 5:00 PM | 0.2 CEUs
Lessons from COVID: How to Keep Moving Forward
Michelle Bono
PRESIDENT/CEO, BONO COMMUNICATIONS AND MARKETING
It’s not over yet, but wow, have we learned a lot from managing local government parks and recreation programs and services during the COVID-19 pandemic! In this session we’ll focus on lessons learned in everything from communication, to teamwork, to creativity, to managing expectations. Most importantly, we’ll identify how to use those lessons going forward to meet the other challenges on the horizon, including possible budget reductions, managing and communicating in an ongoing crisis, and showing empathy and building stronger relationships with teammates and customers. We’ll also highlight some of the positive outcomes (yes, there are some!) from dealing with the pandemic and how to capitalize on those outcomes.

Learning Objectives:
• Identify lessons learned from the COVID-19 pandemic that can assist parks professionals in the short- and long-term.
• Learn tips for managing and communicating during an ongoing crisis.
• Find authentic ways to build stronger relationships with customers and coworkers even in stressful times.

3:00 PM - 5:00 PM | 0.2 CEUs
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• Identify lessons learned from the COVID-19 pandemic that can assist parks professionals in the short- and long-term.
• Learn tips for managing and communicating during an ongoing crisis.
• Find authentic ways to build stronger relationships with customers and coworkers even in stressful times.

3:00 PM - 5:00 PM | 0.2 CEUs
Crisis Management and Developing Your Emergency Action Plan
Carolina Vester, AFO, CPSI
ASSISTANT DIRECTOR, CORAL GABLES COMMUNITY RECREATION
Is your team ready to take on a crisis? Do you have an established Emergency Action Plan? This session is designed to assist you and your team in identifying possible threats, provide basic tools for crisis intervention, guide you on proper debrief management following a crisis, and developing an Emergency Action Plan that your entire team will buy into. We will also dive into the basics of self-care for those affected in times of crisis as well as for those leading a team through moments of crisis.

Learning Objectives:
• Define possible threats than can lead to crisis in the organization and community.
• Identify tools for crisis intervention,
**EDUCATION SESSIONS**

- Debrief management and self-care.
- Develop an organizational Emergency Action Plan.

3:00 PM - 5:00 PM | 0.2 CEUS
**Speed Round - The Art of Athletics**
**Hannah Cooper**
Athletic Supervisor, Port Orange Parks and Recreation

**Jeff Pon**
Recreation & Leisure Services Supervisor, Kissimmee Parks and Recreation

This speed round will provide participants the opportunity to share ideas with others involved with sports leagues, sports field rentals, and athletics. Your topics, questions and challenges will drive this discussion! So come prepared to share and learn some of the best practices in youth, senior and adult athletics.

**Learning Objectives:**
- Recognize trends in athletics and how those trends impact your programming.
- Identify different tactics that can enhance your athletic programming.
- Discuss best practices in athletics.

4:30 PM - 5:30 PM | 0.1 CEUS
**Using Camp Programming to Beat the Summer Slide**
**James Foster, MAT**
Recreation Specialist, Charlotte County Community Services

Studies have shown that children who do not engage their brains over the summer often fall behind academically, a phenomenon known as the “summer slide”. In this presentation, participants will learn strategies to incorporate academic concepts into recreation and camp activities.

**Learning Objectives:**
- Define “summer slide” and recognize the effect it on school aged children, especially those in low-income families.
- Identify at least three strategies to encourage academic growth in recreational activities and camp settings.
- Leave this presentation with resources that will provide at least five examples of easy, fun activities to promote learning without teaching a formal “lesson”.

4:30 PM - 9:00 AM | 0.1 CEUS
**10 Tools to Providing Exceptional Customer Service**
**Carolina Vester, AFO, CPSI**
Assistant Director, Coral Gables Community Recreation

This session will focus on some of the top 10 tools and strategies to providing exceptional customer service to your community and clients. There will also be a focus on early recognition of potentially disastrous customer complaints and de-escalation techniques. Be prepared to put yourself in the shoes of your customer as we run through a few group scenarios and exercises.

**Learning Objectives:**
- Identify the top 10 tools and techniques to providing exceptional customer service.
- Recognize and de-escalate customer complaints.
- Develop staff training techniques to bring back to the team.

