



RFABC
ANNUAL CONFERENCE & TRADE SHOW
APRIL 15 - 18, 2024
HARRISON HOT SPRINGS

Delegate Conference Guide

Join us in Harrison Hot Springs for our Annual Conference and Trade Show!

April 15-18, 2024

Looking for a valuable resource for recreation facility operations in British Columbia? Look no further than the RFABC (Recreation Facilities Association of BC). Our mission is to promote safe and efficient operations of facilities through educational opportunities, networking, training, and advocacy for the recreation sector. We accomplish this in many ways, including hosting an annual conference and trade show.

At the conference, recreation facility professionals gather to learn about industry trends and research information. This year's theme is "Together Towards Tomorrow", providing a platform for Recreation Professionals to discuss innovative ideas and solutions that can shape the future of the industry. From emerging trends to best practices and new technologies, the focus is on ensuring that recreation facilities and services remain relevant and responsive to changing demands.

Our conference offers plenty of opportunities for both professional development and social events. Connect with other professionals, relax, and have fun while attending informative and innovative sessions on Aquatics, Facility Operations, Leadership, and Programs & Services.



Harrison

BOOK NOW 

HOT SPRINGS RESORT



More than a hotel, Harrison Hot Springs Resort is a basecamp for experiencing the scenic beauty, natural attractions and exhilarating outdoor adventures of Harrison Hot Springs, B.C. Tucked among tranquil gardens on the shoreline of Harrison Lake, the relaxing, pet-friendly resort awaits you with rustic charm, modern amenities, and a classic resort experience. Since 1886, travelers have found comfort and healing from the five hot mineral springs pools and the therapeutic spa treatments they inspire. Just beyond the resort's doorstep, the surrounding beauty beckons you to go out and play and is sure to provide an amazing experience for all delegates.

Room and Rate Information

East Tower	East Tower Deluxe Lake View with Hospitality Room	Heritage Building	West Tower	West Wing
\$224.00 + GST	\$484.00 + GST	\$174.00 + GST	\$214.00 + GST	\$194.00 + GST

PLEASE NOTE:
The room block for conference delegates at the conference rate will be held until Thursday, March 14, 2024. Best rate rooms are sold on a first-come, first-served basis.

SPECIAL THANKS TO OUR 2024 SPONSOR



We do fantastic
things with water!



Let's Conference!

Monday, April 15, 2024

- 11:30am - 6:00pm RFABC Annual Golf Tournament
- 3:00pm - 9:00pm Delegate Registration
- 7:00pm - 10:00pm Welcome Social

Tuesday, April 16, 2024

- 8:30am - 9:30am Opening Keynote: Tom Watson
- 9:45pm - 3:00pm Conference Education Sessions
- 3:15pm - 5:15pm Organized Activities & Networking
- 6:00pm - 9:00pm Trade Show & Dinner
- 9:00pm - 11:00pm Hospitality Suite

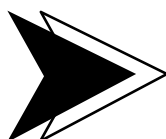
Wednesday, April 17, 2024

- 8:15am - 9:30am RFABC Annual General Meeting
- 9:45pm - 3:00pm Conference Education Sessions
- 3:00pm - 5:00pm Informal Networking
- 6:00pm - 10:00pm Awards Banquet & 1920s Casino Party

Thursday, April 18, 2024

- 8:45am - 9:45am Closing Keynote: Brenda Robinson
- 9:45am - 10:45am Grand Prize Draw, Conference Wind Up

Conference at a Glance



Welcome



I am pleased to welcome you to the 2024 RFABC Annual Conference and Trade Show!

To begin, I'd like to send out a huge **thank you** to everyone who has made this conference happen. The Conference Committee, RFABC Staff and Board have put together a strong program featuring 2 full days of sessions in 4 areas, including Aquatics, Facility Operations, Leadership, and Programs & Services. We hope these sessions provide you with valuable knowledge you can take away and implement in your daily work lives.

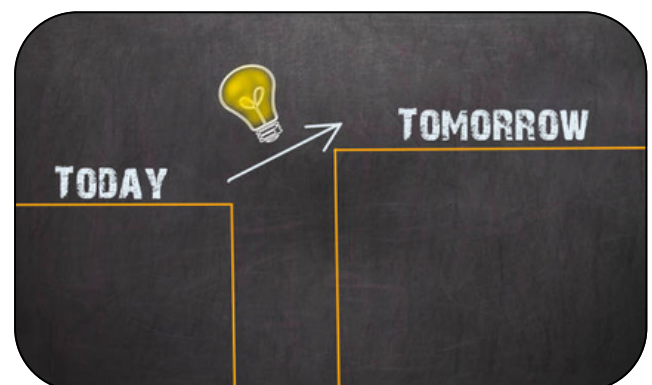
In addition to taking a few dips in the hot springs, we're also offering other networking opportunities, including organized activities like our Annual Golf Tournament, Forest Bathing and Wine Tasting! And don't forget about our Trade Show... this year we are sold out and have over 50 recreation-based businesses in attendance.

