<table>
<thead>
<tr>
<th>Time</th>
<th>Event</th>
</tr>
</thead>
<tbody>
<tr>
<td>8:00-9:00 am</td>
<td>Registration - Continental Breakfast - Networking</td>
</tr>
<tr>
<td>9:00 am-12:00 pm</td>
<td>HIGH FIVE® Strengthening Children’s Mental Health Training (Pre-Conference) - Room TBA</td>
</tr>
<tr>
<td>12:00-1:00 pm</td>
<td>Lunch</td>
</tr>
<tr>
<td>1:00-6:00 pm</td>
<td>HIGH FIVE® Strengthening Children’s Mental Health Training (continued) - Room TBA</td>
</tr>
<tr>
<td>4:00-6:30 pm</td>
<td>General Registration</td>
</tr>
<tr>
<td>4:30-5:30 pm</td>
<td>Pre-Dinner Session - Introduction to RecFocus: Indoor Pools - Janet Naclia</td>
</tr>
<tr>
<td>6:30-7:00 pm</td>
<td>Reception</td>
</tr>
<tr>
<td>7:00-8:30 pm</td>
<td>Dinner &amp; Keynote - Recreation for Resilient Communities: Immunize Against Drowning - Dr. Steve Beerman</td>
</tr>
<tr>
<td>8:30-10:00 pm</td>
<td>Networking Social</td>
</tr>
</tbody>
</table>

**WEDNESDAY, OCTOBER 19**

**THURSDAY, OCTOBER 20**

<table>
<thead>
<tr>
<th>Time</th>
<th>Event</th>
</tr>
</thead>
<tbody>
<tr>
<td>7:00-8:00 am</td>
<td>Breakfast</td>
</tr>
<tr>
<td>8:00-9:00 am</td>
<td>Disney Customer Service in Pools - Josh Koke</td>
</tr>
<tr>
<td>9:00-9:15 am</td>
<td>Break</td>
</tr>
<tr>
<td>9:15-10:15 am</td>
<td>Pool Regulations - Debra Mooney</td>
</tr>
<tr>
<td>10:15-10:30 am</td>
<td>Break</td>
</tr>
<tr>
<td>10:30-11:30 am</td>
<td>Human Resources - Derrick German &amp; Amanda Stephenson</td>
</tr>
<tr>
<td>11:30-12:30 pm</td>
<td>Lunch</td>
</tr>
<tr>
<td>12:30-1:30 pm</td>
<td>Global Trends in Aquatics Facility Design - Darryl Condon</td>
</tr>
<tr>
<td>1:30-1:45 pm</td>
<td>Break</td>
</tr>
<tr>
<td>1:45-2:45 pm</td>
<td>Who's in the Bathroom? Diversity &amp; Inclusion in Aquatics - Todd Reade</td>
</tr>
<tr>
<td>2:45-3:00 pm</td>
<td>Break</td>
</tr>
<tr>
<td>3:00-4:00 pm</td>
<td>The Changing Nature of Outdoor Swimming - Darryl Condon</td>
</tr>
<tr>
<td>4:00-4:15 pm</td>
<td>Break</td>
</tr>
<tr>
<td>5:15 pm</td>
<td>Closing</td>
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</table>
Registration Fees

<table>
<thead>
<tr>
<th>Registration Period</th>
<th>Member</th>
<th>Non-Member</th>
<th>Student</th>
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<tbody>
<tr>
<td>Earlybird (July 1- Sept 30)</td>
<td>$299</td>
<td>$349</td>
<td>$149</td>
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<tr>
<td>Regular (Oct 1-14)</td>
<td>$349</td>
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</tr>
<tr>
<td>Late/Onsite (Oct 15-20)</td>
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<td>$449</td>
<td>$149</td>
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<tr>
<td>HIGH FIVE® SCMH Pre-Forum Workshops</td>
<td>$199</td>
<td>$229</td>
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<tr>
<td>HIGH FIVE® Affiliate Trainer</td>
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</table>

*GST not included in prices

Venue & Accommodations

**Fairmont Jasper Park Lodge**

Fairmont Rooms start at $147/night plus applicable taxes based on single/double occupancy.

Please quote “2016 ARPA Conference” when making your reservation to receive the discounted rate.

Bookings may be done over the phone by calling the Fairmont Jasper Park Lodge at 780-852-3301, or through their website by clicking [HERE](#).

Reservation Policy: Please note: only one room can be booked per name. A charge of one night’s room and tax upon reservation. At 45 days prior to arrival any cancellation is subject to a charge of their full stay.