8:00 AM - 9:00 AM | 0.1 CEUS
**Integrated Vegetation Management Plan**
**JP Gellermann**
County Extension Director, UF/IFAS Extension Pinellas County

Concerns over the use, type, quantity, and decision-making process regarding the use of chemicals on public lands has resulted in creating a plan to reduce overall use of herbicides on public lands. This session will explore this plan and provide general guidance for decision makers concerning vegetation management that will lead to consistent approaches across organizations.

**Learning Objectives:**
- Gain a better understanding of the dynamics of herbicide use and alternatives.
- Learn a collaborative approach to vegetation management.
- Gain a better understanding of the glyphosate issue in general.

8:00 AM - 9:00 AM | 0.1 CEUS
**Parks Asset Management and the Role of GIS**
**Philip Christman, CPRP, CPSI**
Parks Superintendent, Largo Recreation Parks and Arts

A parks and urban forestry session that explores the use of GIS and asset management software to manage trees and park hardscapes.

**Learning Objectives:**
- Understand the difference between asset tracking and asset management.
- Understand the role of GIS in asset management.
- Understand how asset management aligns with master planning and agency goals.

8:00 AM - 9:00 AM | 0.1 CEUS
**Speed Round - Social Media**
**Amy Zengotita**
Director, South Daytona Parks and Recreation

This session will focus on social media. Understanding the need for engaging, shareable content that is mobile first, is key. Embracing the fact that social media is evolving from a communications-centric platform to an experience portal is essential. How do you personalize the experience and reach your target audiences? What do you do better than anyone else and who cares? Find out “what’s next” in social media and how it can work for you.

**Learning Objectives:**
- Discuss best practices and challenges of social media.
- Understand the need for engaging shareable content that is mobile.
- List examples of how to effectively manage new social practices online.

8:15 AM - 10:15 AM | 0.2 CEUS
**Hey Young Professional...This One’s For You!**
**Jennifer Cirillo, CPRP**
Assistant Director, Palm Beach County Parks and Recreation

**Peter Ferreira, CPRP**
Deputy Parks and Recreation Director, Port Orange Parks and Recreation

**Becky Gunter, CPRP**
Director, Seminole Recreation

**Robert Mattes, CPRP, CPSI, AFO**
Director, Village of Pinecrest Parks and Recreation

Young Professionals! Come one, come all! This panel discussion will provide you the opportunity to talk to leaders in the field and hear the advice about steps to take to advance your career. The floor is yours to ask whatever questions you may have on how best to prepare for moving up in the field of parks and recreation.

**Learning Objectives:**
- Identify skills needed to excel in the field of parks and recreation.
- List competencies you need to advance your career goals.
- Identify at least two fellow park and recreation professionals to add to your professional network.

8:15 AM - 10:15 AM | 0.2 CEUS
**Dealing with Ugly Issues In Aquatics 2020**
**Mark Abdo**
Community Outreach Liaison, Largo Recreation Parks and Arts

**Marc Solomon**
Recreation Superintendent, Charlotte County Community Services

All of us have had to deal with ugly situations in our professional lives. You know what we mean. Situations that are embarrassing; situations with no winners; tough issues you prefer someone else deal with. Learn how to properly deal with ugly issues and receive positive results!

**Learning Objectives:**
- Identify 10 ugly aquatic issues that have really occurred.
- Recognize the difference between listening and hearing.
- Learn the steps necessary to diffuse a situation and receive positive results.

8:15 AM - 10:15 AM | 0.2 CEUS
**Effective Class Management - Strategies for Managing Challenging Participants**
**Brad Lympany**
Naturalist / Recreation Program Specialist, Hillsborough County Parks and Recreation

**Melinda Wheatley**
Recreation Program Specialist, Hillsborough County Parks
Effective class management has the single largest impact on program success. Yet the process of managing behavior and expectations by presenters is often overlooked. This two-part program investigates the root of behavioral issues through the eyes of participants with learning disabilities, and presents effective management strategies to mitigate obstacles.

**Learning Objectives:**
- Identify internal and external triggers of undesirable behaviors.
- Learn strategies to prevent small issues from becoming large scale problems and how to de-escalate them when it does happen.
- Learn general behavioral modification techniques.