The Awards Banquet is always a highlight of the conference, and this year, we're hosting a 1920s Theme Party. After dinner and awards, get ready to party the night away at the Speakeasy & Underground Casino!

I recommend making the most of this year's conference by taking advantage of being face-to-face, live and in-person meeting with recreation masterminds from across the province. Use these four days to get out of your comfort zone, network with colleagues, grow your connections, and try new things!

Once again, thank you for joining us this year. There is only a conference with delegates to support it. I hope you have a wonderful time, learn a lot, and make great connections.

Best regards,
Keith Holloway



THANK YOU!



2024 Conference Committee

Brandy Links
Carol Sheridan
Chantel Kosmyinka
Dwayne Kalynchuk
Dylan Myers
Holly Coutts
Jamie Rennie

Jenna Stevens
Julie Duncan
Keith Holloway
Krystie Dorrell
Michelle Bigelow
Mike Fetterer
Rick Harris

Ron Dietrich
Shawn Fengler
Shawntel Dickinson
Steve Napper
Tanya Kaul
Terry Welsh

Registration Details

EARLY BIRD DISCOUNT		2024 Delegate Registration Fees	
Register before March 15, 2024 to receive the early bird rate!		MEMBERS	NON-MEMBERS
Full Delegate: Includes all sessions and meals	\$695.00 + GST <i>Early Bird Special</i>	\$745.00 + GST <i>Early Bird Special</i>	
One-Day Delegate: Includes sessions and meals for the day chosen	\$350.00 + GST	\$375.00 + GST	

RFABC is excited to offer an affordable rate for a strong program featuring educational sessions, networking opportunities, and business connections.

**The Early Bird Rate will increase on March 16, 2024:
 \$745.00 for Members | \$795.00 for Non-Members**

NEW: We are offering a complete 2-day program with educational sessions in these four streams:

- Aquatics
- Facility Operations
- Leadership
- Programs & Services



CANCELLATION POLICY

RFABC requires delegates to cancel their registration at least 10 business days prior to the conference start date.

****No later than April 5, 2024****

- Cancellation less than ten days prior to the conference start date will result in the registration fee being forfeited.
- As a result of 3rd party processing fees, RFABC must charge a 10% surcharge for all credit card refunds and 5% surcharge for cheques.

Sponsored By



RFABC Golf Tournament

Monday, April 15 | 11:30am-6:00pm



EVERYONE WELCOME, from beginners to pros!

This fun tournament aims to connect those working in recreation operations as a kick-off to the RFABC Conference and Trade Show.

The format played will be **BEST BALL** with a minimum of 3 drives for each player. Inside your designated cart, you will find a sleeve of balls with a coupon for a light lunch and a beverage. After your game, head to the putting practice area to participate in a fun competition using a hockey stick to take a shot and win some prizes!

Nestled in centuries-old forest and surrounded by the West Coast's idyllic landscape, **Sandpiper Golf Course** is a beautiful 18-hole golf course. This par 72 course runs 6,500 yards from the back tees and is gently sloped featuring four sets of tees for all playing abilities.

Sandpiper is heralded as one of British Columbia's best resort courses and is consecutively, voted by the province as the #1 golf course in the Fraser Valley.

Fee: \$150/person

Includes: Transportation, 18 holes, a sleeve of balls, a golf cart, a light lunch, and a beverage.

REGISTER NOW



Trade Show & Dinner

Tuesday, April 16 | 6:00pm-9:00pm



Sponsored By

PUR90.COM

Our Biggest Trade Show EVER!

Get ready to immerse yourself in a world of endless possibilities as we bring together **50** exceptional businesses and partners, all dedicated to serving the vibrant recreation industry.

Here's what you can expect at this spectacular event:

Extensive Exhibitor Showcase:

Explore an array of innovative products and services from industry leaders that will revolutionize how you approach recreation. From cutting-edge equipment to groundbreaking technologies, our exhibitors have something for everyone.

Networking Opportunities:

Connect with like-minded professionals, industry experts, and potential partners who share your passion for recreation. Forge valuable connections that can take your facility or career to new heights.

Cash Bar Onsite:

Quench your thirst with a refreshing beverage from our cash bar conveniently located within the Trade Show venue. Enjoy networking with fellow attendees while sipping on your favorite drink.

Delicious Dinner:

Indulge in a delectable dinner specially prepared by the talented culinary team at Harrison Hot Springs Resort. Savor every bite as you mingle with delegates and discover new opportunities for collaboration.



Click to view the list of exhibitors!

Sponsored By



Awards Banquet & 1920s Theme Party!

Wednesday, April 17 | 6:00pm-10:00pm



A Night of Glamour and Celebration!

