

# VISION POSSIBLE

**Florida Recreation and Park Association  
Annual Conference and Exhibit Hall**



**August 31 - September 3, 2020**

**OMNI CHAMPIONSGATE**

1500 MASTERS BOULEVARD | CHAMPIONSGATE, FL 33896

**THIS BROCHURE IS FULLY INTERACTIVE!  
CLICK ON LINKS WHERE INDICATED TO GET YOU WHERE YOU WANT TO GO.**

# QUICKLINKS

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## 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)

# CONFERENCEHOUSING

OMNI HOTELS & RESORTS  
championsgate | orlando

## 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/filerecreation2020](https://mydisneygroup.com/filerecreation2020).  
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.

## MAKE RESERVATIONS NOW!

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# GOOD TO KNOW

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.

## WHO SHOULD ATTEND

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.

## MEALS

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.

# GOOD TO KNOW

## 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](http://frpa.org/conference/confgeneral/first-time) for more tips!



# VOLUNTEER

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.

## VOLUNTEER HERE

<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.

## FRPA AWARDS WEBPAGE

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# SCHEDULE

## SUNDAY, AUGUST 30

4:00 p.m. - 7:00 p.m.  
3:00 p.m. - 6:00 p.m.

Registration Open  
FRPA Board Meeting

## MONDAY, AUGUST 31

7:00 a.m. - 10:15 a.m.  
8:00 a.m. - 10:15 a.m.  
10:30 a.m. - 12:00 p.m.  
12:00 p.m. - 1:30 p.m.  
1:00 p.m. - 7:00 p.m.  
1:00 p.m. - 4:00 p.m.  
4:00 p.m. - 7:00 p.m.

Registration Open  
Breakout Sessions  
Opening General Session  
Director's Luncheon\*  
Registration Open  
Breakout Sessions  
Exhibit Hall Grand Opening

## TUESDAY, SEPTEMBER 1

7:00 a.m. - 12:00 p.m.  
8:00 a.m. - 9:00 a.m.  
9:00 a.m. - 12:00 p.m.  
1:00 p.m. - 4:00 p.m.  
1:15 p.m. - 4:00 p.m.  
4:00 p.m. - 5:30 p.m.

Registration Open  
Breakout Sessions  
Exhibit Hall Open  
Registration Open  
Breakout Sessions  
General Session

## WEDNESDAY, SEPTEMBER 2

7:00 a.m. - 11:00 a.m.  
8:00 a.m. - 11:30 a.m.  
11:45 a.m. - 2:30 p.m.  
2:45 p.m. - 5:45 p.m.  
2:45 p.m. - 5:00 p.m.  
5:00 p.m. - 7:00 p.m.

Registration Open  
Breakout Sessions  
Awards and Installation Banquet  
Breakout Sessions  
Registration Open  
FRPA Board Meeting

## THURSDAY, SEPTEMBER 3

7:00 a.m. - 9:00 a.m.  
8:00 a.m. - 10:15 a.m.  
10:30 a.m. - 12:30 p.m.

Registration Open  
Breakout Sessions  
Closing General Session

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# DIRECTOR'S DAY & LUNCHEON

MONDAY  
AUGUST 31

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.

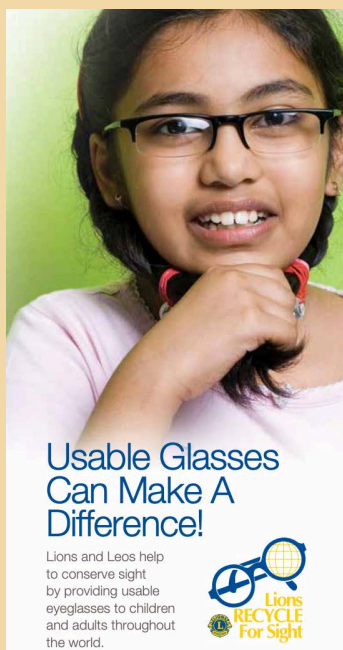


THE LUNCHEON IS FROM 12:00 PM - 1:15 PM (REGISTRATION REQUIRED FOR THE LUNCHEON)

**WESCOJURF**

**TORO**

## 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](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](http://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!

# GENERAL SESSION SPEAKERS

## EDDIE SLOWIKOWSKI



## OPENING GENERAL SESSION

### Performance Beyond Gold - How to Better Your Best and Top Yourself Consistently

**Monday, August 31 | 10:30 AM | 0.1 CEUs**

If you want to energize your performance and become the best version of you, look no further than world-class speaker and entrepreneur Eddie Slowikowski. It's time to identify your gifts and talents and create your 4 Minute Formula. With his history as a world-class runner and self-made entrepreneur, Eddie knows a thing or two about peak performance and making teamwork a reality. It's time to match who

you are with who you want to be. 3 minutes and 58 seconds - the amount of time it took Eddie Slowikowski to run the mile. Whether it's as a Gold Medal winner for the USATrack & Field Team, 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.



**REP SERVICES, INC.**  
*Experts at Play & Outdoor Spaces*

## NEELAY BHATT

**VICE PRESIDENT / PRINCIPAL, PROS CONSULTING, INC.**



## TUESDAY GENERAL SESSION

### Bringing Life to A Community in an Equitable Way

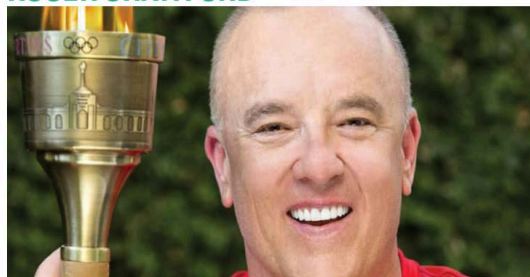
**Tuesday, September 1 | 4:00 PM | 0.15 CEUs**

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.



## ROGER CRAWFORD



## CLOSING GENERAL SESSION

### The Power of a Winning Mindset - Change your Mindset, Change Your Results

**Thursday, September 3 | 10:30 AM | 0.1 CEUs**

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!

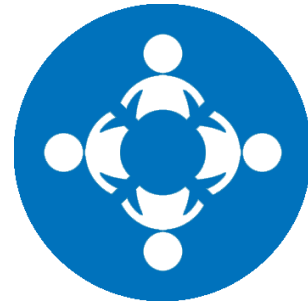
The beliefs we have about our talent, potential, and opportunities have a tremendous influence on how we perform. As a result, we rarely achieve more or become more than we believe we can. Why? Mindset directs behavior, which dictates motivation, which determines outcomes. A winning mindset produces 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.



# 2020 HIGHLIGHTS

## 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.

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# 2020 CONFERENCE SPONSORS



AWARDS VIDEO



OPENING SESSION



DIRECTORS DAY



CLOSING SESSION



DIRECTORS LUNCHEON



NAME BADGES



DELEGATE BAGS



AWARDS BROCHURE



EVENT APP



SIGNAGE



TUESDAY GENERAL SESSION

NATIONAL RECREATION  
SYSTEMS

HEALTHY CHECKS

KIMLEY-HORN

SPONSOR

ORANGE COUNTY

FLOOR DECALS

NEWSLETTERS

BLISS PRODUCTS AND  
SERVICES

SANI STATIONS

WATERMEN

MASKS

VISION POSSIBLE

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# FITNESS OPPORTUNITIES

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.



**REP SERVICES, INC.**  
*Experts at Play & Outdoor Spaces*

BACK TO QUICK LINKS



# 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

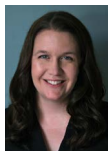
8:00 AM - 9:00 AM | 0.1 CEUS

### Speed Round - Young Professionals Kevin Trapp

RECREATION SUPERVISOR, BELLEAIR 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.



8:00 AM - 10:00 AM | 0.2 CEUS

### Great Customer Service Is Not Enough Bobbi Nance

PRESIDENT, RECREATION RESULTS

In a world where customized, on-demand, Instagrammable services are quickly becoming the norm, how are park and recreation organizations supposed to compete? We'll have you stepping into your customers' shoes in order to re-evaluate the way you think about your programs, facilities, and services and show you the moments that really matter to keep your customers coming back.

