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SPRING ISSUE 2023

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Publishing Information

Facility to Facility is the official magazine of the Recreation Facilities Association of British Columbia, published four times per year. To contribute articles, contact the Editor,

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Vision

RFABC is the leading resource for recreation sector in British Columbia.

Mission

The mission of the RFABC is to promote safe and efficient operation of recreation facilities through the provision of educational opportunities, networking, training, and the advocacy for recreation sector.

Critical Beliefs

- We believe that our stewardship of recreation facility infrastructure is essential to the quality of the recreation experience and contributes to healthy communities.
- We are committed to outcomes and are accountable for the quality of the programs and services delivered.
- We believe that collaboration is a productive approach to achieving our mission.
- We base our decisions on accurate data and research in the best interest of the members and stakeholders.
- We communicate with integrity and transparency.
- We respect diversity of people and their views and we encourage networking and goodwill.

Contact Information

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RFABC ASSOCIATE Members

Over the past many years, the Associate membership of the Recreation Facilities Association of British Columbia has played a pivotal role in the success and growth of our association. The following companies and their staff have consistently strived to provide excellent technical advice and first-rate products and services that are used by our valued individual members, as well as private and municipal members on a day to day basis.

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This list of our Associate members is proudly provided for the benefit of our membership. When looking for excellence in products and services, we encourage you to look first to this list before you shop elsewhere. You will be pleasantly surprised to find everything you need right here. For a list of their products, services and contact information please visit our website at www.rfabc.com

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The Recreation Facilities Association of British Columbia (RFABC) is a vibrant provincial recreation association that has been hard at work for 75 years. Originally known as the British Columbia Arena, Auditorium and Stadium Association, the RFABC was formed in 1948 to bring people together who shared a common interest in improving the operation of recreation facilities throughout the province. Today our focus is on the provision of recreation services with a holistic perspective from all departments and levels of operation to reach that common outcome of maximizing the number of people who experience the benefits of recreation in our facilities and in our communities. After 75 years we continue to use a “from the bottom up” approach to build resilient individuals and teams through opportunities for connecting and learning.



The mission of the RFABC is to promote safe and efficient operation of recreation facilities through the provision of educational opportunities, networking, training, and advocacy for the recreation sector. This is reflected in our strategic priorities of Membership Value & Engagement, Education & Professional Development, Communications, Governance and Advocacy & Partnerships. I'm pleased to report on my personal involvement with these priorities this past year as well as some of the activities the RFABC Staff and Board undertook in these key areas of focus.

MEMBERSHIP VALUE & ENGAGEMENT

At the RFABC November Board meeting there was a renewed commitment to build a diverse, inclusive membership. A recent opportunity to attend a BCRPA panel presentation on Equity, Diversity and Inclusion (EDI) provided the following takeaways: EDI work is important and necessary in our communities, EDI work is a marathon not a sprint, and that it takes commitment and leadership to make EDI a priority within an organization. The RFABC staff and Board will attend a workshop on Accessibility & Inclusion in the Workplace in June as a starting place to developing and sharing resources and learning opportunities with the membership.

Engaging with other members from around the province through zone meetings, webinars and annual conference brings great value to being a part of the RFABC. I had the pleasure of serving on the 2023 Penticton conference committee along with Committee Chair Keith Holloway and a very strong group of committee members with a diverse work portfolio and from all over the province. Huge kudos to the RFABC staff team and the Conference Planning Committee on pulling together our strongest and most well-attended event ever! The RFABC is committed to building and

sustaining relationships that create value for Members, a couple examples of this include the strong connections we provide to our Associate members who offer supplies, systems and solutions to help build and operate your facilities efficiently and complimentary access to RFAM (Recreation Facility Asset Management Software) from Marmak.

EDUCATION & PROFESSIONAL DEVELOPMENT

The RFABC is recognized as a leader for the Recreation sector in technical training opportunities and programs. Our Education Team led by Ron Dietrich, Education & Technical Director, supported in 2022 by Gary Patterson, Education & Business Manager, and our committed and knowledgeable group of instructors remain at the heart of the RFABC. These individuals are working hard to deliver a full complement of courses, while also working to develop new offerings in response to the training needs of the sector. We are grateful to have such a dedicated group provide their time and ongoing support to all of us. Courses offered in 2022 included Pool Operations 1 & 2, Building Service Worker 1 & 2, Chlorine Handling, Refrigeration Safety Awareness, Ice Facility Operator and Refrigeration Operator certificate program. Arena Ice Maker and Recreational Ice-Skating Instructor courses are being offering this spring and summer. A top focus for the RFABC in the coming months is to continue to recruit and train new instructors to increase the reach of training opportunities within BC.

We continue to develop partnerships for delivery of technical and professional development opportunities. I had the pleasure of meeting with Alberta Association of Recreation Facility Personnel (AARFP) Executive members, Past President Terry Welsh and Education & Technical Director Ron Dietrich to discuss current and future course offerings and the potential for collaboration. On February 9th of this year I had the opportunity to speak to Yue-Ching Chen's Langara College Recreation Studies students about the RFABC (who we are, what we do), the upcoming conference in Penticton and the opportunities recreation facility operations as a career path. The RFABC has been a supporter of the Leisure Development Course (LDC) coordinated by Chris Nelson for many years, and in an exciting turn of events and to ensure this high-level learning opportunity continues, our organization has entered into an agreement that would see the RFABC assume the responsibility for the administration and delivery of the LDC moving forward.

It is an RFABC priority to provide mentorship and networking opportunities for Members. I very much enjoyed attending the

continued on next page ...