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**Telling the Story Created by the Impact Calculator**

**Michelle Bono**

*President/CEO, Bond Communications and Marketing*

You get it — the value of measuring the impact of the parks and recreation world. Your team has embraced the FRPA Impact Calculator and has solid facts and measures about the value of your work in your community and economy. Still, what do you do once you get the information? This session will focus on ways to effectively tell the story to all of your critical audiences, including internal groups like your own employees, supervisors, budget staff and elected and appointed officials.

Learn how to plan a communications strategy that will resonate with your audiences and build advocates for parks and recreation based on solid facts and information.

**Learning Objectives:**
- Identify ways to effectively tell the story to all of your critical audiences, including internal groups like your own employees, supervisors, budget staff and elected and appointed officials.
- Learn how to plan a communications strategy that will resonate with your audiences and build advocates for parks and recreation based on solid facts and information.
- Identify ways to gauge the effectiveness of your communication efforts.

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**Capitalizing on Partnerships With Not-for-Profit Groups to Build Your Capital Projects**

**Bryan Nipe, CPRP**

*Director, Lake Mary Parks and Recreation*

**Radley Williams**

*Recreation and Events Manager, Lake Mary Parks and Recreation*

This session will provide firsthand experience on how to build relationships with not-for-profits who are like-minded in your community to enhance existing parks and facilities and build new ones by leveraging your funding.

**Learning Objectives:**
- Learn where to find and how to identify like-minded not-for-profits for potential partnerships.
- Describe methods that can be implemented to build relationships for strategic planning.
- Identify techniques that allow you to leverage funding for long term planning.

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**Time / Task Analysis for Maintenance Activities**

**Rick Durr, CPRP, PLA, AICP**

*Director, Seminole County Leisure Services*

How do you know if current maintenance staffing levels are sufficient for your park or agency? And how does this relate to level of service (LOS)? This session explores one approach to answering those questions.

**Learning Objectives:**
- Understand how to develop a time/task analysis specific to your agency.
- Understand how to make a business case for evaluating staffing levels.
- Identify and understand the importance of Levels of Service measurements and standards in the analysis.

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**When Parks Become Tourism Destinations**

**Tracy Mullins, AICP, CPRP**

*Senior Planner, Polk County Parks and Natural Resources*

In Florida, parks can develop as tourism destinations by plan or by accident. Tourism development often has and unintended impact on marketing, programs, and carrying capacity. Participants will learn visitor activity management tools which address the “Experience Economy”.

**Learning Objectives:**
- Learn the concept of the “Experience Economy”.
- Learn about the Visitor Activity Management Process Planning Tool.
- Learn how to determine visitor impact.
Registration Forms

Please be sure to read through the entire registration packet to be sure you have completed everything. Limited on-site registration is available. We encourage you to take advantage of the opportunity to register early. Three ways to register:

- **ONLINE**
  Register at the FRPA website with your credit card. Be sure to select which sessions to attend!

- **MAIL**
  Mail complete payment and forms:
  411 Office Plaza Drive
  Tallahassee, FL 32301
  Registrations will not be processed without full payment. Purchase orders are not accepted. DO NOT SEND CASH!

- **FAX**
  Fax complete forms: (850)942-0712
  Credit Card information must accompany the faxed form.

**REFUNDS / CANCELLATIONS**

All requests for refunds must be submitted in writing to the FRPA Executive Office and must be received no later than July 31, 2020 in order to receive a refund less a $50 administrative fee. All refund requests received between August 1 and August 10 will be assessed a $75 administrative fee. No refunds will be made after August 11, 2020. No exceptions including but not limited to: no shows, traffic delays, weather, other natural disasters, last minute changes in agency travel policies, and budget restrictions resulting in limitations on travel. Please be aware that where there is buffet food service, such as the opening of the exhibit hall, you are encouraged to attend early. While we attempt to project the amount of food needed, we cannot project the amount of food consumed by delegates.

If you have recently traveled (within two weeks) outside the United States or in an area that is a “hot spot” for any communicable disease, please do not register for the FRPA Conference.

**REGISTRATION FEES**

You are strongly encouraged to pre-register for all events. Payment must be made with your pre-registration form. Please review the refund policy above. Do not pay for a meal ticket for yourself or check them off in Section 4 if you have selected a registration package that includes those tickets. Refer to the Registration Package Section 3 for more information on what is included in each registration package.