We are thrilled to invite you to the Dinner and Awards Banquet, an extraordinary evening dedicated to honoring our esteemed members and recognizing excellence in our field through the prestigious RFABC Awards Program.

An Evening of Fun Awaits...

After dinner and a thrilling awards ceremony, get ready for an entertaining evening at the Speakeasy & Underground Casino with casino-inspired games!

Prizes Await for the Best Dressed!

Prepare to turn heads as we crown those who truly capture the essence of 1920s fashion. The best-dressed individuals will have a chance to win fabulous prizes.

Dress to Impress in 1920s Style!

Get ready to transport yourself back in time as we embrace the roaring 20s! The dress code for the Awards Banquet and Dinner is your best 1920s attire. So put on your flapper dresses, fedora hats, bow ties, and suspenders - let's bring that jazz-era flair back to life!

Learn more about Awards



Monday, April 15, 2024

11:30am-6:00pm | Golf Tournament *Sandpiper Golf Course*

The format played will be BEST BALL with a minimum of 3 drives for each player. Inside your designated cart, you will find a sleeve of balls with a coupon for a light lunch and a beverage. After your game, head to the putting practice area to participate in a fun competition using a hockey stick to take a shot and win some prizes! Transportation is provided to and from Harrison Resort. **FEE:** \$150

NOTE: Golf registration is separate from conference registration.



REGISTER NOW



3:00pm-9:00pm | Delegate Registration

7:00pm-10:00pm | Welcome Social

Everyone Welcome! Join us and your fellow delegates for a drink, some delicious appetizers and a variety of games to kick-off the conference.



Tuesday, April 16, 2024

7:30am-8:30am | Breakfast

8:30am-9:30am | Opening Keynote **Tom Watson**



Who You Are Makes A Difference!™

Closing The Service Gaps By Growing Together Towards A Better Tomorrow!

This dynamic and enthusiastic presentation will encourage you to create positive moments with others and help you celebrate You, because Who You Are Makes A Difference!

Audience's takeaways:

- Find your Purpose and how it drives you to make a difference in your world and grow your personal legacy.
- Grow your Passion in a way that fuels your life and further aligns you with your commitments.
- Show your Pride because it defines you and inspires those around you.

Every person knowingly or unknowingly grows a personal legacy. This presentation will help attendees ensure their legacy will make a profound difference in the lives of others.



9:45am-11:00am | AQUATICS

**Back to Basics – Are you Doing it Correctly?
(Water Testing and Backwashing)**

John Duiker, Automated Aquatics Canada

Some of the most important components of pools operations, are some of the simplest ones. Join us to learn about the basic things you can do with your pool operations, to achieve the absolute best results. We'll look at simple things like water testing, filter backwashing, and general maintenance, and offer some simple (but often not well known) advice to improve the results you're offering your bathers. Many don't realize the implications of inaccurate water testing and improper filter maintenance on their operations. We're here to explore the impacts of doing things the "same as we always have" and inspire operators to do things the best way possible!

9:45am-11:00am | FACILITY OPERATIONS

Floor scrubbing 101 – Is your Floor Clean?

Tim Clifford, Wood Wyant Inc.

Why should we care about how clean our floors are? Those expensive surfaces harbour germs, influence air quality, impact insurance, and can be the first impression for those who enter our buildings. We will share tips on extending the life of this valuable asset by understanding floor programs, and the newest innovations in floor cleaning. You will leave this presentation armed with ideas that you will want to try right away!

9:45am-11:00am | LEADERSHIP

**Inclusion, Diversity, Equity, and Accessibility:
IDEA in Action**

Keely Kidner, District of Squamish

The District of Squamish launched the IDEA Committee in 2021 to bring a lens of Inclusion, Diversity, Equity, and Accessibility to the workplace. Since then, the committee has created an Inclusion Strategy, hosted workshops and training, and compiled resources for District staff to learn about and engage with IDEA topics. This presentation will outline the approach that the committee uses as well as give concrete examples of how diversity, equity, inclusion, and accessibility look on the ground, including challenges and learnings.

9:45am-11:00am | PROGRAMS & SERVICES

**Creative Programming for Arena, Pool and
Everything Else**

Michelle Wilcox, District of Squamish

When 25,000 people want to go swimming in your 6-lane pool and you don't see an end to the staffing crisis, how do you make that work? When you see a need but don't have the budget to make it happen, what do you do? When a demographic in your community tells you they feel over-looked, how can you bridge that gap? This session will give an overview of 6 program ideas Squamish Recreation & Culture implemented or radically re-programmed in the past year and share successes, lessons learned and what's coming next.