From The President's Desk . . . *(continued from page 5)*

Skeena Bulkley, Cariboo and North Zone meetings in the fall and spring, the Lower Mainland Zone “hybrid” meeting in October and the Thompson/ Okanagan Zone Meeting in November. The Island Zone meetings, held more regularly, were extremely well organized and attended throughout the year. Thank you to Zone Directors Tamara, Bob, Stacey, Darrin, Mike and the John/Joshua duo for setting up/chairing these important meetings and to the staff and board members who attended them. There is always good discussion and we learn a lot from each other. Facility Program Director Shawn Fengler facilitated break out discussions with Programmers during Zone meetings and also organized a successful in-person meeting for Programmers in Burnaby last month. Thank you to Marketing & Membership Director Jamie Rennie for developing a new Membership Task Force and holding two meetings this past year to gain input on how we can better serve, attract and retain members of the RFABC. The 2023 RFABC Work Plan calls for 2 new task forces to be struck to tackle Advocacy and to provide more support to the Education Team. Participating on a task force is a direct way to have input and influence on the priorities of the RFABC and we will be actively seeking this meaningful engagement with our members. Finally, it's no secret that our favourite opportunity for networking and mentorship is at the annual conference, where we gather for education, time to connect with new and old friends and a chance to gather tips and best practices from each other.

COMMUNICATIONS

It is an RFABC goal to foster timely and relevant engagement with the Membership through effective communication. Last summer we said thank you and farewell to Don Chow, and in September welcomed new Communications & Marketing Manager, Shawntel Dickinson, to the RFABC team. It has been an absolute pleasure to have Shawntel's passion and energy guiding communications and development of marketing tools over the past 6 months. The RFABC invested in the development and launch of a new website in September of 2022 <https://rfabc.com> that was completed using input from staff, members and the Board by graphic design firm The Update Company. We believe this new website will better serve our members, associates and partners in search of training, jobs, resources and connection for many years to come. Some of the other methods we used this year to communicate with our members include the quarterly F2F magazine and regular e-newsletters.

GOVERNANCE

The RFABC staff team lead by Dwayne Kalynchuk, Executive Director and including Gary Patterson (Education & Business) and Shawntel Dickinson (Communications & Marketing) with the knowledge and support of Treasurer Ron Aubrey are working hard to ensure that the RFABC is efficient, viable, and positioned for growth. The staff have also been assisting the RFABC Board of Directors through detailed reports, monthly meetings and a regular review of strategic goals and priorities to ensure that Board

governance and direction is transparent, accountable, and reflects our core values and guiding beliefs. I would like to offer my sincere gratitude to the RFABC Executive Terry Welsh, Jenna Stevens, Sheena Boyles and Ron Aubrey and Board members Ron Dietrich, Jamie Rennie, Shawn Fengler, Larry Robinson, Ian Welle, Bob Corbett, Tamara Gillis, Stacey Miranda, Mike Fetterer, Darrin Legge and John Marcellus for all their time and efforts to serve this organization over the past year.

ADVOCACY & PARTNERSHIPS

The RFABC strives to be a strong advocate on behalf of our Members, Allied Partners, and Stakeholders. Last November I attended a Recreation Foundation Administrators Virtual Workshop where the panel discussion focused on how to best inform new Councils on how recreation services work, how decisions are made and priorities set, and the overall context of providing public recreation services in the 2022 context. I enjoyed representing the RFABC at the Recreation Foundation Leadership Summit in Harrison Hot Springs Jan 11-13, 2023 and was provided an opportunity to briefly address delegates and have some in depth conversations with senior managers and BCRPA board members over the 2 days.

It remains a priority to develop partnerships that strengthen RFABC and benefit the Recreation Sector. We have and will continue to focus on strengthening our relationships with BCRPA, AARFP, and other allied sector partners. President-Elect Jenna Stevens and I met with Donnie Rosa (outgoing President BCRPA) and Elizabeth Ayers (incoming President BCRPA) in February for an introduction and a preliminary discussion about a new Memorandum of Understanding between the organizations. Both parties are committed to working together on this document with the ultimate goal of having an agreement in place and a mechanism for implementing some of the actions in 2023. Past President Terry Welsh and Education Director Ron Dietrich remain at the table with TSBC as part of an advisory group to review programs and regulations prior to roll out and are working hard to communicate the challenges faced by our members while promoting their mission of maintaining a safe workplace.

Lastly I'd like to say thank you to YOU – our members - who work everyday to make sure that our recreation infrastructure is safe, clean and inviting. Who ensure the ice is at just the right thickness, that the pool is balanced and circulating properly, and that the sport fields are lined and ready to go. The people who schedule and support user groups, set up for programs and events, the people who recruit and mentor new and young workers and those who directly manage technical operations and service levels. We are stronger because of you and we will continue to be stronger by working together.

Happy 75th RFABC! ■

UPCOMING 2023 COURSES – ONLINE & IN-PERSON

POOL OPERATOR

LEVEL 1

June 17-18.....	Oak Bay
June 19-20.....	Fernie
July 2-16.....	Online Remote
August 6-20.....	Online Remote
August 12-13.....	Chilliwack
September 3-17.....	Online Remote
October 1-15.....	Online Remote
Oct. 29-Nov. 12.....	Online Remote
Nov. 26-Dec. 10.....	Online Remote

LEVEL 2

Jun 18-Jul 2.....	Online Remote
June 24-25.....	Oak Bay
July 16-30.....	Online Remote
Aug. 20-Sep 3.....	Online Remote
Sep. 17-Oct. 1.....	Online Remote
Oct. 15-29.....	Online Remote
Nov. 12-26.....	Online Remote
Dec. 10-24.....	Online Remote

ICE FACILITY OPERATOR

Nothing Scheduled at this time. Check rfabc.com for updates

BUILDING SERVICES WORKER

LEVEL 1

Nothing Scheduled at this time. Check rfabc.com for updates

LEVEL 2

Nothing Scheduled at this time. Check rfabc.com for updates

RECREATIONAL ICE SKATING INSTRUCTOR

September 9-10.....Campbell River

ARENA ICE MAKER

June 29-30.....Kelowna
August 26-27.....Vernon

CHLORINE HANDLING

Nothing Scheduled at this time. Check rfabc.com for updates

REFRIGERATION SAFETY AWARENESS

June 19.....Cranbrook

REFRIGERATION OPERATION

July 10-21.....New Westminster

BECOME AN RFABC INSTRUCTOR

The RFABC is always on the lookout for individuals from throughout the province to join our exciting course instructor team. Do you have industry skills that you would like to share with others? We pay top wages to qualified course instructors and cover all expenses. Perhaps you are interested in becoming an RFABC Instructor! If so, please send your letter of introduction and resumé to info@rfabc.com. The letter and resumé should include the following:

- Explanation of why you are interested in teaching
- Skills & experience related to course(s) you wish to teach
- Additional coaching and mentoring experience

Once the letter and resumé is received, the Education and Business Manager will share it with our Education and Technical Director. They will review the resume and follow up with a phone interview to determine opportunity. If you have any other questions, please direct them to info@rfabc.com.