#### Learning Objectives:

- Describe the difference between customer service and customer experience and which one matters most.
- List the 4 key questions you need to constantly use to evaluate your

services if you want to improve customer loyalty.

- Turn the examples shared into a mini action plan to implement at their own programs and facilities.



8:30 AM - 9:30 AM | 0.1 CEUS

### Are You Prepared for Litigation?

Shawn DeRosa

OWNER, DEROSA AQUATIC CONSULTING

The litigation process is an intimidating one, both for "professional" staff and for part-time or seasonal staff. Understanding the process and how common records will be used in the course of litigation will help you better prepare yourself, your staff and your employer for the inevitable lawsuit following a catastrophic injury or death.

#### Learning Objectives:

- Discuss the stages of a lawsuit. What happens at each stage of the process?
- Identify the types of records that you will be asked to produce and review how these records will be used by both attorneys and experts alike.

Discuss pros and cons of witness statements v. witness interviews.

8:15 AM - 10:15 AM | 0.2 CEUS

### Dealing with Difficult Patrons and Situations - 50 Plus Doug Betts

LARGO RECREATION, PARKS AND ARTS

In recreation, we as professionals always do our best to keep our participants satisfied and returning to our programs. However, sometimes we encounter those who are difficult and disruptive to our programs. This session will give techniques for dealing with problems and situations when providing programs for the 50+ population.

#### Learning Objectives:

- Describe your most important asset, the active adult, and the programming challenges.
- Discuss your position in handling difficult situations.
- Suggest techniques for dealing with

various problems that occur, short and long term.



9:15 AM - 10:15 AM | 0.1 CEUS

### Conference GPS David Ramirez, CPRP

ATHLETICS MANAGER, HILLSBOROUGH COUNTY PARKS AND RECREATION

Welcome to FRPA Conference 2020! New to conference? Then this class is one you don't want to miss! The ins, outs and secret handshakes will be disclosed along with other classified information to get you through your first conference successfully.

#### Learning Objectives:

- Discuss acceptable conference etiquette and practices.
- Meet the very first members of your new networking group.
- Identify ways you can maximize the conference week with education, networking, and resource sharing.



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

# EDUCATION SESSIONS

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

## Triumph After Tragedy: Rebuilding a Community

Gayle Vasile

COMMUNICATIONS MANAGER, CITY OF PARKLAND

Transitioning from crisis mode to your new normal can be challenging after a tragedy. Learn what it takes to be triumphant. This session will chronicle the aftermath of the Marjory Stoneman Douglas High School shooting. Journey through our emotional experience and lessons learned.

## Learning Objectives:

- Identify resources that will help you move through your recovery efforts.
- Learn and discuss ways to introduce programs and events back into your community.
- Recognize ways to include community partners as you move forward.

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.



9:15 AM - 10:15 AM | 0.1 CEUS

## Understanding Aquatic 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.

10:30 AM - 12:00 PM | 0.1 CEUS

## OPENING GENERAL SESSION: The 4 Minute Formula for Success

Eddie Slowikowski

If you want to energize your performance and become the best version of you, look no further than world-class speaker and entrepreneur Eddie Slowikowski. It's time to identify your gifts and talents and create your '4 Minute Formula'. With his history as a world-class runner and self-made entrepreneur, Eddie knows a thing or two about peak performance and making teamwork a reality. It's time to match who you are with who you want to be. 3 minutes and 58 seconds - the amount of time it took Eddie Slowikowski to run the mile. Whether it's as a Gold Medal winner for the USA Track & Field Team, 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:

- Participants 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

## Cannonball! Summer Operation Ins and Outs

Ali Bill

RECREATION PROGRAM SUPERVISOR, LARGO RECREATION PARKS AND ARTS

## Anita Westmoreland

RECREATION SUPERVISOR II, ST. PETERSBURG PARKS AND RECREATION

Planning for, recruiting, and retaining aquatics staff is never an easy task and there is never an "off season" when multiple operations are involved. We will discuss ways to recruit staff, train and orientate staff before the summer begins, and also retain them during and post season. This will be an interactive session where everyone will share and learn.

## Learning Objectives:

- Create a successful work plan/timeline for your division to kick off summer hiring and operations.
- Discuss ways that orientation and recruitment have successfully worked for your organization.
- Learn how to keep the moral going throughout the summer heat to get through the operational season.

1:30 PM - 2:30 PM | 0.1 CEUS

## Community Arts & Social Determinants of Health

Joshua Vickery

FOUNDER & EXECUTIVE DIRECTOR, CENTRAL FLORIDA COMMUNITY ARTS

Central Florida Community Arts is Florida's largest performing arts nonprofit making the arts affordable and accessible to people of all ages and abilities. While CFCArts is well known for its 300-voice Community

# EDUCATION SESSIONS

Choir, 170-member Symphony Orchestra, Theatre & Dance programs, robust Children and Youth Arts programs, and School of Arts delivers access to 70 site-specific arts programs with populations who would otherwise not have such opportunities. We conduct outreach programs serving impoverished populations, programs serving both healthy aging and frail geriatric populations, and Arts and Wellness programs for children and adults with physical and cognitive disabilities. Learn how we impact our community through action on the Social Determinants of Health.

## Learning Objectives:

- Learn how to create a replicable model of arts integration program in your community through building community partnerships and trust within a target population.
- Learn how to create a replicable model of arts integration program in your community through being innovative with arts integration, launching and sustaining programs.
- Learn how to create a replicable model of arts integration program in your community through impacting the social determinants of health within your community.

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 storytelling 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:

- Explore each calculator within the FRPA Impact Calculator, identifying the value of each.
- Identify resources that will provide the values needed for input.
- Learn the mechanics of using the FRPA Impact Calculator.

1:30 PM - 2:30 PM | 0.1 CEUS

## Cannonball! Summer Operation Ins and Outs Ali Bill

RECREATION PROGRAM SUPERVISOR, LARGO RECREATION PARKS AND ARTS

## Anita Westmoreland

RECREATION SUPERVISOR II, ST. PETERSBURG PARKS AND RECREATION

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## Learning Objectives:

- Create a successful work plan/timeline for your division to kick off summer

hiring and operations.

- Discuss ways that orientation and recruitment have successfully worked for your organization.
- Learn how to keep the moral going throughout the summer heat to get through the operational season.

1:30 PM - 3:30 PM | 0.2 CEUS

## Party On! Special Event Ideas for Adults 50 Plus

## Doug Betts

LARGO RECREATION, PARKS AND ARTS

Special events and parties are the easiest way to build interest and attendance in your active adult program. This session will give attendees 20 new events ideas that can be easily planned and implemented in a program.

## Learning Objectives:

- Explain the importance of special events in an active adult program.
- Create and initiate 20 new party/event ideas for their program.
- Promote events to the active adults.

1:30 PM - 3:30 PM | 0.2 CEUS

## Staff Recruitment and Retention Round Table

## Mike Massoglia

RECREATION SUPERVISOR, CHARLOTTE COUNTY COMMUNITY SERVICES

## Marc Solomon

RECREATION SUPERINTENDENT, CHARLOTTE COUNTY COMMUNITY SERVICES

This session is focused on staff recruitment and retention challenges parks and recreation agencies face and exploring strategies to meet those challenges. Time will be dedicated for participants to engage in open discussion and share the challenges their agencies face and/or solutions their agencies have implemented.

## 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.

1:30 PM - 3:30 PM | 0.2 CEUS

## The Art of Gaining Consensus and Getting Things Done Bobbi Nance

PRESIDENT, RECREATION RESULTS

No matter whether it's a new project, policy, park, or program you're working on, getting people on board and working together is a key challenge that every professional must overcome in order to get things done. Learn how to proactively weave tactics that create consensus into your projects in



# EDUCATION SESSIONS

order to avoid many of these challenges in the first place, as well as how to respond to resistance and conflict when it happens.