11:00am-11:15am | Nutrition Break

11:15am-12:30pm | AQUATICS

Aquatic Safety Management

"If it is Foreseeable: It is Preventable"

Len Manuel, Lifesaving Society BC/Yukon Branch

Aquatic Safety Management programs and services are offered to prevent death or injury to patrons and staff. "If it is Foreseeable: It is Preventable." It will also provide knowledge and information to improve the communication between facility staff, program staff and management.

11:15am-12:30pm | FACILITY OPERATIONS

Enhancing Sportfield Safety and Injury Prevention

Jason Simituk, Quantum Recreation

Field safety and injury prevention are paramount in sports and recreation. This 1-hour and 15-minute session will delve into the critical aspects of ensuring safe playing environments and preventing injuries on both natural and artificial fields. We will explore the significance of GMax and Head Injury Criterion (HIC) values, and how to maintain and improve field safety. The final 15 minutes will be dedicated to addressing questions and engaging in discussions.

11:15am-12:30pm | LEADERSHIP

Facility 2 Facility Discussion

This session enables Facility Leaders (arenas, building services, pools, parks, multiplexes, etc...) to organically share concerns, trends and offer solutions that could benefit small, medium and large communities.



11:15am-12:30pm | PROGRAMS & SERVICES

Panel Discussion on Ice Allocation: Challenges and Opportunities

Panel TBA

Successful ice, dry floor and field allocation benefit from those with strong interpersonal and organizational skills. From small municipalities to large, hear from a panel of speakers who will share experiences and processes to help you successfully support and interact with sports users. Engaging discussion includes hosting successful allocation meetings, solutions to seasonal challenges, tournament preparation strategies and how to encourage users to support each other.

12:30pm-1:30pm | Lunch

1:45pm-3:00pm | AQUATICS

Continuous Use Steam Rooms: Standards & Best Practices

Bob Weins, Schluter Systems Canada

This seminar will discuss the importance of the envelope construction and tiling of a steam room based on the standards of the Tile, Terrazzo & Marble Association of Canada (TTMAC). Containing the moisture in a steam room environment takes proper planning and design details. At the end of this program participants will have a better understanding of:

- Terminology
- Vapour Drive
- Standards
- Planning
- Design

1:45pm-3:00pm | FACILITY OPERATIONS

FACILITY 2 FACILITY DISCUSSION

This session enables Facility Operators (arena, building services) to organically share concerns, trends and offer solutions that could benefit small, medium and large communities.



1:45pm-3:00pm | LEADERSHIP

Building the Staff Engagement Pyramid as a Staff Retention Strategy

Roger Weetman, Resort Municipality of Whistler

This session is a follow up session to last years session titled Tactful Retention. It will cover four different models; WHO's Health Triangle, Maslow's Hierarchy of Needs, Micheal Timms Staff Engagement model and the Lencioni model, to build a staff engagement pyramid as an overarching strategy to retain staff in your organization. Other staff engagement resources, ideas, stories and tools will also be covered with the overall goal of providing a framework to better retain staff in the public sector in today's competitive employee marketplace.

1:45pm-3:00pm | PROGRAMS & SERVICES

Building Inclusion through Collaboration

Melissa Wilson and Shannon Brundrett, City of Port Coquitlam

Supporting children and youth with disabilities in inclusive recreation programs is essential for fostering a sense of belonging and promoting physical and social well-being. Learn how the City of Port Coquitlam's Recreation Support Program facilitates staff and parent collaboration to support children and youth's inclusion in recreation programs. Through listening to parents on strategies to best engage their child/youth and working together with recreation staff, we are breaking down barriers, building trust and creating positive experiences for all children and youth. This workshop will be an opportunity to see your work through a lens that incorporates accessibility and inclusion into the everyday. Come prepared to reflect on and share your own experiences and successes with building inclusion in programs.

3:15pm-5:15pm | Activities & Networking

Local Guided Nature Hike

Discover the hidden wonders of Harrison's backyard! Join us for a local guided walk and explore the surrounding nature of Harrison Hot Springs. Get some fresh air, connect with nature, and make new friends along the way. **FREE!**



Wine Tasting Experience

Discover the art of swirling, sniffing, and sipping as you unleash your inner sommelier. Immerse yourself in the world of fine wines, from crisp whites to bold reds, and let your taste buds dance with delight. Elevate your wine knowledge and indulge in the ultimate sensory adventure. **FEE:** \$40.00



9:00pm-11:00pm | Hospitality Suite

Kendrick Equipment is once again hosting a Hospitality Suite and everyone is invited!



Visit Booth #29 at the trade show for details! **KE** KENDRICK EQUIPMENT

Wednesday, April 17, 2024

7:30am-8:30am | Breakfast



8:15am-9:30am | RFABC Annual General Meeting

9:45am-11:00am | AQUATICS

FACILITY 2 FACILITY DISCUSSION



This session enables Pool Operators to organically share concerns, trends and offer solutions that could benefit small, medium and large communities.