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At RFABC, we feel your pain. We know that the importance of quality training is necessary to the safe and efficient operations of your facilities. We also know budgets are tight and staffing levels are low. So, why not bring the training to your facility? We are currently working on the 2024 Course Schedule and need your help.

There are several benefits to hosting a RFABC Course are:

- Less travel expenses
- Less accommodation expenses
- Less food expenses
- Less time away from work due to less travel
- Staff will be trained on your own equipment
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Requirements to host a RFABC Course:

1. Submit a Course Request Form found online at: <https://rfabc.com/wp-content/uploads/2022/09/Course-Request-Form-2.pdf>
2. Supply a room, table, and chairs to accommodate 15-20 people for the duration of the course
3. Access to the facility equipment and mechanical rooms (depending on course)
4. Instruction materials: LCD Projector or TV with HDMI Hookup, and flip-chart or whiteboard

Please note: Courses will be taught strategically throughout the province of BC, and not all requests can be granted. Some additional requirements and staff assistance are needed for specific courses, but you will be contacted in advance to confirm that.

The deadline to submit your request form is **July 31st, 2023**. For information and descriptions of all RFABC Courses, please visit www.rfabc.com. ■



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Meet an RFABC Instructor!

INTERVIEW

1. **What is your name?**

Robert Baker

2. **What is your current employer and title (if any)?**

City of Trail

3. **What courses do you currently teach for RFABC?**

- Refrigeration Safety Awareness (RSA)
- Ice Facility Operator (IFO)
- Refrigeration Operator (RO)
- Arena Ice Maker (AIM)

4. **What is your background as it relates to RFABC?**

Zone Director – West Kootenay. I've never been able to get enough votes to sit on the Board of Directors.

5. **What is your background outside of, or previous to RFABC?**

I was 12 years old when I decided I wanted my own hockey rink. I got my first job when I was 15 years old. Our hockey team was asked to clean the parking lot to help off-set the cost of our league fees. I did a good job, so it led to cleaning the arena glass, repairing the boards, painting the goals, scorekeeping, refereeing, and running the concession stand. When I was 19 years-old, I learned to sharpen skates, operate the ice resurfer, and instruct hockey schools. In my 20's, I was an "ice janitor" with Canlan Ice Sports, University of British Columbia, Vancouver Parks Board, White Rock Leisure Services, and the Langley Events Centre before moving to Trail for my first management position.

Highlights of my experiences include working as an ice technician for the 2010 Vancouver Olympics, and building an ice rink in my backyard. That backyard rink is my proudest accomplishment. It makes my 12-year-old self very happy.

6. **What do you enjoy the most about teaching RFABC courses?**

Inspiring students to want to learn more.



7. **What do you think is most important for recreation workers to do/say in their roles?**

Develop their character. This includes developing trust with co-workers and customers, attaining a high level of acumen, learning the market, and staying out of trouble. I'm not very good at any of those things.

8. **When a recreation worker is having a bad day, how would you help them re-engage?**

I would listen, so that I can feel what they are feeling. Then find an opportunity to make them laugh so that they can heal and move forward.

9. **Do you have a funny / interesting / surprising story about something that you learned while attending or teaching courses for RFABC?**

Funny stories never translate very well into a text, email, or a magazine, but I'll give it a shot.

Before I was born, my parents lived in Nova Scotia. My dad got into a fight at a local Tim Hortons with some big guy. My dad ended up going to the hospital for his cuts & bruises, which is where he met my mother. She was working as a candy-striper. They fell in love and got married, which led to me. Years later, I found out that the big guy who fought my dad at the Tim Hortons was Art Sutherland. If it wasn't for Art, I might not be here today. Thanks Art, I guess that kind of makes us family!

10. **Do you have a memory of a student who took one of your courses, that you met later, and they were doing great things?**

Out of all of the students I've taught, our staff at the Trail Memorial Centre stand out to me. They've bought into the idea of making the best possible ice they can with the limited resources we have available, and under conditions which are often outside of their control. They make the best possible ice they can for each individual ice clean. There's no greater crew in the province.

continued on next page ...

Meet an RFABC Instructor . . .

(continued from page 10)

11. What advice or tips would you like to those working in recreation?

Do not rely on your employer to give you what you need to be successful. Instead, get really clear on who you want to be and what you want to do, and then pursue your vision as if your life depended on it. Throughout the process, build relationships with the Associates (suppliers, manufacturers) because they are the reason for innovation within our industry, and are the primary reason any of us know how to operate our facilities safely and effectively.

12. Any other fun facts or stories you would like to add?

I'd like to recognize Centaur Products for 50 years of service to our industry. There are very few companies who have supported the RFABC and its members the way Centaur Products has, and it's always been a pleasure doing business with you. **Congratulations on 50 years!** ■

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RFABC Staff Transitions

WELCOME MICHELLE BIGELOW

The RFABC Staff is transitioning as the current Manager of Business and Education, Gary Paterson, is nearing the end of his contract. We would like to thank Gary for his passion and dedication towards the Association's education programs. His integrity, devotion, and professionalism will be missed, and we wish him the best in his future endeavors.

Shawntel Dickinson, our current Manager of Communications and Marketing, will be transitioning into the Business and Education Manager position for the start of August.

As a result, we are very excited to welcome Michelle Bigelow into the Marketing and Communications Manager role. She will be starting on July 10th and is ready to hit the ground running. Michelle is a digital communications specialist with a degree in recreation and a postgraduate certificate in professional communications. Her education includes:

- Graduate Certificate in Professional Communication Management
- Royal Roads University, Victoria, British Columbia
- Bachelor of Recreation Management



- Major: Community Development Award: University Medal of Honour
- Acadia University, Nova Scotia
- Diploma in Recreation Management
- Major: Event Planning Award: BC Parks and Recreation Bursary
- College of the Rockies, British Columbia

She has experience deploying innovative campaigns and strategies that drive organic growth and engagement. Along with her communications experience, Michelle is not a stranger to recreation and has put her time in working as a Program and Fitness coordinator as well as event planning. Recreation has always been a passion for her and she is looking forward to being immersed in it once again.