## Learning Objectives:

- Identify the important roles of a group facilitator should take on, including when to be neutral and when and how to apply persuasion techniques to bring groups together.
- Discuss why humans don't always make decisions based on logic, and how that impacts your projects.
- Analyze the root cause for disagreement in a group and identify exercises and tactics to respond.

**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 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 - 4:00 PM | NO CEUS**

## Recreation Related Grant Programs

**Linda Reeves**

OMC MANAGER, DEP

State sponsored grant programs for local government parks and recreation programs run the gamut. Attend this session to hear highlights of each program and how you can take advantage of this funding. This session will display the collaboration of multiple state and general grant managers who will share information on their specific programs, and demonstrate how you can save money and time while expanding your network and tackling project solicitation.

**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.

## TUESDAY, SEPT 1

**8:00 AM - 9:00 AM | 0.1 CEUS**

## 20/20 Vision - for Promoting Outdoor Recreation and Health

**Britney Moore**

FL DEP - OFFICE OF GREENWAYS AND TRAILS

Outdoor recreation is a major driver of tourism in Florida. Because of Florida's climate, diversity of natural landscapes, and award-winning state parks and trails, the state offers a tremendous selection of recreational experiences for residents as well as visitors. Linking these individual opportunities to a larger recreation and conservation system is essential to maximizing the value of individually planned and managed public lands. The Florida Greenways and Trails System is the foundation for connecting and providing access to recreational hubs ranging from sizeable state and national forests to community parks. To make this happen, it requires coordinating, education, promotion, partnerships, and strategic investments.

## Learning Objectives:

- Discuss the health benefits for spending time outdoors in nature.
- Learn how to use the tools and resources to promote resource based Outdoor Recreation and Health materials to your networks.
- Learn how to markedly increase your resource based Outdoor Recreation community presence through programming and special events.



**8:00 AM - 9:00 AM | 0.1 CEUS**

## Be a Futurist - How Will Trends Affect Parks and Recreation

**Felicia Donnelly, AICP**

ASSISTANT CITY MANAGER, CITY OF OLDSMAR

Come be part of a session that will inspire you to think about trends that are taking place in the world around you as it relates to parks and recreation in terms of environmental, technology, demographic and social changes.

## Learning Objectives:

- Learn the importance of future thinking.
- Explore current "outside" trends that can affect parks and recreation.
- Brainstorm specific trends in small

groups.



**8:00 AM - 9:00 AM | 0.1 CEUS**

## Creating Positive Practices to Reduce Unconscious Bias

**Lori Hoffner**

PROFESSIONAL SPEAKER, TRAINER AND CONSULTANT, SUPPORTING COMMUNITY INC.

One's age, gender, gender identity, religion, sexual orientation, weight, and other characteristics are subject to bias. Unconscious biases are social stereotypes about groups of people individuals form outside their conscious awareness. We'll discuss five steps you can take to create positive practices and awareness and ensure unconscious bias is recognized.

## Learning Objectives:

- Define unconscious bias and how it impacts a workplace culture.
- Outline intentional steps that all staff can engage in to recognize and reduce these biases.
- Describe examples of commonalities in order to create more robust environment of inclusivity.

# EDUCATION SESSIONS



8:00 AM - 9:00 AM | 0.1 CEUS

## Esports: The New Frontier

**Becky Gunter, CPRP**

DIRECTOR, SEMINOLE RECREATION

**Alex Koagel**

RECREATION PROGRAM COORDINATOR, SEMINOLE

RECREATION

While video games have been around for more than 40 years, a transformation is occurring in the video-gaming world. Globally, the number of Esports enthusiasts is estimated at 191 million people and growing! This session will introduce you to Esports, discuss how Esports is affecting the way people recreate, and lessons learned getting started on our own Esports journey.

### Learning Objectives:

- Define what Esports is and identify how it might fit into your organization.
- Discuss the benefits of including Esports in your program line up.
- Be given examples of ways to start an Esports program.

8:00 AM - 9:00 AM | 0.1 CEUS

## 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.

8:00 AM - 9:00 AM | 0.1 CEUS

## People, Praise & Positivity

**Gabriel Castillo, CPRP**

MARKETING RESEARCH ASSOCIATE, TRI-TOWN YMCA

Are you a respected or a feared leader? Is it easy for your team to feel intimidated by you and want to go with your ideas? Want to be more positive and make sure you have time to invest in your team? When you're ready to be more positive and give more praise to your team, there's quite a few ways you can do so. These tactics give you a variety of good places to start whether you're just starting to learn how to be more positive at work or just want to tune up your approaches. "In order to carry a positive action we must develop here a positive vision." -Dalai Lama

### Learning Objectives:

- Learn ways to provide feedback that inspires, uplifts and motivates your

employees.

- Identify the power of positivity.
- Discuss tactics for building people.

8:00 AM - 9:00 AM | 0.1 CEUS

## 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 w/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.



8:00 AM - 9:00 AM | 0.1 CEUS

## 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.

1:15 PM - 2:15 PM | 0.1 CEUS

## Bringing Active and Nature Tourism to Your Parks

**Sherri French, PLA, ISA**

DIRECTOR OF LANDSCAPE ARCHITECTURE, HALFF ASSOCIATES

**Joe Loretta**

DIRECTOR OF LANDSCAPE ARCHITECTURE, HALFF ASSOCIATES

Active and nature tourism can pay huge local dividends by increasing access to trails, jump starting tourism-related businesses, and helping to promote healthier lifestyles. Learn from multiple

case studies about how your park and trail system can incorporate adventure and nature tourism to help bolster your local economy and generate excitement.

### Learning Objectives:

- Recognize opportunities to incorporate active, nature and adventure tourism in your park systems in ways that benefit your residents and communities.
- Summarize processes used by multiple case studies to generate support, incorporate public input, identify funding opportunities and implement strategies.
- Evaluate potential opportunities and determine their appropriateness to your communities or region.

1:15 PM - 2:15 PM | 0.1 CEUS

## Digital Marketing that Rocks

**Gabriel Castillo, CPRP**

MARKETING RESEARCH ASSOCIATE, TRI-TOWN YMCA

Explore the current trends and techniques in digital marketing, social media, SEO, content and mobile trends. Learn how digital marketing can matter the most to you and your organization.

### Learning Objectives:

- Identify trends in digital marketing.
- Recognize what changes have taken place in digital marketing.
- Identify examples of what new tech apps can help you do your job.

1:15 PM - 2:15 PM | 0.1 CEUS

## 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'.

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



# EDUCATION SESSIONS

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 | 0.1 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.

1:15 AM - 2:15 PM | 0.1 CEUS

## Splash Pads: Understanding Risks & Creating Best Practices

Lauren Broom

OWNER, SPACE COAST POOL SCHOOL, LLC

The popularity of splash pads have gained traction over the last decade. These facilities have inherent risks since the water is recirculated. The objective of this presentation is to identify the public health risks and create best practices to best manage these risks.

## Learning Objectives:

- Recognize public health risks in splash pads.

- Identify best practices to control public health risks in splash pads.
- List examples of recreational water illness outbreaks specific to splash pads.



1:15 PM - 2:15 PM | 0.1 CEUS

## Activate Your Master Plan

Evan Eleff

COO & PARTNER, SPORTS FACILITIES ADVISORY, LLC

So you have a master plan (comprehensive or park/recreation), now what? Many communities understand the importance of long-term planning and vision casting, but have trouble converting that plan into action. In this session, Evan Eleff will discuss strategies for catalyzing your forecasted, stuck or delayed park and recreation projects.

## Learning Objectives:

- Strategize master plan activation.
- Identify next steps in the planning process.
- Define the importance of community will-building.



1:15 PM - 3:15 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

## 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:

- Learn the importance of trust and inclusion in making meetings more successful
- Identify elements of productive meetings that create buy-in from participants.
- Learn the value of meeting preparation and strategies used to create the right environment for good facilitation.

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1:30 PM - 3:30 PM | 0.2 CEUS

## Failing Forward

**Bobbi Nance**

PRESIDENT, RECREATION RESULTS

Take an inspirational look at embracing mishaps, mistakes, and failures as a necessary precursor to success. Sharing stories from start-ups, other local governments, and her own insight on building and leading a nationally-recognized government innovation program, Bobbi will help remove the stigma of failure that inevitably comes with trying new things and teach you some key insights to help you manage the messy business of innovating so that you come out ahead, even when it may seem on the surface that you've fallen behind.