**BALANCES**

Balances are due at the time registration packets are picked up on-site. Balances not paid at this time will be assessed a 10% processing fee. Receipts are emailed when registrations are processed. If you have not received a receipt, we suggest you phone the FRPA Executive Office to verify that your payment has been received.

**COMMERCIAL PROFESSIONALS**

Delegate registration is for personnel employed by public or private agencies providing Recreation, Park, or Leisure Services and persons employed as educators at universities and colleges, retired park and recreation professionals, citizens serving on Recreation, Parks or Leisure Services Advisory Boards or citizens interested in or involved in the promotion of the parks, recreation and leisure services profession. Individuals employed as commercial vendors, consultants, or suppliers must have an exhibit booth to attend any conference event, education session or social activity.

**Register Online**
INSTRUCTIONS

Section 1
Personal Registration and Payment Information
Remember to complete a separate registration form for each individual attending.

Section 2
Choose Your Classes
Check off the activities and courses you wish to attend. This helps us prepare for how many people would like to attend each session.

Section 3
Select Registration Package
Remember that in order to participate in conference events/activities, you must be registered as a daily or full package delegate, or pay a fee equivalent to or higher than a daily registration fee.

Section 4
Select Extra Activities/Additional Meal Tickets
Remember that one banquet ticket is included in full registration and Wednesday daily registration.

Section 5
Acknowledgement of Policies
Take the time to familiarize yourself with the cancellation policies, code of conduct, conference attendee, CEU procedures, etc. and sign that you acknowledge receipt of these.

Section 6
Total all Conference Fees by adding Sections 3 and 4
Mail or fax the entire registration form to the FRPA Executive Office (information below) so it is received by July 31, 2020, in order to qualify for the early bird registration rate. Do not mail registration forms after August 10, 2020.

MAKE CHECKS PAYABLE TO FRPA.
PLEASE BE SURE TO INCLUDE ALL EIGHT PAGES OF THE REGISTRATION FORM WHETHER USED OR NOT. REGISTRATIONS WILL NOT BE PROCESSED WITHOUT ALL PAGES BEING RETURNED.

SECTION ONE

Your Information (print legibly)

LAST NAME

FIRST NAME

FIRST NAME FOR CONFERENCE BADGE

AGENCY/EMPLOYER

JOB TITLE

MAILING ADDRESS

CITY

STATE

ZIP

COUNTY

OFFICE PHONE

CELL PHONE

EMAIL

ALLERGIES OR OTHER DIETARY RESTRICTIONS (WILL BE USED FOR BANQUET ONLY)

Method of Payment

CIRCLE ONE
MASTERCARD VISA AMEX DISCOVER PERSONAL CHECK AGENCY CHECK

CREDIT CARD NUMBER

SECURITY NUMBER (3 OR 4 DIGITS) EXPIRATION DATE

PRINTED NAME ON CARD

SIGNATURE OF CARDHOLDER

FULL BILLING ADDRESS

BACK TO QUICK LINKS
SECTION TWO

NAME: ____________________________

CHOOSE ACTIVITIES AND CLASSES YOU ARE PLANNING TO ATTEND

In an effort to maximize our scheduling ability, please indicate which sessions you plan to attend. This will allow us to schedule heavily requested courses in large rooms, thus improving the comfort level for you and the presenters. Please be aware that this only guarantees a seat for courses in which attendance is limited. You should always plan on arriving at the assigned meeting room prior to the time the course is scheduled to begin. CEU approval subject to change. Courses are listed in order by time they begin. Times are subject to change. The most up-to-date schedule will be provided onsite.