Michelle's high energy and enthusiasm combined with her skills will continue the momentum of growth for RFABC, and we are looking forward to working with her! ■

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City of North Vancouver, BC

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NET ZERO NATURALLY



The Cup Takes Over Richmond

by Becky Kolberg



The highly-anticipated CARHA Hockey World Cup welcomed the world to Richmond, British Columbia, this March for the seventh edition of the popular event. Started in 1996 with an Olympic-style approach, the tournament is organized every four years in a select Canadian city. It has since come to be known as the world's largest international recreational hockey tournament. In the spirit of bringing people together from around the world to celebrate their passion for the game, CARHA Hockey provides adult recreational hockey players with the opportunity to strive for excellence through teamwork, fair play, and camaraderie in Canada's national sport.



Hockey World Cup is more than competition.

The week-long event boasts new friendships and lasting memories. The experience for participants included Opening and Closing Ceremonies, Athletes' Village, an opportunity to attend an NHL game, and time to enjoy the surrounding area. Significant economic activity is generated with the event lasting seven days, making it distinct compared to other amateur sporting events. There is also a strong community element. Over 25,000 spectators took in the family-friendly festivities, including almost two hundred games and the March of Athletes, which kicked off the week. Every CARHA Hockey World Cup strives to leave a positive impact.

Approximately 100 teams from nine countries, including Australia, Canada, England, Finland, Italy, Kazakhstan, Sweden, Switzerland, and the United States, participated in the 2023 event. Seventeen divisions ranging from 25+ to 70+ featured games played between local, national and international teams. Comprised of recreational and competitive amateur players, our beloved sport proves to be a game you can enjoy for life, which CARHA Hockey is proud to support through growth and participation. The opportunity for men and women to compete against teams from around the world is a unique highlight for participants, but the CARHA

Canucks Autism Network and KidSport Richmond were highlighted as the tournament's charities of choice. Representatives were invited for a special cheque presentation at the Feature Game, a select division championship game that is a fixture at every tournament.

Learn more about the CARHA Hockey World Cup at www.carhahockeyworldcup.ca or check out the video recap and interviews on the CARHA Hockey YouTube page (@CARHAHockey75). ■

2023 RFABC Conference & Trade Show

CELEBRATING THE BIGGEST RFABC CONFERENCE EVER!

The Annual Golf Tournament was hosted at the Nk'Mip Canyon Desert Golf Course in Oliver. 52 golfers came out to enjoy the fun Texas scramble golf tournament and each other. The prizes were later announced at the Welcome Social.

Opening Keynote

Jeff Symonds, Ironman Champion, joined us to kick off the conference on Tuesday morning. He brought passion and motivation to those in attendance through his story of perseverance and hard work. His message was charged with energy to remind those working in recreation to face the challenges in their everyday work with determination.

Educational Sessions

Over the next two days, we offered 21 educational sessions in 4 different streams. Each stream provided education ranging from solar energy to swim lesson transitions to equity, diversity, and inclusion. One of the sessions, provided by the Langara College students, highlighted recommendations and perspectives in marketing careers to young workers. Thank you to all our presenters and speakers who came out to ensure our attendees returned to their workplace with new skills, ideas, and attitudes.

Closing Keynote

Edith Martin, The Organizational Navigator, wrapped up the conference on Thursday morning. Edith brought a message that was easy to understand and implement: the fundamental principal of good leadership is the ability of leaders to understand themselves and be able to identify the needs of their team members. She challenged the delegates thinking and

provided quick and efficient tools to use when leading their team members.

Trade Show

The RFABC Trade Show was its own epic event! We want to thank all the exhibitors that came out strong to showcase their products and services. Most of the exhibitors in attendance were also RFABC Associate Members. These Associates are key to the success of the RFABC Conference and Association as whole. They bring so much knowledge and energy to our industry.

The Zamboni Cooler donated by Kendrick Equipment was raffled off after the Trade Show, and raised over \$1,300 for the Associate Scholarship. The winner of the Zamboni Cooler was Julie Duncan from the City of New Westminster. Congratulations Julie!

AGM

Speaking of knowledge and energy, our 2023 AGM had an attendance of 93 people and it's first election in a very long time! This is a sign of a very healthy Association and we can't wait to keep this momentum going. WELL DONE RFABC MEMBERS!

This meeting marked the farewell to some dedicated RFABC Board Members and the welcoming of new ones. A huge thank-you to Jamie Rennie, John Marcellus, and Stacey Miranda. They demonstrated dedication to keep the Association operating while balancing their own work and personal commitments. We also want to welcome our new board members, Jay Young,



Joshua Beaulac, and Brandy Links as they bring new insight and energy onto the Board. To learn more about the Association's operations, visit the RFABC Website's About Page.

Presidents Lunch – Celebrating 75 Years!

The Annual President's Lunch was attended by 9 Past Presidents, and it was such an honor. These past RFABC Leaders are the reason the Association is strong today. Their attendance was a reminder to the past struggles and successes, but most importantly to the dedication of those working in recreation. It was a pleasure to hear their stories and learn the history of the Association. We want to thank all of our Past Presidents for their integrity and hard work because without them, we wouldn't be celebrating 75 years of service!

Awards Banquet & Entertainment

The conference wrapped up on the Wednesday night with the Annual Awards Banquet. This evening takes the time to acknowledge those that exhibit immense dedication to the Association and the recreation industry. [\(See page 21 for Award Winners!\).](#)

continued on next page...



The Recreation Facilities Association of BC (RFABC) celebrated its 75th Anniversary during the Annual Conference and Trade Show at the Penticton Lakeside Resort and Conference Centre. With 169 delegates, 15 Langara College Students, 45 Exhibitors, 21 Education Sessions, 9 Past Presidents, 16 Sponsors, and 52 Golfers, the RFABC shattered attendance records!

This was the BIGGEST RFABC Conference ever, and that is all thanks to each of you! We want to shout a big thank-you to Keith Holloway and his conference committee for their immense dedication and volunteer time to make this event happen!