**Secondary Accommodations**

Sawridge Inn and Conference Centre

Call 1-888-729-7343 and reference 161020ALBE to make your reservation.

Room Type Single or Double Occupancy Available
Atrium View Room $167 / Outside View Room $187

*Rates do not include applicable taxes
*Triple and quadruple occupancy available at an additional daily cost of $25/person

Click [HERE](#) to register!
HIGH FIVE® Affiliate Trainer
Red Cross

Description
This interactive eight-hour session is designed to prepare the Water Safety Instructor Trainer (WSIT) to deliver Red Cross Instructor Development Programs with HIGH FIVE® Principles of Healthy Child Development (PHCD).

Bio
Shelley Kwong works for The City of Edmonton and currently sits on the Child & Youth committee with Alberta Parks and Recreation Association. Over the years, Shelley has been responsible for chairing the Youth Development through Recreation Services Symposium (YDRS), being an advocate for the voice of children and youth within the municipal government structure, planning events like Youth Week, LRT dance parties, National Child Day, and facilitating Kids At Hope training within the city limits of Edmonton and High Five courses to dry-land and aquatic recreational staff. When Shelley isn’t busy writing up strategic plans, planning events or facilitating courses, you can find her giving high-fives to her kids at the baseball diamond and finding great deals at West Edmonton Mall.

HIGH FIVE Strengthening Children’s Mental Health Training

Description
This one-day, in-person training, developed in collaboration with the Canadian Mental Health Association, Ontario, will help anyone running children’s programs become more informed and prepared to support their staff in promoting positive mental health in children. This training provides tools and suggested activities to use with staff to help improve their understanding and interactions with children who face challenges in their programs. The training is 7.5 hours in length and is designed for coaches, counsellors, instructors, managers, supervisors or teachers.

At the completion of this training, learners will be able to identify key concepts related to children’s mental health, as well as strategies to help staff promote positive mental health and respond appropriately to children with challenges and/or mental health conditions.

Bio
Jen Goeres is a HIGH FIVE® Master Trainer and has had the privilege of facilitating HIGH FIVE® across Alberta, British Columbia, Saskatchewan, Manitoba, Northwest Territories and Nunavut - reaching over 1000 sport and recreation professionals! She’s been involved with the ARPA Children & Youth Committee for the last eight years serving as the HIGH FIVE Task Force Chair, HIGH FIVE Trainer Exchange Chair and YDRS Chair as well as numerous other provincial projects benefiting children and youth. A former City of Calgary employee in Community and Neighbourhood Services, she now spends her time raising two-year-old twins and teaching for the Calgary Catholic School Board.
RecFocus: Indoor Pools
Janet Naclia

3:00 - 4:30 pm: Debrief on RecFocus: Indoor Pools (Invite only)

Description
Join Janet Naclia, Programs Manager from Alberta Recreation and Parks Association (ARPA) to explore the data from ARPA’s 2016 RecFocus: Indoor Pool module. See the emerging trends and discuss, with your peers, what they can mean for Alberta’s facilities. This will also be an opportunity for participating communities to provide feedback on what has been working with the RecFocus: Indoor Pool module and suggest what can be approved.

NOTE: This session is by invite only for subscribers to Rec Focus: Indoor Pools Module.

4:30 - 5:30 pm: Introduction to RecFocus: Indoor Pools

Description
Is your community a place where people want to live, work, learn and play? Does it offer a good quality of life and support wellbeing? How do you know? Recreation and parks are essential in addressing many challenges facing our communities but how do you know if your facility is part of the solution... or not? Join Janet Naclia, Programs Manager from Alberta Recreation and Parks Association (ARPA) to explore ARPA’s RecFocus: Indoor Pool module. This service is part of the Excellence Series, an online comparative, decision enhancement process. See the importance of using data in our sector and how it can offer key insights on best practices that will help make impactful change in your facilities. Learn how we together can inspire decision-makers to invest in recreation and parks, enhancing quality of life and community vitality.

Bio
Janet Naclia is a Programs Manager with Alberta Recreation and Parks Association (ARPA). She has worked on ARPA’s community developmental programs as well as with both Indigenous and diverse communities. Janet’s current focus is managing ARPA’s Excellence Series but also works extensively with ARPA’s Communities ChooseWell initiative. Janet has a Masters Degree in Fine Arts and is a winner of the 2016 Boothman Scholarship. She is also a devoted player for the Calgary Rage - the city’s only women’s full tackle football team.
Recreation for Resilient Communities: Immunize Against Drowning  
Dr. Steve Beerman

Description
Recreation facilities, parks and pools can play a larger part of our public health system with transformations in program planning. This presentation will outline the challenges and the options for engagement in a public health approach, with a focus on drowning prevention. Your community pools can become agents for transformation in public health. Learn why this is important, how this can be done and the impacts that can be achieved. Bridging today’s reality with tomorrow’s opportunities will be explored. Children can be immunized against drowning. You will be inspired to act.