MONDAY, AUG 31

<table>
<thead>
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<td>Creating Positive Practices to Reduce Unconscious Bias</td>
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<td>Uncover Your Blind Spots: The Five Keys to Winning</td>
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<td>Bringing Active and Nature Tourism to Your Parks</td>
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<td>Kick Your Procrastination into Productivity: There's a Superhero in You</td>
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<td>Activate Your Master Plan</td>
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<td>But It Has Always Been Done This Way</td>
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<td>Communicating for Success...The Old-Fashion Way</td>
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<td>Creating and Leading Meetings People Want to Take Part In</td>
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<td>Meeting Licensing Requirements in Your After School Program</td>
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<td>Sports Fields: Renovating 160 - Lessons</td>
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<td>The Many Hats of the Successful Parks and Recreation Professional</td>
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<td>Meaningful Community Conversations - Facilitate Input and Establish Trust</td>
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<td>Optimizing Economic and Financial Outcomes in Your Parks and Recreation Assets</td>
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<td>Show Me The Money: Strategies for Getting Your Project Funded</td>
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<td>Staff Communication; Control, Filters and Perception</td>
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<td>Your Background Check Came Back With a Hit. Now What?</td>
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<td>Bringing Life to A Community in an Equitable Way - General Session</td>
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<td>Show Me The Money: Strategies for Getting Your Project Funded</td>
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<td>Staff Communication; Control, Filters and Perception</td>
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<td>Your Background Check Came Back With a Hit. Now What?</td>
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<td>Bringing Life to A Community in an Equitable Way - General Session</td>
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### WEDNESDAY, SEPT 2

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<tr>
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<tr>
<td>Sink or Swim- Strategies for Budgeting and Maintenance</td>
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<tr>
<td>Recreation, Resiliency and Return on Investment, All In One!</td>
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<td>8:00 AM - 9:00 AM</td>
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<tr>
<td>Using Social Media to Your Advantage</td>
<td>0.1</td>
<td>8:00 AM - 9:00 AM</td>
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<tr>
<td>Tips &amp; Tricks to Planning Successful Programs &amp; Events</td>
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<tr>
<td>Lessons from Disney: How to Make Your Parks and Recreation Centers the Happiest Place on Earth</td>
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<tr>
<td>Working With the Natural Environment to Design for Active Outdoor Play</td>
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<td>Trends for the (Post COVID-19) 2020s</td>
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<td>Best Practices of a Quality Youth Sports Program Provider</td>
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<tr>
<td>Get People Active With Effective Outdoor Fitness</td>
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<tr>
<td>Alligators and Crocodiles in Florida Parks</td>
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<td>Building a Successful Community with &quot;Oviedo on the Park&quot;</td>
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<td>Maybe They're Not All Wrong?</td>
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<td>Special Events from Zero to Hero!</td>
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<tr>
<td>Driving Awareness and Participation in Florida Senior Games &amp; Sunshine State Games</td>
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<tr>
<td>How Arts &amp; Wellness Collaboration Can Benefit Your Community</td>
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<td>Youth Sports Coach Oversight - What's Happening on Your Fields?</td>
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<td>Awards and Installation Ceremony</td>
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<tr>
<td>Creating Conditions of Possibility Through Inclusive Design</td>
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<tr>
<td>Budgeting Basics for New Managers/Public Sector Employees</td>
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<tr>
<td>Creating Logic Models to Implement Master Plans and Programs</td>
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<tr>
<td>How to Add Unique Programs Without Adding Staff</td>
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<tr>
<td>Lessons from COVID: How to Keep Moving Forward</td>
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<tr>
<td>Crisis Management and Developing Your Emergency Action Plan</td>
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<td>Speed Round - The Art of Athletics</td>
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<td>Parks Asset Management and the Role of GIS</td>
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<td>Using Camp Programming to Beat the Summer Slide</td>
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### Thursday, Sept 3

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<td>10 Tools to Providing Exceptional Customer Service</td>
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<td>Integrated Vegetation Management Plan</td>
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<td>Speed Round - Social Media</td>
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<tr>
<td>Dealing with Ugly Issues In Aquatics 2020</td>
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<td>Effective Class Management - Strategies for Managing Challenging Participants</td>
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<td>Hey Young Professional…This One’s For You!</td>
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<td>Speed Round - Summer Camp</td>
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<td>Telling the Story Created by the Impact Calculator</td>
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<td>Capitalizing on Partnerships With Not-for-Profit Groups to Build Your Capital Projects</td>
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<td>Time / Task Analysis for Maintenance Activities</td>
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<td>When Parks Become Tourism Destinations</td>
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<td>The Power of a Winning Mindset - Change your Mindset, Change Your Results</td>
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Connect with FRPA