We also can't forget about all our Associate Members who attended the Trade Show, led educational sessions, and sponsored. We are nothing without these experts in recreation showing up to support the Association and provide products and services to each of you.

Welcome Social & Golf Tournament

The conference started off with what everyone working in recreation does best; socializing and playing games! The traditional welcome social took a twist this year with informal games like giant Jenga and bean bag toss. It was great to see everyone reconnecting and making new connections.



2023 RFABC Conference & Trade Show . . .

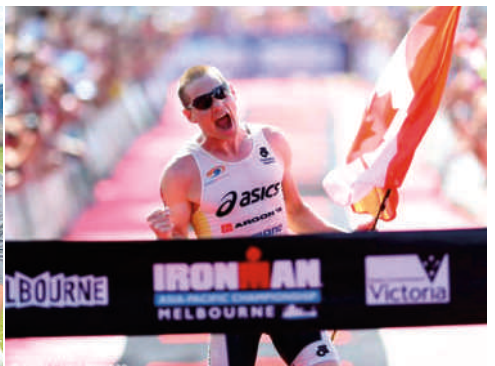
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Summary

The Grand Prize, an elite getaway and registration for the 2024 RFABC Conference, was won by Lori Bowie from the City of Port Coquitlam. Congratulations Lori! Thank you to everyone for attending to celebrate our 75th Anniversary.

To see all the conference photos, check out the slide show on the Events Page, 2023 Conference & Trade Show:

<https://rfabc.com/event/2023-rfabc-annual-conference/A> ■



2023 RFABC Conference & Trade Show ...

(continued from page 17)

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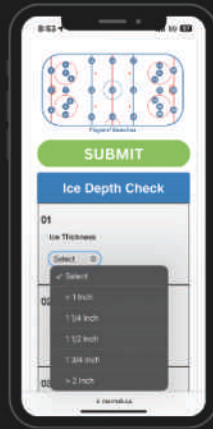
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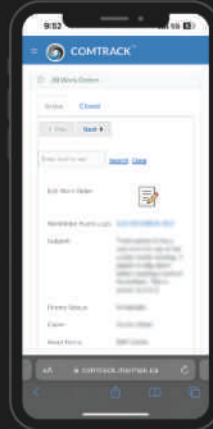
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IMAGE PROVIDED BY JET ICE



2023 RFABC Awards

RECOGNIZING MEMBERS, ASSOCIATES & VALUED STAKEHOLDERS

RFABC celebrates its 75th Anniversary in 2023 and our organization has a long, proud, and storied history. Our RFABC Awards form an integral part of our history since their inception in 1957 and allow us to recognize the efforts and outstanding contributions of our members, associates, and other valued stakeholders. RFABC's growth over the past few years has been exceptionally gratifying and very much speaks to the professionalism that continues to evolve and is deserving of recognition in the recreation sector. All those who received an award or were nominated can be proud of their contributions to our association, but most importantly to the communities they serve.

PAST PRESIDENTS AWARD

The 2023 Past President's Award went to a perennial recipient, the Island Zone with Joshua Beaulac receiving the award.



AUBREY ASSOCIATES AWARD

The 2023 Award Recipient is Kendrick Equipment represented by Larry Robinson. Kendrick Equipment has been a generous supporter of RFABC over the years as a long time Associate Member. Kendrick has led fundraising efforts for the RFABC Associate's Scholarship, which is given out annually by Langara College. They have also contributed their expertise at Zone Meetings and for online offerings. They willingly provide educational offerings on technical issues that are of great benefit to RFABC Members and the sector. Kendrick also sponsors several ongoing activities and generous contributions to the Annual Conference and Trade Show.



JOE DUKOWSKI MEMORIAL BURSARY

The bursary is presented annually to a graduating student in the Recreation Leadership Diploma Program at Langara College, in Vancouver BC. This year's recipient was Michael Patrick.

DB PERKS COMMERCIAL AQUATICS SUPPLY AWARD

This year's recipient was Arthur Hung, Arthur received the award at Langara College's Celebration of Excellence ceremony in April.

RFABC ASSOCIATES AWARD

This year's recipient was Alyssa Formosa, Alyssa received the award at Langara College's Celebration of Excellence ceremony in April.

HARRY ATKINSON AWARD

This year's Award Recipient is Peter Daoust from the City of West Kelowna. Peter is the epitome of what everyone looks for in a worker, not only is he very competent in his job but he is the kindest person to patrons and Staff members. Peter's attention to detail in every job he does is way above par and very much appreciated. When the department needs overtime to complete projects or cover for other Staff, he is always the first to offer. He also is constantly looking for extra work to do above and beyond his duties. The City of West Kelowna is very fortunate to have Peter in their employment and feel he is very deserving of an award like this celebrating Recreation and Facility workers in BC.

continued on next page...

2023 RFABC Awards . . .

(continued from page 21)



HARRY ATKINSON AWARD

JOYCE FORDYCE FACILITY PROGRAMMING AWARD

Julie Duncan from the City of New Westminster is the 2023 Award Recipient of the Joyce Fordyce Facility Programming Award. Julie has been actively supporting, growing, and leading facility programming, assisted with conference planning, and the lower mainland zone's activities. She has contributed greatly in engaging members and the community and her passion dedication and leadership is admirable and outstanding. Julie has been instrumental in the world of skating programs in the City of New Westminster over her career. She is one of the co-creators of what is now the Recreational Ice-Skating Instructor Course for RFABC. Julie's engagement in RFABC is seen on many levels. Julie is a member of the Conference Planning Committee this year, working with the programming stream. Julie is an advocate for collaborations between municipalities to share resources that have been created. Julie has helped with training and in-service materials for other cities and always willing to share her knowledge and experience with others. Her advocacy exists within her own team as well. Helping support staff that might be looking to take the next step within her own city, or those looking for positions within other cities. Julie is a big supporter of those that have worked with her goes the extra mile to support them. Julie's motivation is just seeing great programs being offered to the public regardless of those participants signing up for her programs.