9:45am-11:00am | FACILITY OPERATIONS

Using your Rink for More than Hockey

Andrew McRae, Athletica Sport Systems

Discussing the development of the local Hockey Rink and moving it to a multi-use indoor sport facility in order to extend its useful life and increase revenue opportunities. Incorporate ways to add and incorporate ice and non-ice events such as Figure Skating, Speed Skating, Basketball, Gym, and Turf Sports to existing schedules in order to drive new revenue opportunities and create new user and spectator experiences. Focus on the rink Conversions, selecting features that are easily changed or upgraded to configure to next events, and what to look for in product selections.

9:45am-11:00am | LEADERSHIP

Investing in the Existing: Restoring, Adapting and Enhancing Recreation Facilities

*Kate Busby, FaulknerBrowns Architects
Nic Besseling, AME Group*

It is said that 'The greenest building is . . . one that is already built.' In BC, over 300 recreation facilities are in late lifecycle stages and likely to require significant rehabilitation or replacement. Design for adaptive reuse of our inventory of buildings is key to reducing our embodied carbon footprint, while meeting changing needs under tight budgets.

Ya Doma Nature & Forest Therapy

Join Ya Doma Nature and Forest Therapy and immerse yourself in Harrison's coastal rain forest. Forest Therapy, aka Shinrin Yoku, is an experiential embodiment practice that will help you slow down and quiet the mind so you can rediscover your true Self and remember your purpose. Your private forest therapy guide invites you to come back into your body and open your senses through a sequence of crafted invitations to engage with nature. After each invitation you will be given the opportunity to share the wisdom you gleaned. Each walk ends with Tea Ceremony, where we come together one last time to physically and metaphorically drink in the wisdom of the forest. Walk away from the session feeling renewed as the physical, emotional, psychological, and spiritual health benefits continue throughout the hours and days. (2.0-2.5 hours)

FEE: \$65.00



6:00pm-9:00pm | Trade Show & Dinner

St. Alice Centre

Our Biggest Trade Show EVER!

Get ready to immerse yourself in a world of endless possibilities as we bring together 50 exceptional businesses and partners, all dedicated to serving the vibrant recreation industry.



9:45am-11:00am | PROGRAMS & SERVICES**Inclusive Lense: Adapting Spaces***Jeremiah Huo, Quantum Recreation*

In this presentation, we will explore the multifaceted concept of adapting spaces for all abilities and delve into the transformative power of utilizing Teaching Games for Understanding. We will also dissect the nuanced differences between understanding inclusive recreation versus recreation that is integrated.

**11:00am-11:15am | Nutrition Break****11:15am-12:30pm | AQUATICS****Effective Solutions to Minimizing the Environmental Impacts of your Facility***Philipp Meyer, Dryden Aqua Ltd.*

Steps to improve a pool water treatment system for best water and air quality in your facility, while saving significantly on chemicals, energy and backwash water use.

11:15am-12:30pm | FACILITY OPERATIONS**How to use TSBC's ASA Program to run a Refrigeration Plant without Operators***Ian Welle, Polar Engineering*

In this presentation, you will hear from TSBC and Polar Engineering about how to use the TSBC's Alternative Safety Approaches (ASA) program to operate a larger than 50 kW ammonia refrigeration plant for more than 24 hours safely without operators. You will learn about the requirements of the program, the limits of the program, the application outline, and the costs associated with the application.

11:15am-12:30pm | LEADERSHIP**Empower, Protect, Resolve: Safeguarding Employees***Chris Spargo, Sheepdog Self-Protection*

Dealing with aggressive people can be challenging for many working in recreation facilities. Staff have expressed that interacting with angry patrons, mental health, addictions, and unhoused patrons seeking shelter or amenities in and around recreation centres causes them great concern.

Chris provides strategies and considerations when dealing with conflict and provides an overview of aspects that are often overlooked by staff when interacting with confrontational patrons. The goal is to empower employees by giving them the skills, abilities, and confidence to achieve successful outcomes, staying safe in the workplace, while providing caring, compassionate, and exceptional customer service. Recognizing the impact these situations have on staff, we will discuss employee mental wellness, including coping mechanisms and resilience.

11:15am-12:30pm | PROGRAMS & SERVICES**Panel Discussion on Working with Gen Z: Finding Creative Connections***Panel TBA*

Recruiting, Hiring, Engaging and Retaining Generation Z. We are in an era of change, trying to navigate the needs and wants of a new generation of young employees. What do they actually want and what are we able to give? How do Programmers work within their organization to adapt and provide flexibility while ensuring quality programs and services? A panel of presenters will share trends, experiences and strategies to help build a work environment that aligns with the times.