There are more than 500 drowning deaths in Canada each year. This is a substantial reduction in the past 30 years, and we will congratulate each other for this accomplishment. However, the burden of drowning events is much larger and continues to need your attention and your reduction effort. Drowning is a significant and neglected public health threat claiming more than 372,000 lives per year. More than 90% of these deaths occur in low and middle income nations. This presentation will engage participants in the highlights from the 2014 World Health Organizations Global Report on Drowning. Delegates will learn the action steps and recommendations outlined in this report and examine drowning prevention strategies for all communities. We are high risk communities in Alberta. Drowning risk reduction needs focused attention to reduce this tragedy, build resilience and wellness in your communities. Transformative innovations create powerful impacts in pools, parks and to recreation.
Bio
Dr. Steve Beerman is a Clinical Professor in the Department of Family Practice at UBC. Steve is a past president of the International Life Saving Federation and the Lifesaving Society Canada. He was an advisor to the WHO Global Report on Drowning (2014) and the WHO World Report on Child Injury (2010). His early career interest was in drowning resuscitation. His current focus is primary drowning prevention in high-risk communities. He is the volunteer co-chair of the Canadian Drowning Prevention Coalition and the Principal Investigator for the Bangladesh Anchal and SwimSafe (BASS) Child Drowning Prevention Research.
Thursday

Disney Customer Service in Pools
Joshua Koke

Description
Creating Service Magic - With so much volatility in the theme park business and tourism industry, how has Disney been able to keep such a strong foothold, often claiming the top spots in profitability and guest ratings? Drawing on his experiences with Disney Parks and Resorts, and the Disney Institute’s book, “Be Our Guest”, Joshua distills the recipe for leveraging service experiences to create unforgettable magic for guests.

Topics of Discussion will include:
• Why Benchmark with Disney?
• Understanding Guestology
• Identifying Standards for Service Delivery
• Delivering Magical Experiences to Guests
• Integrating the Service Framework

Bio
With over a dozen years in training, guest service design, and employee management, Joshua Koke presents across Canada in the hopes of bringing sound, practical solutions to organizations looking to maximize their employee engagement and guest service programs.
Pool Regulations
Debra Mooney - Alberta Health

Description
This presentation will provide an overview of the changes introduced to the Alberta Pool Standards in 2016. Topics will include bather load, water spray parks, ORP, pool safety and supervision plans, patron education and CT values. There will also be a discussion of anti-entrapment and proposed changes. The session will include time to discuss issues related to implementing the standards.

Bio
Debra is an environmental public health consultant who is a certified public health inspector with a Bachelors degree in Microbiology, and works within the Health Protection Branch in Alberta Health. She coordinates a variety of environmental health projects including the development of a framework to address drinking water quality in small systems, and grant projects related to assessment of viruses in drinking water. She is co-chair of the Technical Advisory Committee on Drinking Water and involved in Cross-Ministry Committees related to the Water for Life Strategy, Working Well, recreational water quality, surface water quality and reclaimed water.

She has worked in regulatory reform and policy development in environmental health since 1989 and is currently leading the review and development of Drinking Water Standards for small systems, and the development of a new Recreational Water Management Protocol for beaches. Debra completed the introduction of revisions to the Public Swimming Pools Regulation and Pool Standards 2014 and is now working to revise the Pool Standards to reflect the most current anti-entrapment evidence.
Human Resources
Derrick German & Amanda Stephenson

Description
Learn how to utilize strengths-based group interviews to select passionate and engaged employees. Explore how to foster a culture of accountability and engagement to cultivate team cohesion and strengthen retention while setting your team up for leadership success. Foster relationships through play at work and by celebrating success. This workshop style session will leave you with actionable items to take back to your teams in regards to recruitment, retention and recognition.

Bios
Amanda Stephenson is the Team Lead of Aquatic Experience for Vivo in Calgary, AB. Amanda holds her High Five Affiliate Trainer, Lifesaving Instructor, and Water Safety Instructor Trainer awards and certifications. Amanda's passion for aquatics started at a young age. While growing up in the Middle East the pool became her second home. Amanda swam with a number of swim clubs which inspired her to begin training as a Lifeguard. Amanda's phenomenal aptitude for aquatic programming, staff engagement and customer experience continue to inspire the team she leads at Vivo.