### Learning Objectives:

- Discuss the reasons that professionals fear failure and how it stops us all from being as innovative as we have the potential to be.
- Give examples of methods to minimize risks associated with new projects and initiatives. Strategize ways to react and respond when things "go wrong".

1:30 PM - 3:30 PM | 0.2 CEUS

## Meeting Licensing Requirements in Your After School Program

**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

## Sports Fields: Renovating 160 - Lessons

**Greg Brown**

PARKS, ATHLETICS & SAFECOM MANAGER, 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:

- 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 between sport field construction and renovations versus community parks.
- Learn techniques, recognize and understand methods to maintain newly renovated projects to ensure optimal constituent and community use.



1:30 PM - 3:30 PM | 0.2 CEUS

## The Many Hats of the Successful Parks and Recreation Professional

**David Barth**

PRINCIPAL, BARTH ASSOCIATES

**Eleanor Warmack, CPRP,**

**CAE**

EXECUTIVE DIRECTOR, FLORIDA RECREATION AND PARK ASSOCIATION

The modern parks and recreation professional must wear multiple hats including entrepreneur, project manager, politician, social scientist, strategic planner, and mentor. These are skill-sets that may not come naturally to every professional, and are often learned on the job. This session features several seasoned professionals who will share their knowledge and tips for developing the skills needed for success.

### 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.

1:45 PM - 4:00 PM | 0.2 CEUS | REGISTRATION REQUIRED

## Aquatica Water Park Tour

**Ali Bill**

RECREATION PROGRAM SUPERVISOR, LARGO RECREATION PARKS AND ARTS

**Anita Westmoreland**

RECREATION SUPERVISOR II, ST. PETERSBURG PARKS AND RECREATION

Join this behind the scenes tour of Aquatica Water Park, highlighting the filtration and safety response team. General overview of the water safety program including training and on-boarding of staff, audit program, in-service training, emergency response, zone coverage, and weather. This trip will require a lot of walking so prepare appropriately.

### Learning Objectives:

- View the behind the scenes operation of Aquatica Water Park

- Learn how large-scale facilities operate and provide patron safety.
- Discuss training and on-boarding of staff, audit program and in-service training.



2:45 PM - 3:45 PM | 0.1 CEUS

## Mission Critical Creativity & Innovation

**Gabriel Castillo, CPRP**

MARKETING RESEARCH ASSOCIATE, TRI-TOWN YMCA

The importance of creativity and innovation can't be overestimated. After all, you can have the best products and processes now, but if your organization lacks creative thinkers, it's going nowhere fast. Without new ideas, new products, and new processes, you'll be left behind by your competition.

### Learning Objectives:

- Identify critical steps to foster creativity.
- Recognize how creativity is a necessity.
- Discuss the importance of creative thinking.

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. Those 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

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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.

2:45 PM - 3:45 PM | 0.1 CEUS

## "Bond, Parks Bond..."

**Ryan Cambridge, PLA**

PLANNING PRACTICE LEADER, BROWNING DAY

**Pegeen Hanrahan**

SOUTHEAST CONSERVATION FINANCE DIRECTOR, THE TRUST FOR PUBLIC LAND

In November of 2018, Doral voters approved a \$150M, parks-specific bond measure, one of the largest in the state's history. This session will explore, through multiple lenses, what factors and strategies helped make this historic bond referendum successful, why some others have failed, and how communities of all sizes and contexts can leverage their ability to bond for park development in Florida.

## Learning Objectives:

- Recall and distinguish the differences between different alternative funding mechanisms available to municipal

parks departments, including bonding.

- Describe which principles and strategies increase the potential of success for park-specific bond referendum and how they could be applied within their community context.
- List multiple technical and thought-based resources available to municipal agencies considering pursuing their own bond or ballot-based funding measures.

2:45 PM - 3:45 PM | 0.1 CEUS

## Meaningful Community Conversations - Facilitate Input and Establish Trust

**Felicia Donnelly, AICP**

ASSISTANT CITY MANAGER, CITY OF OLDSMAR

Tired of the standard public meeting formats and single public engagement sessions? Learn about some creative methods to truly engage your community that create meaningful input into your programs and services while establishing trust.

## Learning Objectives:

- Explore various tools to engage community members.
- Learn how to establish relationships with community members.
- Learn how to establish trust.

2:45 PM - 3:45 PM | CEUS NOT AVAILABLE

## VSI RecTrac Recreation Management Software User Forum

**Joshua Karson**

SENIOR SALES/MARKETING DIRECTOR, VERMONT SYSTEMS INC.

Come meet with VSI representatives and other RecTrac users in Florida for a presentation on the latest features and offerings in the software. Discussion will include the latest Next Gen software feature and future roadmap development initiatives. Time will be provided for user questions and conversation.

## Learning Objectives:

- Learn about the latest release of the RecTrac and WebTrac software.
- Have visibility and insight into the future development roadmap for VSI applications.
- Participate in open question/answer forum to learn and discuss how to better use your management system.

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

## Critical Thinking for Everyday Life

**Amy Blackman, CPRP**

RECREATION CENTERS MANAGER, BOCA RATON RECREATION SERVICES

Becoming an outstanding critical thinker has more to do with a state-of-mind rather than a specific set of tools, techniques or strategies you have at your disposal. It is this state-of-mind that will help you to overcome the obstacles and challenges you face daily.

## Learning Objectives:

- Discuss and recognize the importance of critical thinking.
- Identify and practice exercises to help develop critical thinking skills.
- Learn to ask the right kinds of critical questions that will aid in proper decision making.

8:00 AM - 9:00 AM | 0.1 CEUS

## Identifying the Recreational Leaders' Role in Bullying Prevention

**Dr. Samose Mays, CPRP, CYSA**

RECREATION DIRECTOR, BRYAN COUNTY PARKS AND RECREATION



This educational session is a hands-on presentation to educate participants on bullying prevention, recognizing bullying, and keeping your programs bully-free beginning in the developmental phase.

## Learning Objectives:

- Develop proactive anti-bullying initiatives when programs are in the developmental stages.
- Recognize bullying that affects your programs and develop the proper strategies to enforce protection of their participants.
- Define the 4 levels of bullying and develop proactive measure in preventing, diagnosing, and eliminating



# EDUCATION SESSIONS

them from your programs.

**8:00 AM - 9:00 AM | 0.1 CEUS**

## **Personal Branding**

**Gabriel Castillo, CPRP**

MARKETING RESEARCH ASSOCIATE, TRI-TOWN YMCA

You probably don't think much about having a brand for yourself. The idea of "personal branding" is unusual to most people. But in this online era, what you put out there, both good and bad, lasts forever. Your personal brand can be vital to you professionally. It is how you present yourself to current and potential employers. It gives you the opportunity to ensure that people see you in the way you want them to, instead of in an arbitrary, possibly detrimental, way.

### **Learning Objectives:**

- Define what the term personal brand means.
- Identify ways to strengthen your personal brand.
- Discuss why personal branding is important.

**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

Resilience is a critical factor in our cities today. Many parks provide exceptional opportunities to combine resilience and sustainability with unique recreation opportunities. Cascades Park in Tallahassee provides a great case study in how to create a "floodable" park that can become a centerpiece of a new green urban corridor and a model for others to emulate.

### **Learning Objectives:**

- Recognize opportunities to incorporate resiliency features, especially related to stormwater management in your park systems.
- Identify issues and challenges to developing and managing parks that combine stormwater management and recreation features.
- Evaluate potential opportunities and determine their appropriateness.



**8:00 AM - 9:00 AM | 0.1 CEUS**

## **Using Social Media to Your Advantage**

**Amy Zengotita**

DIRECTOR, SOUTH DAYTONA PARKS AND RECREATION

Algorithms are complicated and seem overwhelming. Learn the algorithms for Facebook and Twitter, which will provide the background information to create effective posts. Find out about easy to use applications that help your social media posts. Finally, show and tell your most successful post.