12:30pm-1:30pm | Past President's Luncheon

TORONTO

**1:45pm-3:00pm | AQUATICS****Aquatic Treatment Systems for Hi Quality Pool Water***Taio Waldhaus, AME Group*

This session will cover contributing factors to excellent water quality in swimming pools. Water chemistry will be discussed, from source water to the effects of bathers. Available filter and chemical treatment alternatives will be looked at, with respect to their effect on water chemistry, clarity, and their suitability for the available source water. Audience members will leave this session with an understanding of steps they can take in their specific facility to achieve well balanced, clean, and highly swimmable water.



1:45pm-3:00pm | FACILITY OPERATIONS

How to Make a Great Sheet of Ice and its Relation to Energy Conservation

Dave Loverock, Jet Ice Ltd.

Making sure your ice for sport is of the highest quality. Many factors come into play as every building is different. What might work in one building might not for another. Balance and obtaining maximum energy efficiency is the goal.

1:45pm-3:00pm | LEADERSHIP

A Collaborative Approach to Facility Allocation, Policy Review and Best Practices

Jason Simituk, Quantum Recreation

Recreation facility allocation policies are crucial in promoting equitable access, efficient resource utilization, and community satisfaction. In this 1-hour and 15-minute session, we will explore the nuances of policy review and best practices for recreation. We will investigate when, how, and by whom policies should be updated and provide strategies for analyzing allocation information to create more effective policies. The final 15 minutes will be dedicated to addressing questions and engaging in discussions.

1:45pm-3:00pm | PROGRAMS & SERVICES

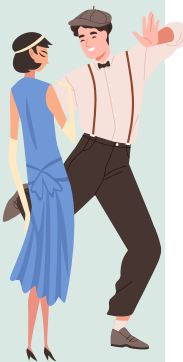
FACILITY 2 FACILITY DISCUSSION

This session enables Recreation Facility Programmers to organically share concerns, trends and offer solutions that could benefit small, medium and large communities.



3:00pm-5:00pm | Informal Networking

Soak in the rejuvenating hot pools, explore the charming shops, or unwind with friends over a pint (or two!) And let's not forget that glamorous 1920s party - indulge in some well-deserved pampering and get dolled up for an evening of unforgettable memories. Your time is precious, so make it count!



6:00pm-10:00pm | 1920s Theme Party

Awards Banquet | Speakeasy | Underground Casino

Get ready to transport yourself back in time as we embrace the roaring 20s! The dress code for the Awards Banquet and Dinner is your best 1920s attire. So put on your flapper dresses, fedora hats, bow ties, and suspenders – let's bring that jazz-era flair back to life!



Thursday, April 18, 2024

7:30am-8:30am | Breakfast

8:45am-9:45am | Closing Keynote

Brenda Robinson, The Robcan Group

“Go Ahead – Keep Moving Forward Positively Tomorrow May Be More Exciting than You Think”

Sometimes we find ourselves saying – “I wish it was Friday,” or “Is it only Tuesday?” We should celebrate every day in a positive way because it is the springboard for tomorrow. Go forward on a good note with a good expectation. Use your positive energy to build your resilience and resourcefulness. Focus on solutions and look forward to positive outcomes when challenges occur. Look for the joy, fun and excitement. See the lighter side of everyday life and move ahead making every day a positive one!

9:45am-10:45am | Grand Prize Draw

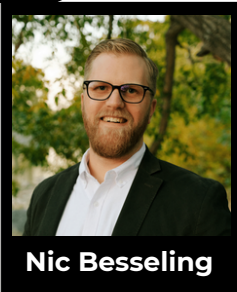


Conference Wind Up

Want a chance to win an elite get-away and registration for the 2025 RFABC Conference? The following package, valued at \$1000, could be yours:

- One night accommodation at the Harrison Hot Springs Resort
- A free round of golf for 2 at Sandpiper Golf Course in Harrison Mills, BC
- A free 2025 RFABC Conference registration in Penticton

****You must be present to win!**



Nic Besseling
AME Group

Nic Besseling is a Principal with AME Group, arguably the province's most experienced and innovative mechanical engineering company for recreation facilities. Nic has been involved with countless aquatics, arenas and mixed-use projects including Port Coquitlam's Centennial Pool Renovation, Nelson & District Aquatic Community Complex Upgrades, and Edmonton's Confederation Leisure Centre and Arena Rehabilitation.



Shannon Brundrett
City of Port Coquitlam

Shannon Brundrett is the Access and Inclusion Recreation Program Assistant with the City of Port Coquitlam. She started her career working with youth in recreation over 25 years ago. More recently she has worked supporting children and youth of all abilities in schools and recreation settings. She is passionate about being an advocate for vulnerable populations and is trained as a trauma informed yoga teacher. She is a mother of two children and a cat mom.



Kate Busby
FaulknerBrowns Architects

Kate Busby is an architect and Partner with the Vancouver office of FaulknerBrowns Architects, an award-winning firm internationally recognized for delivering exemplary sport and recreation facilities. Kate led the technical delivery of Maple Ridge Leisure Centre Renovation and most recently completed the Ladner Leisure Centre Renovations.