JOYCE FORDYCE FACILITY PROGRAMMING AWARD

DAVE DAUPHINEE MEMORIAL TROPHY

This year's recipient of the Dave Dauphinee Memorial Trophy is Chantel Kosmyka, a Recreation Program Coordinator for the City of Delta. Chantel is a very engaged, collaborative member of our association. Chantel is a key figure in RFABC's Programming Stream and has willingly volunteered her time for two years on the conference planning committee. She was one of the emcees of this year's conference. Chantel has been a very active Member of RFABC's Lower Mainland Zone and has always been willing to go the extra mile and help fellow RFABC Members. Chantel oozes positivity and enthusiasm with all that she does.



DAVE DAUPHINEE AWARD

RON AUBREY - INSTRUCTOR OF THE YEAR AWARD

This year's recipient is Robert Baker from the City of Trail. Robert is a long-time RFABC Member and who over the years has worked diligently to move our organization forward. He instructs the most demanding technical courses RFABC offers, puts on workshops, improves and rewrites courses, and develops new course materials. He liaisons with affiliates to help reach our members with pertinent up to date industry news and methods. Instruction of the RO and IFO courses takes a commitment of weeks to deliver the course. Robert has taken vacation from his job to travel throughout BC to educate students so they can achieve one of the most demanding certifications in our industry. That is a huge sacrifice away from family and free time. When our courses and tests needed upgrading, he has consistently stepped up to develop the necessary content to ensure our students have a higher degree of success with the TSBC certifications. Robert is always willing to host courses, and if he cannot do it in his area, he has been willing to travel anywhere to get it done. He actively solicits students from our sector employers to ensure courses will run. When our education development is slow to transfer

continued on next page...

2023 RFABC Awards . . .

(continued from page 22)

knowledge on to industry, Robert consults with industry experts to help bridge the gap to provide timely information and knowledge.



RON AUBREY - INSTRUCTOR
OF THE YEAR AWARD

R.J. (BOB) MUIR MEMORIAL TROPHY

The recipient of this year's Bob Muir Memorial Trophy is Keith Holloway. Keith first joined the RFABC conference committee in 2019 following the successful conference at Harrison Hot Springs and stuck with the committee through a cancellation in 2020 and the delivery of an online conference in 2021. He stepped up as Conference Chair following the 2022 conference and has done an amazing job engaging with staff and the Board and harnessing the talents and energy of the conference committee to develop an incredibly strong educational program supported by sponsors and added so many special touches right down to planning out the socials and choosing gifts for speakers. Keith chaired all committee meetings, attended board meetings to provide updates and found the time to participate in several Zone meetings. He has hosted multiple RFABC courses in his facility and ensured that staff were informed about RFABC opportunities. He truly believes in the power in networking with colleagues to grow connections in the industry to not only assist with our daily work lives but for the advancement of the recreation sector.



R.J. (BOB) MUIR MEMORIAL TROPHY

GERRY MORGAN MEMORIAL TROPHY

The 2023 recipient of the Gerry Morgan Memorial Trophy is Worksafe BC. RFABC has received ongoing commentary from its members regarding the approachability and collaborative nature of the WorkSafe Officers in dealing with regulatory safety issues in the recreation sector. Their willingness to provide assistance and information when dealing with safety issues in our field is essential to meeting not only WorkSafe's stated outcomes, but also RFABC's goals as a safety training provider. This frontline support provided by WorkSafe is instrumental in supporting Facility Operators in creating and maintaining our desired safety culture in the recreation sector. WorkSafe's Officers and the organizations overall commitment to safety training of your clientele is an essential element across the province.



GERRY MORGAN MEMORIAL TROPHY

POLAR ENGINEERING CLIMATE ACTION AWARD

The first recipient of the Polar Engineering Climate Action Award is West Shore Parks & Recreation – Juan de Fuca Recreation Centre. The project scope was intended to allow West Shore Parks & Recreation to leverage federal and provincial grants to reduce greenhouse gas emissions and work towards a zero-carbon approach by 2050. The primary climate action featured in this innovative facility renovation project was a reduction of greenhouse gases through the installation of energy recovery systems on both the Pool and the Arena. In the Pool, the installation of a rooftop energy recovery dehumidifier allowed repurposing of waste heat for use in the facility's pool and changerooms. On the Arena side the project scope included a site-specific high temperature heat pump to recapture waste heat from the ammonia refrigeration system for use in heating air handling units and the domestic hot water system. Of special note, these climate action initiatives allowed for the leveraging of a federal grant that covered approximately 70% of the \$2.09 million arena renovation. The Arena project scope of work included replacement of the arena ice slab, dasher boards, arena

continued on next page...

2023 RFABC Awards . . .

(continued from page 23)

seating, and the energy recovery system. An additional provincial grant of \$145,000 was also accessed that provided funding for both energy recovery projects at the Pool and Arena.



BILL WOYCIK OUTSTANDING FACILITY AWARD

The 2023 recipient of the Bill Woycik Outstanding Facility Award is WestShore Parks & Recreation - Juan de Fuca Recreation Centre. This innovative project more than meets the award criteria through redesign, repurposing, and refurbishment of spaces in a valued community recreation facility that was first built in 1972. Creation of multiuse spaces greatly improved the recreation user experience in the facility. The repurposing of low use areas allowed the creation of a childcare centre, which significantly improved family support and accessibility for users. Refurbishment and improvements of the Arena was also a primary focus and resulted in a significant extension of the facility lifespan. Mechanical system work and improvements featured industry leading technology for energy management and achieving operational efficiencies. The project's scope of work was designed to maximize the leveraging of available federal and provincial funding that allowed this valuable community resource to be enhanced and have its lifespan increased significantly.



JOHN BATE AWARD OF MERIT

A very worthy recipient this year is Ron Dietrich, who has been a RFABC Member for approaching twenty years. During that time, he has selflessly contributed countless volunteer hours to our Association, starting with being an Instructor on our Education Team. Ron has been instrumental in leading the rewrite and upgrades to our technical educational offerings over the years and has also been instrumental in the creation of our new educational offerings. He has been actively involved in Conferences, including being the Conference Chair. He also acted as the RFABC Treasurer. Ron is active in external regulatory committees, bringing a strong voice and representation of our sector to the table. He is a valued colleague with a strong vision and the leadership to move RFABC forward as a training organization. Ron is our current Education & Technical Director, and we offer our sincere appreciation for his long-time dedication to RFABC.