### **Learning Objectives:**

- Learn the algorithms for Facebook and Twitter.
- Identify tools that will assist you in the creations of posts.
- Hear about successful posts from other agencies to assist you in creating high performing posts.

**8:00 AM - 9:00 AM | 0.1 CEUS**

## **Sink or Swim-Strategies for Budgeting and Maintenance**

**Marc Solomon**

RECREATION SUPERINTENDENT, CHARLOTTE COUNTY COMMUNITY SERVICES

Have you ever wished you had a way to prepare your facility budget accurately and make it easy to defend? Are repair and maintenance costs keeping you up at night as you approach the end of the fiscal year? Have you ever experienced the "joy" of an equipment failure on a Friday afternoon at 4:00PM resulting in a weekend facility closure? If you answered yes to any of these questions, this session might be just what you are looking for!

### **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**

## **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.
- Identify successful build 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.

**9:15 AM - 10:15 AM | 0.1 CEUS**

## **Creating Logic Models to Implement Master Plans and Programs**

**Tracy Mullins, AICP, CPRP**

SENIOR 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:**

- 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.

**9:15 AM - 11:15 AM | 0.2 CEUS**

## **Data: How to Dive In Without Drowning**

**Bobbi Nance**

PRESIDENT, RECREATION RESULTS

Curious about what insights your data holds, but unsure where to start? We'll take a fun and inspirational look at how to approach your data that keeps you focused on what matters most, no matter what role you're in or where you're starting from.

### **Learning Objectives:**

- Define where your organization currently stands compared to other organizations

# EDUCATION SESSIONS

and what next steps are required to move your team forward.

- Outline the 3 key areas to focus on in order to find more value with your data without creating unnecessary work.
- Identify some custom data points that will help drive your priorities forward.

9:15 AM - 10:15 AM | 0.1 CEUS

## Tips & Tricks to Planning Successful Programs & Events

**Vianca Peron-Sellan, MPA**

ADMINISTRATIVE SERVICES MANAGER, MIAMI BEACH PARKS AND RECREATION

**Erin Weislow, MPH, CPRP**

RECREATION ADMINISTRATOR, DORAL 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.



9:30 AM - 10:30 AM | 0.1 CEUS

## Best Practices of a Quality Youth Sports Program Provider

**Erice Wingate**

PROGRAM COORDINATOR, NATIONAL ALLIANCE FOR

YOUTH SPORTS

This interactive session will give participants insight to how public Parks and Recreation agencies can improve their youth sports programs and policies 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

## Lessons from Disney: How to Make Your Parks and Recreation Centers the Happiest Place on Earth

**Joan Byrne, CPRE**

DIRECTOR, LARGO RECREATION PARKS AND ARTS

**Krista Pincince**

ASSISTANT DIRECTOR, LARGO RECREATION PARKS AND ARTS

This session will introduce concepts to help you provide a magical experience for your customers. It will examine issues related to staff training, building expectations, treating your customers with respect, and building your own career all through the lens of providing world class customer experiences.

### Learning Objectives:

- Identify what constitutes "backstage" issues that should never be seen or experienced by your customers.
- Understand what "wow" moments are and how to create more of them for your customers.
- Recognize the importance of attention to detail and how to get employees to see the small things that matter.

9:30 AM - 10:30 AM | 0.1 CEUS

## The Change Curve

**Gabriel Castillo, CPRP**

MARKETING RESEARCH ASSOCIATE, TRI-TOWN YMCA

As someone needing to make changes within your organization, the challenge is to help and support people through these individual transitions, which can sometimes be intensely traumatic, and involve loss of power and prestige and even employment. The easier you can make this journey for people, the sooner your organization will benefit and the more likely you are to be successful.

### Learning Objectives:

- Learn about mistakes commonly seen while rolling out change.
- Identify phases of change each person or group could go through.
- Discuss the biggest barriers to creating lasting change.

## Get People Active With Effective Outdoor Fitness

**Suzanne Quinn**

KOMPAN 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 and staff.

### Learning Objectives:

- Identify the differences between alligators and American crocodiles.
- Recognize when and recall how you should contact trappers to remove a hazardous crocodilian.
- Provide accurate education for park visitors about native crocodilians that may be in your specific park(s).

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

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:

- 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.



# EDUCATION SESSIONS

9:30 AM - 11:30 AM | 0.2 CEUS

## Develop, Document, and Discipline Consistently

**Ronnie Glotzbach**

PRESIDENT/OWNER, BACH TRAINING & DEVELOPMENT CORP.

Progressive discipline is one process supervisors need to follow when employee performance doesn't meet expectations. If done well, it will minimize grievances or employee complaints. This session will describe the factors to consider when determining appropriate disciplinary action, share best practices for documenting, and help supervisors conduct difficult discussions when dealing with performance issues or policy violations.

### Learning Objectives:

- Explain the progressive discipline model.
- Describe factors that contribute to formal and informal disciplinary actions.
- Conduct an informal disciplinary discussion.



9:30 AM - 11:30 AM | 0.2 CEUS

## Everything's Gonna Be Alright

**Jennifer Pustizzi**

MASTER TRAINER, BACH TRAINING & DEVELOPMENT CORP.

Have you found yourself saying out loud, "If one more thing goes wrong today I don't know what I'll do?" After this session you will be saying, "Bring it on!" This engaging session will introduce strategies to manage that never-ending workload and tough challenges you face in your professional and personal lives.

### Learning Objectives:

- Increase personal effectiveness by changing perceptions.
- Explore ways to manage emotions, behavior, and attitudes when facing challenges.
- Identify positive coping skills and behaviors.



9:30 AM - 11:30 AM | 0.2 CEUS

## Maybe They're Not All Wrong?

**Michelle Bono**

PRESIDENT/CEO, BONO COMMUNICATIONS AND MARKETING

Generational differences in the workplace can drive you crazy. Why do millennials act like they know everything after being on the job for two months? Why do baby boomers think you can only move up by working harder than everyone else and putting in the time? We've all heard about the fact that there are now four generations in the workplace, but the real question is how to make it work? This session will focus on how to get four generations working together in the 12 places they come apart, utilizing Haydn Shaw's book Sticking Points. It is guaranteed to have you re-looking at your own assumptions and making

changes that create better relationships and understanding in the workplace.

### Learning Objectives:

- Learn how the events of your youth shape your perspective and how events impact other generations as well.
- Identify ways to get four generations working together in the 12 places they come apart.
- Explore your own assumptions and making changes that create better relationships and understanding in the workplace.



9:30 AM - 11:30 AM | 0.2 CEUS

## Programming and Designing for Equity in Urban Parks

**Andrew Kohr**

ASSOCIATE, POND



## Ansley Whipple

WOODRUFF PARK PROJECT MANAGER, ATLANTA DOWNTOWN IMPROVEMENT DISTRICT

Using Woodruff Park in Atlanta, Georgia as a case study, we will discuss how to collectively address social equity and inclusivity within our parks. We will introduce tools and techniques that can increase park usage, reach a larger audience, and create richer experiences for the community.

### Learning Objectives:

- Define the core concepts of social equity and inclusivity within the context of park spaces.
- Identify and incorporate design considerations into your park spaces.
- Reproduce programming techniques within your parks to make them more equitable and inclusive.



9:30 AM - 11:30 AM | 0.2 CEUS

## Special Events from Zero to Hero!

**Fabien Desrouleaux**

RECREATION SUPERVISOR, CHARLOTTE COUNTY COMMUNITY SERVICES



## Tony Mulkey

SUPERINTENDENT OFFICE OF SPECIAL EVENTS, TAMPA PARKS AND RECREATION

## Erin Murphy

RECREATION SUPERINTENDENT, CHARLOTTE COUNTY COMMUNITY SERVICES

This session will cover the best practices for any special event you plan on hosting in your community. Whether you are hosting the Super Bowl or a Community Garage Sale we've got you covered!