Tim Clifford
Wood Wyant Inc.

Tim has over 35 years of experience in sanitation distribution. He is a graduate of the Haskayne School of Business (University)



John Duiker
Automated Aquatics Canada

John Duiker has spent most of his youth and adult life in and around swimming pools. For the past 30 years John has been working to create "fantastic water" through technology with Automated Aquatics. John is the Manager of Business Operations and has extensive experience in the areas of filtration, hydraulics, automation and water chemistry. He has a passion for the aquatics industry that is contagious, and understands the value of front line service and behind the scenes technical operations. John has presented at conferences and venues around the world and brings with him a well-rounded perspective on aquatics technologies.



Jeremiah Huo
Quantum Recreation

Jeremiah is a recreation planner with Quantum Recreation focusing on inclusive recreation and activity. Jeremiah has worked for the City of Calgary and the City of Red Deer as a Lifeguard Instructor, Dryland Instructor and Obstacle Course Fitness Instructor. Jeremiah through university created an inclusive recreation program that became a Physical Education Course for people of Disability in High School. This course became a stepping stone to allow people with disabilities to join the other High School students in their physical education classes.



Keely Kidner
District of Squamish

Keely Kidner (she/they) is the Equity and Inclusion Coordinator at the District of Squamish. She is responsible for furthering inclusion, diversity, equity, and accessibility (IDEA) throughout the organization, including the development of the District's Accessibility Plan. Keely has a background in social science research with a focus on language and communication. As a deaf person, Keely also has experience living with a disability.



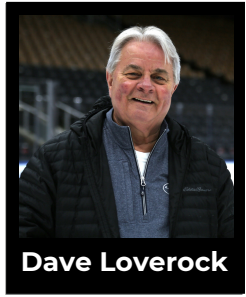
Tom Watson



The Founder and President of Your Better Life, Tom Watson has worked tirelessly to build a better life for himself, his family and a growing network of like-minded individuals and organizations. Driven by a personal commitment to live life with integrity and be the best husband, father, and business leader he can be, Tom Watson has spent his life enriching and inspiring people to touch the stars in their own careers and personal lives.

Tom's unique life story is primarily responsible for his passion for excellence and his commitment to helping others realize their dreams. The insights and lessons he has learned have shaped his business and professional philosophy. By focusing on and caring for each individual in his business and personal life, Tom inspires people to reach out and help others while they are reaching up to achieve their own goals.

Tom's Specialties Include: Success Mentoring For Businesses Entrepreneurs and leaders. Customer Service Training. Sport & Recreation Development. International Motivational Speaking & Consultant. Best Selling Author of the book Man Shoes.



Dave Loverock

Jet Ice Ltd.

With more than 40 years in the industry, Dave is a recognized expert in bringing your ice to life. His experience and what he has seen over that time will be shared for educational purposes in what to look for when making a great sheet of ice.



Len Manuel

Lifesaving Society

Len Manuel is currently the Aquatic Safety Services Manager for the Lifesaving Society BC & Yukon Branch. Len has over forty years experience managing aquatic and recreation programs and facilities. He has over fifteen years experience as an aquatic operations Chief Auditor. As a volunteer Len is a Lifesaving Society BC & Yukon Branch and National Past President.



Andrew McRae

Athletica Sport Systems

Andrew has built a reputation for continuous improvement and radical technology change within the Sport Infrastructure market. With 30 years' experience, he brings an engineering and product management discipline towards Ice Arena dasher boards and equipment. Living the Safety through Innovation brand message, Andrew has embedded this promise into the DNA of Athletica culture.



Philipp Meyer

Dryden Aqua Ltd.

Philipp Meyer is the Managing Director of Dryden Aqua Ltd, with offices in Scotland, Switzerland and the US. Dryden Aqua is specialized in providing innovative solutions to minimize the environmental impacts of swimming pools and various water treatment applications worldwide.



Jason Simituk

Quantum Recreation

Jason Simituk has been a recreation practitioner for over 20 years, working for the City of Calgary and the City of Leduc, and has been consulting for many municipalities all over Canada for over ten years. Jason is very knowledgeable in various capacities, where he leads his team in recreation planning, playground and fall impact surfacing testing and community engagement. His engaging presentation style will entertain and provide interesting insight into this topic.



Chris Spargo

Sheepdog Self-Protection Inc.

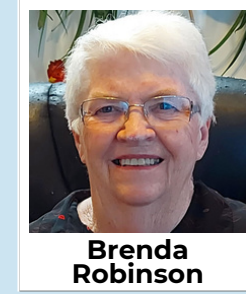
Specializing in effective strategies for interacting with those demonstrating aggressive behaviour, Chris has provided training for public and government agencies, including recreation centers, throughout the Province of British Columbia. Chris retired from policing after 29 years with the Victoria Police Department. With extensive experience in the customer service industry, Chris brings a wealth of knowledge, personally and professionally, delivering the best practices in de-escalating situations. The goal is to give staff the competence and confidence to safely and effectively deal with conflict. The training is interactive, informative, current, thought provoking, and always fun.