@ItStartsInParks
@FloridaRecreationandParkAssociation

@ISIParks
@FRPA_
Registration for the Florida Recreation and Park Association Annual Conference is ONLY available to individuals employed full-time by public or private agencies providing Recreation, Park, or Leisure Services in Florida, persons employed as an educator of Recreation, Park, and/or Leisure Services by universities and colleges, full-time students, citizens interested in advancing the mission of parks and recreation, and individuals who are working in a clinical or community based therapeutic recreation facility. Registration is not available to individuals employed by commercial companies. Commercial professionals must purchase an exhibit booth in order to attend the Conference, or must pay a registration fee equal to the cost of an exhibit booth. Call the FRPA Executive Office to facilitate this registration.

### Full Registration

Full registration package includes Monday Evening Exhibit Hall Opening (light refreshments), Tuesday Exhibit Hall (light breakfast), and Wednesday Awards and Installation Ceremony (full lunch), badge, packet and entrance to all educational sessions for which a separate registration fee is not required. Awards and Installation tickets are only available with registration packages received by August 10, 2020.

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<td><strong>Non-FRPA Member</strong></td>
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### Daily Registration

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<tr>
<td><strong>MONDAY</strong></td>
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<tr>
<td>Includes Exhibit Hall Opening</td>
<td>$110</td>
<td>$130</td>
</tr>
<tr>
<td><strong>TUESDAY</strong></td>
<td></td>
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<tr>
<td>Includes Exhibit Hall Closing</td>
<td>$110</td>
<td>$130</td>
</tr>
<tr>
<td><strong>WEDNESDAY</strong></td>
<td></td>
<td></td>
</tr>
<tr>
<td>Includes Awards &amp; Installation Ceremony</td>
<td>$125</td>
<td>$145</td>
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<tr>
<td><strong>THURSDAY</strong></td>
<td></td>
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<td>$65</td>
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**Non-Member Transcript Fee**

Only add this if you are a non member and will need a copy of your CEU transcript

- $20

**Guest Pass**

Guest Pass is for entrance into socials only and is ONLY for spouses of registered delegates and retired park and recreation professionals. Ticketed functions (pg 46) require the purchase of an extra ticket. Education sessions require full or daily registration.

- GUEST NAME: ________________________________

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SECTION 3 SUBTOTAL
SECTION FOUR
NAME: __________________________

Select extra activities and optional meal tickets and subtotal below

<table>
<thead>
<tr>
<th></th>
<th>EARLY BIRD RATE</th>
<th>REGULAR RATE</th>
<th>AMOUNT DUE</th>
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<tr>
<td>Monday</td>
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<tr>
<td>Director’s Luncheon</td>
<td>$35</td>
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<td>Grand Opening of the Exhibit Hall</td>
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<td>Tuesday</td>
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<td>Exhibit Hall Closing</td>
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<tr>
<td>Wednesday</td>
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<tr>
<td>Awards &amp; Installation Ceremony</td>
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</table>

SECTION 4 SUBTOTAL

SECTION FIVE

The Florida Recreation and Park Association recognizes the diversity that exists within our profession, our membership, and those attending FRPA events. As a participant, we want you to enjoy your time at this event. We ask that you join us in encouraging and maintaining the highest professional standards possible at all functions within this event. Attendees, presenters, vendors, and staff at FRPA events are expected to conduct themselves at all times in a courteous, professional, and respectful manner. Attendees are required to abstain from behavior that reflects poorly on their agency, the Florida Recreation and Park Association, and the membership. Such conduct includes, but is not limited to, actions disrupting the businesslike atmosphere, harassment, discrimination, inappropriate language, failing to comply with all local, state, and federal laws, and activities that endanger self and others. While we do not anticipate these challenges, we do want to be transparent regarding our commitment to assuring a safe and enjoyable environment for all event participants and let you know that misconduct will be addressed with you individually and/or with your employer. Attendees, presenters, vendors, and staff who do not comply with this code of conduct at any event may be removed from said event and barred from attending all future FRPA sponsored or co-sponsored events.

I have read and agree to the policies regarding the 2020 FRPA Annual Conference and Institutes.

SIGNATURE ______________________ DATE __________

SECTION SIX

Total Sections 3 & 4

TOTAL DUE