Derrick German is a gifted HR professional with a depth of aquatic knowledge holding awards and certifications including National Lifeguard Instructor, First Aid Instructor, High Five Affiliate Trainer, Lifesaving Instructor Trainer and Water Safety Instructor Trainer. Derrick has experience in the management in both rural and urban aquatic centres. Currently the Manager, Employee Experience at Vivo in Calgary, AB, Derrick holds a Bachelor of Management with a major in Human Resource Management and Labour Relations from the University of Lethbridge and is pursuing his Certified Human Resources Professional designation.
The Changing Nature of Outdoor Swimming
Darryl Condon

Description
In communities across Canada, outdoor swimming opportunities are being lost. Public outdoor swimming pools are being faced with increased operational, economic and health challenges. The ability to swim in the lakes, rivers and oceans that border our communities are suffering from declining water quality, competing interests and over regulation. Over the past year, we have examined two emerging trends in outdoor swimming that address these challenges and aim to re-engage people with their aquatic environments.

The first trend is the move towards the natural treatment of water in outdoor pools, which eliminates the traditional chemical process and creates a healthier swimming experience. The first Canadian example of a public natural swimming pool is currently under construction in Edmonton. The second is outdoor, urban swimming experiences (in rivers, lakes, and oceans), which offer a new way of looking at public space and capitalize on the social aspect of swimming.

This presentation will examine these two trends, their underlying principles, precedents from across the world, as well as operational, Health Act and planning implications. The presentation will conclude with two hypothetical projects designed by the presenter whose goal is to test these trends and determine their suitability in the Canadian context.

This presentation will give organizations delivering parks and recreation services an oversight into facility types that will be increasingly requested by the general public.

Global Trends in Aquatics Facility Design
Darryl Condon

Description
The design of community aquatic facilities has changed remarkably over the past 25 years and change will continue to be a key consideration for our communities. This session will explore the changing nature of state of the art community aquatic facilities locally, nationally and internationally. Darryl Condon, one of Canada’s leading aquatic facility architects, will describe a wide range of design trends utilizing case studies and research. Specific focus will be on emerging wellness models of aquatic facility design.

Bio
Darryl Condon is Managing Principal of HCMA Architecture + Design where he has led the design of some of the most innovative and sustainable community recreation facilities in Canada. He is past-president of the Board of Directors of the BCRPA where he has served on the Board since 2012.
Who’s in the Bathroom? Diversity and Inclusion in Aquatics
Todd Reade

Description
In the past 20 years aquatics has evolved from discussions about how to include a patron with a physical disability to a wide ranging conversation that spans people with physical and mental disabilities, a wide array of ethnicities, the LGBTQ+ community, active aging, and other wondrous diversity. Join us as we take a light-hearted look at the evolution of diversity & inclusion in our facilities, emerging issues and a wide array of resources to assist you in tackling inclusion based on the needs of your community.

Bio
Todd Reade has been actively involved in the Aquatics Industry for more than 20 years. He has held multiple Instructor Trainer awards from all three major aquatics providers in Alberta and is currently a Branch Trainer for the Lifesaving Society. Currently, Todd works for Deaf & Hear Alberta working with those that are Deaf or Hard of Hearing. Finally, Todd is an active member of the LGBTQ+ community and sits on the boards of multiple agencies including KidSport – Edmonton, Compass Centre for Sexual Wellness and the UofA’s Institute for Sexual Minorities Studies and Services (iSMSS).
Major Incident Management - Are You Ready?
Lifesaving Society Alberta and North West Territories

Description
Major incidents can happen anytime and anywhere. When prevention fails, supervisors and their teams need to be prepared to deal with the aftermath. This session will review the four phases of a major incident (recognition, reaction, recovery, and response) and provide valuable information to management that will assist in creating plans for the prevention, response and follow-up. The examples included in this presentation will focus primarily on major incidents within an aquatic facility.

Bio
Kelly Carter is the Executive Director for the Lifesaving Society Alberta and Northwest Territories Branch. In 2015 he presented at the World Conference on Drowning Prevention in Malaysia and has vast experience in aquatic facility management, operations, risk assessment, and design. The Lifesaving Society is a leader and partner in the delivery of water safety education throughout Canada and around the world (the Society operates globally in over 25 countries). We represent Canada in the Commonwealth Royal Life Saving Society and we are Canada’s Full Member in the International Life Saving Federation. The World Health Organization recognizes ILS as the world authority in the global effort to prevent drowning. The Lifesaving Society takes lead responsibility for drowning prevention in Canada.