Roger Weetman

Resort Municipality of Whistler

Roger Weetman is an accomplished community development professional with over 30 years of experience in community services, emergency operations and strategic business management. His passion is turning a shared vision into an operational reality that is sustainable and meaningful for others. With this passion and expertise, Roger has become a thought leader in Recreation Management working for key stakeholders in BC and volunteering on several community boards. Currently he directs Whistler's many municipal recreation amenities and services with a considerable asset value, a comprehensive annual operating budget and the largest employee base in the municipality.

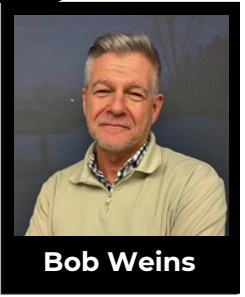


Brenda Robinson

Brenda is a speaker, trainer, writer and consultant. She is the founder and president of **The Robcan Group**. Her Bachelor of Arts was earned at Brandon University and her Masters of Education at Simon Fraser University. She has been addressing groups for over thirty years about communications, humour, laughter, positive working skills and wellness in general. Her workshops and presentations are in high demand. She has authored four books and created an Audio CD set to help people to develop these skills.

Brenda grew up on a farm close to Minnedosa, Manitoba and continues to stay connected to her family there. She now lives in Sherwood Park, Alberta. Brenda has five children and 6 grandchildren.

Brenda believes that we are on a life-long learning journey. It should be enriching, exciting, interesting and above all, it should be fun!



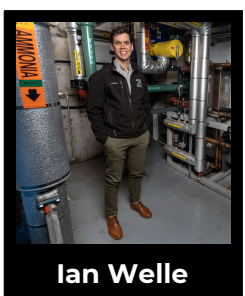
Bob Weins
Schluter Systems Canada

Bob Weins has been with Schluter Systems Canada for over 22 Years. He is affectionately known as "Uncle Bob" by the team, due to his extensive experience and knowledge in all aspects of construction. Bob has been heavily involved with building officials and consultants along the way providing solutions for unique job site conditions. Continuous use steam rooms require a specific understanding. Bob's vast experience of steam room design and potential complications of "not doing it the right way" ensures a presentation worth attending. .



Melissa Wilson
City of Port Coquitlam

Melissa Wilson joined the City of Port Coquitlam as Community Services Coordinator in 2019. She oversees Access and Inclusion, Volunteer Services, Neighbourhood Development and Community Grant Initiatives and is the staff liaison for the Mayor's Equity, Diversity and Inclusion Roundtable. Melissa has over 20 years of experience in the area of accessibility and inclusion, including working in and with School Districts, non-profit organizations, and health and government agencies. Prior to joining the City, Melissa was the Program Director of Service Delivery and Operations at Big Brothers of Greater Vancouver. Melissa is passionate about leading community development and engagement through an equity and diversity lens.



Ian Welle
Polar Engineering

Ian Welle wakes up thinking about refrigeration plants, energy efficiency, and carbon reductions. Over the last decade, Ian has honed his experience by working for the International Olympic Committee on two different Olympics, on 5 different continents, and for more than 60 recreation centers in Western Canada. This experience has allowed him to partner with local municipalities to secure more than 30 million in grant funding and engineer energy recovery systems which have reduced his client's carbon footprint by more than 6000 tons of CO2.



Taio Waldhaus
AME Group

As a principal at the AME Group, Taio provides leadership in the design and construction of recreation facilities and their mechanical systems. He has completed numerous filter replacements, chemical treatment upgrades, and energy reduction strategies in aquatic facilities across Canada. He has also contributed to many of the recently constructed and under construction aquatic facilities in British Columbia. These include, but are not limited to Westhills YMCA, Vanderhoof Aquatic Centre, təməsew̓txw (New Westminster) Aquatic Centre, and the Harry Jerome Community Recreation Centre.



Michelle Wilcox
District of Squamish

Michelle's community of Squamish has exponential growth steadily pushing the Program Team to master an ever-increasing spectrum of recreation programming. Recently, on top of building back to pre-COVID attendance numbers, this included filling new program lease space 25 hours a week. Michelle's adventurous career programming in nearly 30 facilities for 9 municipalities has provided ample "experience is the best teacher" opportunities to hone her skills when piloting new, innovative program ideas. Post-COVID, the variable of the province-wide staffing shortage has added a new twist that has required even more creative thinking about how to meet community demand when you have one pool, one ice rink and a very finite number of program rooms.





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