### 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.



10:45 AM - 11:45 AM | 0.1 CEUS

## How Arts & Wellness Collaboration Can Benefit Your Community

**Bethany Bennett**

ACA ARTS AMBASSADOR, ATLANTIC CENTER FOR THE ARTS

THE ARTS

## Eve Payor

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. These programs improve mental and physical health, offer creative solutions to overcome age and disability discrimination, prevent loneliness, and support healthy living from a holistic perspective. This session will review 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.

# EDUCATION SESSIONS



## 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 training and background checks? How do you ensure your philosophy and policies are properly communicated to and enforced by all youth sports coaches? This session will provide recreation professionals with tools and tactics to maintain compliance with coach-related policies and oversee them – not only in your programs but in all youth sports organizations using your facilities.

### **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**

### **Orethious 'OJ' Hill**

EVENT MANAGER, FLORIDA SPORTS FOUNDATION

### **Karissa 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.

3:00 PM - 4:00 PM | 0.1 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 timeline of the budget process and how that effects programming requests.
- Define cost of programs to more effectively request budget increases or other needs.
- Understand the four phases of the budget cycle: preparation, approval, execution, and evaluation.



## 3:00 PM - 5:00 PM | 0.2 CEUS **Drama Queens, Narcissists, & Blamers, Oh My!** **Jim Barnes**

ASSISTANT VILLAGE MANAGER, VILLAGE OF WELLINGTON

Do you ever have to deal with giant egos, or blamers, or people who find drama in every little thing? Do you have to work with anyone who always sees the negative in any situation? Or someone who is hyper-sensitive and always gets their feelings hurt? Sadly, not every person in an organization is nice, pleasant, and easy-going. So you've got to know how to manage and understand difficult personalities. In this session, we'll identify how to deal with giant egos, blamers, finger-pointers, drama queens and kings, as well as negative and overly sensitive people.

### **Learning Objectives:**

- Learn how to contain negativity and even start to turn negative people positive by debunking the irrational thoughts that drive their negativity.
- Behind the drama queen and king is a desperate cry for attention, understand a specific script for reducing the drama while turning these kings and queens into more rational and responsible adults.
- The blame game is time-consuming and destructive, master a script to quickly stop the finger-pointing and make this person and positive contributor to the team.

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 - 4:00 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 of 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".

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 co-workers even in stressful times.

# EDUCATION SESSIONS



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

### **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.

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

## **Top 7 Secrets to Writing Performance Appraisals**

**Ronnie Glotzbach**

PRESIDENT/OWNER, BACH TRAINING & DEVELOPMENT CORP.

Do you dread the thought of writing a performance appraisal? Do you start with a blank form and try to remember what happened the last 12 months? If you answered yes, it is time for a change. Performance evaluations don't have to be a burden once you learn the secrets to justifying your ratings and managing challenging review meetings.

### **Learning Objectives:**

- Share tools to document performance all year long.
- Describe best practices for writing reviews.
- Gain strategies to deal with difficult annual evaluation meetings.

4:30 PM - 5:30 PM | 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.

4:30 PM - 5:30 PM | 0.1 CEUS

## **Trust Us...It Can Happen To You**

**Amy Blackman, CPRP**

RECREATION CENTERS MANAGER, BOCA RATON RECREATION SERVICES

**Sidney Kittila, CPRP**

PARK SUPERVISOR, COLLIER COUNTY PARKS AND RECREATION

Did you ever think that a lifeguard would ride a bike off 3-meter diving board? Well it happened! This panel discussion will address these crazy happenings and how to keep them from happening in the future. Future prevention is essential to the credibility of our profession.

### **Learning Objectives:**

- Define if you are content or complacent in the workplace.
- Recognize complacency at work and how it negatively impacts an agency.

- Develop critical thinking skills that will aid in preventing negative interactions at work.

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.



2:45 PM - 5:45 PM | 0.3 CEUS

## **Grow Beyond: Understanding Your Potential in Leadership**

**Jake Johansson**

PRESIDENT, CORE CONCEPTS LEADERSHIP

A leader and storyteller with over 40 years of municipal and military experience working in high profile jobs in the Pentagon and White House will guide you through an interactive seminar to help you grow and develop into becoming the person and leader you were created to be.

### **Learning Objectives:**

- Identify and discuss key guiding principles on how to grow beyond your current mindset and understand your maximum growth potential as a leader and a person.
- Discover your potential by learning ways to grow in self awareness, character, skills, relationships and spirituality.
- Understand the gap between knowing and doing and be provided techniques to turn knowing into doing.



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, KISSIMEE 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.



# EDUCATION SESSIONS

## THURSDAY, SEPT 3

8:00 AM - 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

### Alternative Delivery Methods for Parks & Recreation Facility Projects

**Jim Barnes**

ASSISTANT VILLAGE MANAGER, VILLAGE OF WELLINGTON

In Florida, public parks and recreation agencies are required to follow federal, state, and local procurement regulations and policies when planning, designing, and constructing parks and recreation facilities. For many, the alphabet soup of options – RFP, CM@Risk, Design-Build, and Design, Bid, Build – to name a few, can be cumbersome and confusing; after all, we are in the business to deliver recreation programs and maintain parks, aren't we? In this session we will review statutory requirements as well as options for the delivery of facility projects.

#### Learning Objectives:

- Learn the different project delivery methods available to parks and recreation agencies such as design, bid, build; design/build; and construction manager at risk.
- Review and understand the statutory requirements governing the procurement of design and construction services.
- Understand the benefits of project delivery methods depending upon project type, agency size, and other elements such as schedule and budget flexibility.

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 vegetative management.
- Gain a better understanding of the glyphosate issue in general.

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.



CIRILLO



MATTES

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

### Creating Mission-Based Programs

**Robert Barrett**

PROGRAMS MANAGER, FLORIDA PARK SERVICE, INTERPRETIVE SERVICES

Learn how Florida State Parks uses mission-based, audience-specific messaging, to tailor interpretive programs, recreational skills development, and environmental education. Examples include Junior Ranger, GeoTours, Recreation Skills Development, Springs Programming, and Nationwide Program Days. Identify ways these methods can be included in your programming.

#### Learning Objectives:

- Recognize three indicators of mission-based programming.
- Outline the creating of a mission-based program.
- Identify three measures of program success.



ABDO

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



SOLOMON

**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.

# EDUCATION SESSIONS

8:15 AM - 10:15 AM | 0.2 CEUS

## **EASY AS PIE... the Recipe for Success in Grant Writing!**

**Beth Powell**

ASSISTANT DIRECTOR, INDIAN RIVER COUNTY PARKS & CONSERVATION RESOURCES

**Wendy Swindell**

CONSERVATION LANDS PROJECT SPECIALIST, INDIAN RIVER COUNTY PARKS & CONSERVATION

Grant writing for many organizations can be intimidating. Your office doesn't have a professional grant writer and the work is left to your programmers and administrative staff. Browsing through pages of empty forms makes the challenge even more intimidating...and you haven't even gotten to the budget section!

### **Learning Objectives:**

- Overcome your fear and anxiety over the grant writing process.
- Increase your knowledge of the grant writing and management process.
- Identify grant opportunities and how to match them to leverage existing funding.



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 AND RECREATION

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

8:15 AM - 10:15 AM | 0.2 CEUS

## **Speed Round - Summer Camp**

**Jeff Pon**

RECREATION & LEISURE SERVICES SUPERVISOR, KISSIMMEE PARKS AND RECREATION

This session will focus on everything SUMMER CAMP! We will provide participants an opportunity to share ideas and strategies with others involved with Summer Camps. Your questions and challenges will drive this discussion! So come prepared to share and learn.

### **Learning Objectives:**

- Discuss best practices and challenges of summer camp.
- Participate in the production of creative ideas and strategies.
- Identify two individuals with similar camps, backgrounds and situations to follow up with during or post conference.

8:15 AM - 10:15 AM | 0.2 CEUS

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

**Michelle Bono**

PRESIDENT/CEO, BONO 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. They include internal groups like your own employees, supervisors, budget staff, and elected and appointed officials. You definitely want to communicate with your residents and business who utilize, support and benefit from your services. 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. As a side note, this strategy can be applied to any project or program you want to promote, in addition to the outcomes of the Impact Calculator.