For further information on our awards program including the history of the awards please checkout our website at www.rfabc\awards.com ■

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In celebration of RFABC's 75th Anniversary, Commercial Aquatic Supplies would like to convey gratitude to this association for their consistent leadership and education for the recreation facilities in British Columbia. Our gratitude comes from our 30 years of partnership as a corporate member.

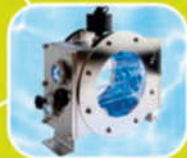
With many years of sponsorship and tradeshow attendance over the years, we are able reach facilities in British Columbia in a meaningful way. As a municipal & public pool supplier, we value this organization that serves as a hub for operators throughout BC and provides opportunity to promote our business.

Approaching 50 years in business, Commercial Aquatic Supplies has been in business since 1974! We are proud of our supply and service efforts throughout British Columbia during this time. We will continue to provide premium products and service to support our valued customers. Cheers to 2023!



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If it is Foreseeable It is Preventable

AQUATIC SAFETY MANAGEMENT

Are you familiar with the aquatic safety services provided by Lifesaving Society, BC & Yukon Branch? If not, the services include:

- Aquatic safety audits for pools and waterfronts
- Training programs and courses
- Consultation concerning aquatic facility design and operations

Aquatic Safety Audit

Aquatic safety audits are conducted as either a Comprehensive Audit or Topical Audit. The audits determine that the operations meet the BC and Yukon governing regulations and

guidelines, the Lifesaving Society lifeguarding standards and protocols, and the best practices for patron and staff safety.

Comprehensive Audits inspect the entire physical location for bather and staff safety including the surface areas and below the waterline as well as emergency equipment and supplies. They cross reference the Pool Safety Plan with the Ministry of Health Regulations and Waterfront Safety Plans to ensure emergency protocols are documented. Auditors evaluate the lifeguards' and swimming instructors' safety surveillance techniques and ensure staff training protocols are in place and regularly conducted.

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If it is Foreseeable - It is Preventable

(continued from page 26)

Topical Audits are requested by an affiliate to address a specific issue or concern in any of the areas addressed in a Comprehensive Audit. These audits can be the result of an incident to provide objective recommendations to prevent a reoccurrence of the incident, or can include an assessment of lifeguard surveillance positioning to deal with glare that obstructs the lifeguard view.

Audit Reports have three levels of recommendations:

1. Priority Concerns
2. Primary Recommendations
3. Secondary Recommendations.

Governing Regulations, Guidelines and Recommendations:

Aquatic Safety Audits apply the regulations, guidelines and recommendations that are directly related to aquatic operations.

They include:

- B.C. Public Health Act – Pool Regulation
- B.C. Guidelines for Pool Design – Health and Protection Act, Ministry of Health
- B.C. Guidelines for Pool Operations – Health and Protection Act, Ministry of Health
- Technical Safety BC
- Lifesaving Society Public Pool Safety Standards for Canadian Public Swimming Pools
- Lifesaving Society Canada “Alert”: Lifeguarding in Action manual

Other regulations that are referenced during audits include:

- BC Fire Code
- BC Building Code
- WorkSafe BC
- Electrical Safety Regulation B.C.
- B.C. Building Access Handbook
- Centers for Disease Control and Prevention (CDC)

continued on next page...



If it is Foreseeable - It is Preventable

(continued from page 27)

Organizing an Audit:

Affiliates contact the Lifesaving Society Branch office to request a Comprehensive or Topical Audit, after which our team will contact interested parties for an initial discussion. A questionnaire is sent to the affiliate that identifies the facility or facilities amenities. The audit team will visit the facility and may require the affiliate to provide applicable documentation for review. After the visit, the affiliate is provided a draft report and has 30 days to discuss any questions with the audit team. A final report is then sent to the affiliate for their use. The audit is the confidential property of the affiliate and any decisions to implement or not implement the recommendations is theirs.

Our Audit Team

Safety Management Auditors are aquatic personnel with extensive experience in aquatic operations. They have completed the Auditor training course and have apprenticed on audits under the direction of a Chief Auditor. They are responsible to identify deficiencies that do not meet governing regulations and guidelines to be included in the audit report.

Chief Auditors are assigned by the Safety Management Services Manager and work directly with the affiliate to organize the audit, assist in selecting the audit team, oversee the audit and complete a draft report for approval by the Safety Management Services Manager and Executive Director.

Training Programs and Courses:

Lifesaving Society offers two streams of training for aquatic staff and personnel responsible for aquatic operations.

The Aquatic Supervisor Training (AST) course is for aquatic staff who worked as lifeguards and instructors and are now the supervisor of daily operations. Aquatic Supervisors are

responsible to ensure the facility and emergency equipment is safe for swimmers and spectators, as well as managing lifeguard teams. They take responsibility for managing emergencies in the aquatic facility, and are often responsible for responding to emergencies that occur in other areas of the facility.

The Aquatic Management Course (AMT) is designed for personnel who are responsible for aquatic operation but do not have aquatic operations experience or expertise. The course includes an interactive session to become familiar with the governing regulations, guidelines, and industry standards, as well as the curriculum that focuses on staff recruitment and retention, lifeguard best practices, and risk management/crisis communication with an emphasis on prevention.

More information:

For additional information or questions please contact Len Manuel, Aquatic Safety Services Manager at lenm@lifesaving.bc.ca or visit lifesaving.bc.ca. ■

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The RFABC is always on the lookout for individuals from throughout the province to join our exciting course instructor team. Do you have industry skills that you would like to share with others? We pay top wages to qualified course instructors and cover all expenses. Perhaps you are interested in becoming an RFABC Instructor! If so, please send your letter of introduction and resumé to info@rfabc.com. The letter and resumé should include the following:

- Explanation of why you are interested in teaching
- Skills & experience related to course(s) you wish to teach
- Additional coaching and mentoring experience

Once the letter and resumé is received, the Education and Business Manager will share it with our Education and Technical Director. They will review the resume and follow up with a phone interview to determine opportunity. If you have any other questions, please direct them to info@rfabc.com.



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The Abandoned Objective

PROPER FACILITY MANAGEMENT

Proper facility management has never been more important.