### **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.



9:30 AM - 10:30 AM | 0.1 CEUS

## **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.

9:30 AM - 10:30 AM | 0.1 CEUS

## **The ABCs of GIS for Parks**

**Jim Barnes**

ASSISTANT VILLAGE MANAGER, VILLAGE OF WELLINGTON

Parks are key to healthy, thriving communities. However, questions always arise on how state and local governments can manage and maintain these open spaces while improving the overall experience for visitors. Parks require managing assets and infrastructure, monitoring ecosystem health, and ensuring that programs and offerings for the public match demographics and lifestyles. Learn how organizations are applying geographic information systems (GIS) technology to modernize their workflows, analyze park use and conservation, and improve communication with elected officials and the public.

### **Learning Objectives:**

- Learn how GIS establishes four technology tenets governments need to deliver smart parks; planning and engineering, operational efficiency, data-driven performance, and civic inclusion.
- Understand how establishing a geospatial infrastructure can help parks improve the efficiency of their operations and the management of your services.
- Learn how successful parks are leveraging GIS to adapt and better serve your evolving community.

9:30 AM - 10:30 AM | 0.1 CEUS

## **Time / Task Analysis for Maintenance Activities**

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



# EDUCATION SESSIONS

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.

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

## **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.

**10:30 AM - 12:00 PM | 0.1 CEUS**

## **CLOSING GENERAL SESSION: The Power of a Winning Mindset - Change your Mindset, Change Your Results**

**Roger Crawford**

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.



# VISION POSSIBLE



# 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:

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

**REGISTER NOW**

**ONLINE**

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!**

**MAIL**

**Fax complete forms:**

**(850)942-0712**

Credit Card information must accompany the faxed form.

**FAX**

## 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.

BACK TO QUICK LINKS

# 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



# REGISTRATION FORMS

PAGE 2 OF 8

## 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

Select	Session Title	CEUs	Begin	End
	Speed Round - Young Professionals	0.1	8:00 AM	9:00 AM
	Great Customer Service Is Not Enough	0.2	8:00 AM	10:00 AM
	Parks Pay: Make the Case with IMPACT!	0.2	8:00 AM	10:00 AM
	Directors Only: Trends for 2020 Part I	0.2	8:00 AM	10:00 AM
	Dealing with Difficult Patrons and Situations - 50 Plus	0.2	8:15 AM	10:15 AM
	Are You Prepared for Litigation?	0.1	8:30 AM	9:30 AM
	Conference GPS	0.1	9:15 AM	10:15 AM
	Understanding Aquatic Staff Engagement	0.1	9:15 AM	10:15 AM
	The Power of GIS – A Tamarac, Florida Case Study	0.1	9:15 AM	10:15 AM
	Triumph After Tragedy: Rebuilding a Community	0.1	9:15 AM	10:15 AM
	Understanding Aquatic Staff Engagement	0.1	9:15 AM	10:15 AM
	Your Vision Made Simple	0.1	9:15 AM	10:15 AM
	Opening Gen Session: The 4 Minute Formula for Success	0.1	10:30 AM	12:00 PM
	Director's Luncheon (extra fee)	N/A	12:30 PM	1:45 PM
	A New Approach to Parks & Recreation System Planning	0.1	1:30 PM	2:30 PM
	Cannonball! Summer Operation Ins and Outs	0.1	1:30 PM	2:30 PM
	Community Arts & Social Determinants of Health	0.1	1:30 PM	2:30 PM
	Enhancing Player and Spectator Experiences Through Technology	0.1	1:30 PM	2:30 PM
	The Best Version of You	0.1	1:30 PM	2:30 PM
	Introduction to the FRPA Impact Calculator	0.2	1:30 PM	3:30 PM
	Party On! Special Event Ideas for Adults 50 Plus	0.2	1:30 PM	3:30 PM
	Staff Recruitment and Retention Round Table	0.2	1:30 PM	3:30 PM
	Strategies To Include Participants With Disabilities	0.2	1:30 PM	3:30 PM
	The Art of Gaining Consensus and Getting Things Done	0.2	1:30 PM	3:30 PM
	Directors Only: Trends for the (Post COVID-19) 2020s Part II	0.2	1:45 PM	3:45 PM
	Building Community from the Ground Up	0.1	3:00 PM	4:00 PM
	Recreation Related Grant Programs	N/A	3:00 PM	4:00 PM
	The Tao of Being: A Living Formula	0.1	3:00 PM	4:00 PM

# REGISTRATION FORMS

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NAME: \_\_\_\_\_

## MONDAY, AUG 31 CONTINUED

	Exhibit Hall Grand Opening		4:00 PM	7:00 PM
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## TUESDAY, SEPT 1

	Be a Futurist - How Will Trends Affect Parks and Recreation	0.1	8:00 AM	9:00 AM
	Creating Positive Practices to Reduce Unconscious Bias	0.1	8:00 AM	9:00 AM
	Esports: The New Frontier	0.1	8:00 AM	9:00 AM
	Getting the Most Out of Your Pool Controller	0.1	8:00 AM	9:00 AM
	People, Praise & Positivity	0.1	8:00 AM	9:00 AM
	Speed Round - Adult Athletics	0.1	8:00 AM	9:00 AM
	Uncover Your Blind Spots: The Five Keys to Winning	0.1	8:00 AM	9:00 AM
	Exhibit Hall Closing		9:00 AM	12:00 PM
	Bringing Active and Nature Tourism to Your Parks	0.1	1:15 PM	2:15 PM
	Digital Marketing that Rocks	0.1	1:15 PM	2:15 PM
	Kick Your Procrastination into Productivity: There's a Superhero in You	0.1	1:15 PM	2:15 PM
	On the Horizon; Everything from Y to Z	0.1	1:15 PM	2:15 PM
	Optimizing Economic and Financial Outcomes in Your Parks and Recreation Assets	0.1	1:15 PM	2:15 PM
	Splash Pads: Understanding Risks & Creating Best Practices	0.1	1:15 PM	2:15 PM
	Activate Your Master Plan	0.1	1:15 PM	2:15 PM
	But It Has Always Been Done This Way	0.2	1:15 PM	3:15 PM
	Communicating for Success...The Old-Fashion Way	0.2	1:30 PM	3:30 PM
	Creating and Leading Meetings People Want to Take Part In	0.2	1:30 PM	3:30 PM
	Failing Forward	0.2	1:30 PM	3:30 PM
	Meeting Licensing Requirements in Your After School Program	0.2	1:30 PM	3:30 PM
	Sports Fields: Renovating 160 - Lessons	0.2	1:30 PM	3:30 PM
	The Many Hats of the Successful Parks and Recreation Professional	0.2	1:30 PM	3:30 PM
	"Bond, Parks Bond..."	0.1	2:45 PM	3:45 PM
	Meaningful Community Conversations - Facilitate Input and Establish Trust	0.1	2:45 PM	3:45 PM
	Mission Critical Creativity & Innovation	0.1	2:45 PM	3:45 PM

# REGISTRATION FORMS

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NAME: \_\_\_\_\_

## TUESDAY, SEPT 1 CONTINUED

	Show Me The Money: Strategies for Getting Your Project Funded	0.1	2:45 PM	3:45 PM
	Staff Communication; Control, Filters and Perception	0.1	2:45 PM	3:45 PM
	VSI RecTrac Recreation Management Software User Forum	0.1	2:45 PM	3:45 PM
	Your Background Check Came Back With a Hit. Now What?	0.1	2:45 PM	3:45 PM
	Bringing Life to A Community in an Equitable Way - General Session	0.1	4:00 PM	5:30 PM