Where do we start:

- Build PM schedules?
- Establish a budget plan?
- Do nothing?

Actually, the answer is none of the above. The foundation of a proper facility management strategy is **Asset Management**, knowing what you have and what condition they are in.

The best place to start is with an accurate and detailed Inventory. Each facility, regardless of its size, needs to collect detailed information about their equipment.

Why Does Inventory Data Need to be Collected?

A detailed and up-to-date asset inventory is crucial for facility maintenance. Here are a few examples of why it is so important:

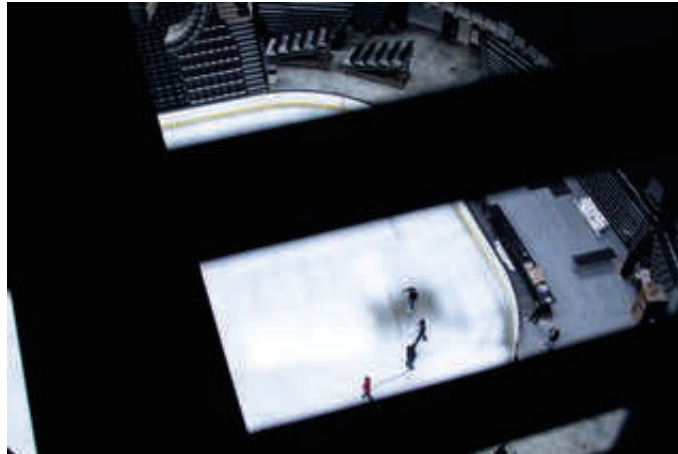
Facilities cannot complete an actual PM schedule if they are unaware of what assets they currently own.

Think of starting a recipe without knowing what ingredients you have.

Management cannot establish a budget plan for capital and active assets without evaluating their current inventory and condition.

It's like putting together a shopping list without first checking what you need. The result could be purchasing something you already have or forgetting something you really needed.

Facilities need to first evaluate what they have before determining what they may need.



Should this inventory just be a list on a piece of paper of things in the rink? While there are some organizations that use this method, clear and simple hierarchies that have been created and universally accepted as being the proper format for collecting and structuring facility data. UNIFORMAT II is this hierarchy, it is a standard for classifying buildings and the various elements inside the building. Currently, the UNIFORMAT II

structure is a 3-level hierarchy. Level 1 consists of Major Group Elements such as Structure, Interiors, Services, and Equipment & Services. Level 2 are the related Group Elements like Foundation, HVAC, and Equipment. Finally, Level 3 is the detailed Individual Elements including Plumbing Fixtures, Fixed Furnishings, and Fire Protection.

When facilities choose to adopt the UNIFORMAT II structure it allows for a level of consistency and organization that would otherwise be lacking. Additionally, a standard format would allow various organizations to compare inventory and lifecycle data that would otherwise be virtually impossible.

How Can this Data be Used?

Facility Management Cycle

Asset Management and Facility Operations are one in the same, how so? When you purchase new equipment, collect and store the inventory data. Document and complete routine checks and inspections on that equipment. If there is a deficiency or the equipment is not functioning properly, generate a work order (Level of Service). A risk assessment of capital assets (those valued at greater than

continued on next page...



The Abandoned Objective . . .

(continued from page 29)

\$5,000) should be completed on a regular basis which will then inform annual budget plans. Then when new equipment is purchased, it will be added to the asset inventory and the cycle starts over again (See Diagram 1.) As new inventory is purchased and checks are completed on existing assets, it would be beneficial to have a visual representation of the condition and changes of each asset. One way to do so would be to take photos of assets at regular intervals so that you can look back and compare the historical evidence. These images also serve as visual proof of the assets life cycle.



only exacerbate or magnify your current operations.

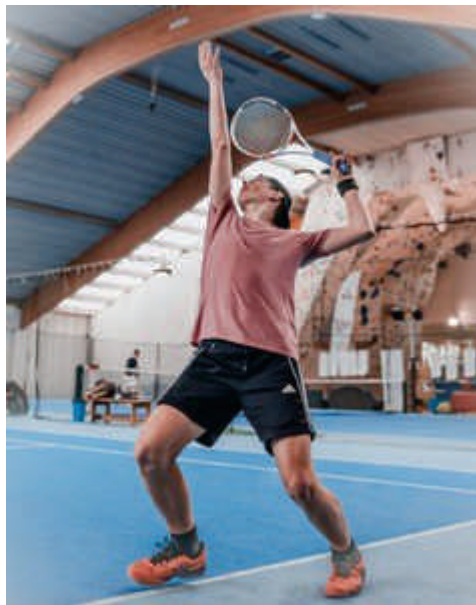
If you don't complete your regular checks – the software will show it. If you don't have good inventory management – the software will show it. However, on the flipside, if you feel your running your facility efficiently, software will help you do it even better. Make the leap to an online platform... when you're ready.

Software Will Not Improve Your Operations

There was a recent interview with John Landeau a producer on the new Avatar movie (The Way of Water, 2022) he discusses how 3D effects have been used in films over the last decade:

“I think what happened is some people got lost, and there's a period of time where people felt that converting something to 3D made it a better movie; 3D does not change the movie, 3D exacerbates whatever the movie is” (The Hollywood Reporter May 16, 2022)

Why did we mention this quote? The same is true with software, you could buy a license of Microsoft 365 which includes Excel for around \$100 a year or you could purchase a full-fledged venue management software for over \$100,000 a year. Neither will be truly effective unless your organization already has strong operational procedures in place. Software will



With that being said, software is a necessary tool in succession planning. As previous generations of staff, those with years of experience and knowledge, start to leave the organization it becomes evident that a trove of knowledge and experience leaves with them. How can you combat this loss? Start now – work with knowledgeable staff to compile an accurate inventory of assets and their current condition. Having all this data in a central location that can easily be accessed and updated by necessary personnel helps streamline necessary tasks and helps management make informed decisions.

Summary

I know we have covered a variety of subjects but the point is, Asset

Management – knowing what you have – is essential to proper facility management. If you are interested in learning more about how your facility can improve their Asset Management practices, feel free to contact Marmak (info@marmak.ca / www.rfam.ca). ■



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