## WEDNESDAY, SEPT 2

	Sink or Swim- Strategies for Budgeting and Maintenance	0.1	8:00 AM	9:00 AM
	Critical Thinking for Everyday Life	0.1	8:00 AM	9:00 AM
	Identifying the Recreational Leaders' Role in Bullying Prevention	0.1	8:00 AM	9:00 AM
	Personal Branding	0.1	8:00 AM	9:00 AM
	Recreation, Resiliency and Return on Investment, All In One!	0.1	8:00 AM	9:00 AM
	Using Social Media to Your Advantage	0.1	8:00 AM	9:00 AM
	Working With the Natural Environment to Design for Active Outdoor Play	0.1	8:00 AM	9:00 AM
	Trends for the (Post COVID-19) 2020s	0.15	8:30 AM	10:00 AM
	Creating Logic Models to Implement Master Plans and Programs	0.1	9:15 AM	10:15 AM
	Tips & Tricks to Planning Successful Programs & Events	0.1	9:15 AM	10:15 AM
	Data: How to Dive In Without Drowning	0.2	9:15 AM	11:15 AM
	Best Practices of a Quality Youth Sports Program Provider	0.1	9:30 AM	10:30 AM
	Lessons from Disney: How to Make Your Parks and Recreation Centers the Happiest Place on Earth	0.1	9:30 AM	10:30 AM
	Get People Active With Effective Outdoor Fitness	0.1	9:30 AM	10:30 AM
	The Change Curve	0.1	9:30 AM	10:30 AM
	Alligators and Crocodiles in Florida Parks	0.2	9:30 AM	11:30 AM
	Building a Successful Community with "Oviedo on the Park"	0.2	9:30 AM	11:30 AM
	Develop, Document, and Discipline Consistently	0.2	9:30 AM	11:30 AM
	Everything's Gonna Be Alright	0.2	9:30 AM	11:30 AM
	Getting in Your Customer's Way?	0.2	9:30 AM	11:30 AM
	Maybe They're Not All Wrong?	0.2	9:30 AM	11:30 AM
	Programming and Designing for Equity in Urban Parks	0.2	9:30 AM	11:30 AM
	Special Events from Zero to Hero!	0.2	9:30 AM	11:30 AM
	Driving Awareness and Participation in Florida Senior Games & Sunshine State Games	0.1	10:45 AM	11:45 AM

# REGISTRATION FORMS

PAGE 5 OF 8

NAME: \_\_\_\_\_

## WEDNESDAY, SEPT 2 CONTINUED

	How Arts & Wellness Collaboration Can Benefit Your Community	0.1	10:45 AM	11:45 AM
	Youth Sports Coach Oversight - What's Happening on Your Fields?	0.1	10:45 AM	11:45 AM
	Awards and Installation Ceremony	N/A	11:45 AM	2:30 PM
	Lessons from COVID: How to Keep Moving Forward		2:45 PM	4:45 PM
	Creating Conditions of Possibility Through Inclusive Design	0.3	2:45 PM	5:45 PM
	Grow Beyond: Understanding Your Potential in Leadership	0.3	2:45 PM	5:45 PM
	Budgeting Basics for New Managers/Public Sector Employees	0.1	3:00 PM	4:00 PM
	How to Add Unique Programs Without Adding Staff	0.1	3:00 PM	4:00 PM
	Using Camp Programming to Beat the Summer Slide	0.1	3:00 PM	4:00 PM
	Crisis Management and Developing Your Emergency Action Plan	0.2	3:00 PM	5:00 PM
	Drama Queens, Narcissists, & Blamers, Oh My!	0.2	3:00 PM	5:00 PM
	Speed Round - The Art of Athletics	0.2	3:00 PM	5:00 PM
	Top 7 Secrets to Writing Performance Appraisals	0.2	3:00 PM	5:00 PM
	Parks Asset Management and the Role of GIS	0.1	4:30 PM	5:30 PM
	Trust Us...It Can Happen To You	0.1	4:30 PM	5:30 PM

## THURSDAY, SEPT 3

	10 Tools to Providing Exceptional Customer Service	0.1	8:00 AM	9:00 AM
	Alternative Delivery Methods for Parks & Recreation Facility Projects	0.1	8:00 AM	9:00 AM
	Integrated Vegetation Management Plan	0.1	8:00 AM	9:00 AM
	Speed Round - Social Media	0.1	8:00 AM	9:00 AM
	Creating Mission-Based Programs	0.2	8:15 AM	10:15 AM
	Dealing with Ugly Issues In Aquatics 2020	0.2	8:15 AM	10:15 AM
	EASY AS PIE... the recipe for success in grant writing!	0.2	8:15 AM	10:15 AM
	Effective Class Management - Strategies for Managing Challenging Participants	0.2	8:15 AM	10:15 AM
	Hey Young Professional...This One's For You!	0.2	8:15 AM	10:15 AM



NAME: \_\_\_\_\_

## THURSDAY, SEPT 3 CONTINUED

	Speed Round - Summer Camp	0.2	8:15 AM	10:15 AM
	Telling the Story Created by the Impact Calculator	0.2	8:15 AM	10:15 AM
	Capitalizing on Partnerships With Not-for-Profit Groups to Build Your Capital Projects	0.1	9:30 AM	10:30 AM
	The ABCs of GIS for Parks	0.1	9:30 AM	10:30 AM
	Time / Task Analysis for Maintenance Activities	0.1	9:30 AM	10:30 AM
	When Parks Become Tourism Destinations	0.1	9:30 AM	10:30 AM
	The Power of a Winning Mindset - Change your Mindset, Change Your Results	0.1	10:30 AM	12:00 PM



## Connect with FRPA



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## SECTION THREE

NAME: \_\_\_\_\_

**COMPLETE ALL INFORMATION** Select registration package preference and any extra tickets. Subtotal at the bottom of the page.

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.

	EARLY BIRD RATE PAYMENT RECEIVED ON OR BEFORE JULY 31, 2020	REGULAR RATE PAYMENT RECEIVED ON OR AFTER AUGUST 1, 2020	AMOUNT DUE
FRPA Member	\$300	\$350	_____
Non-FRPA Member	\$400	\$450	_____
			_____

### Daily Registration

<b>MONDAY</b> INCLUDES EXHIBIT HALL OPENING	FRPA Member	\$110	\$130	_____
	Non-FRPA Member	\$130	\$150	_____
<b>TUESDAY</b> INCLUDES EXHIBIT HALL CLOSING	FRPA Member	\$110	\$130	_____
	Non-FRPA Member	\$130	\$150	_____
<b>WEDNESDAY</b> INCLUDES AWARDS & INSTALLATION CEREMONY	FRPA Member	\$125	\$145	_____
	Non-FRPA Member	\$145	\$165	_____
<b>THURSDAY</b>	FRPA Member	\$65	\$85	_____
	Non-FRPA Member	\$85	\$105	_____

### Non-Member Transcript Fee

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

\$20 \_\_\_\_\_

\$35 \_\_\_\_\_

### 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: \_\_\_\_\_

**SECTION 3 SUBTOTAL**

# REGISTRATION FORMS

PAGE 8 OF 8

## SECTION FOUR

NAME: \_\_\_\_\_

Select extra activities and optional meal tickets and subtotal below

	EARLY BIRD RATE <small>PAYMENT RECEIVED ON OR BEFORE JUNE 30, 2020</small>	REGULAR RATE <small>PAYMENT RECEIVED ON OR AFTER JULY 1, 2020</small>	AMOUNT DUE
<b>Monday</b>			
<b>Director's Luncheon</b> 12:00 PM - 1:15 PM	\$35	\$45	_____
<b>Grand Opening of the Exhibit Hall</b> \$30 4:00 PM - 7:00 PM Included in Full Registration Package and Monday Daily Registration		\$40	_____
<b>Tuesday</b>			
<b>Exhibit Hall Closing</b> 9:00 AM - 12:00 PM Included in Full Registration Package and Tuesday Daily Registration	\$30	\$40	_____ _____
<b>Wednesday</b>			
<b>Awards &amp; Installation Ceremony</b> \$60 11:45 AM - 2:30 PM Included in Full Registration Package and Wednesday Daily Registration Tickets available through August 10.		\$70	_____
			<b>SECTION 4 SUBTOTAL</b> _____

## 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

SECTION 3 SUBTOTAL	+	SECTION 4 SUBTOTAL
_____		_____
<b>TOTAL DUE</b>		