

## Monday, February 4, 2019 8:30am – 9:45am

### 5 Ways to Improve with Drones

This session is designed to cover 5 of the most important and most valuable topics as it relates to drone use. Including, but not limited to:

- Safe and LEGAL drone operations within your park
- Hobbyist vs. Commercial: What's the difference?
- Capturing your park in its best light for the world to see (aerial photo and video best practices)
- Obtaining the most valuable perspective for your team (internal purposes)
- Different types of drones: Which one is the best for my park?

This presentation is in NO WAY geared towards making a sales pitch. This is to encourage others to embrace this technology and bring their drone operations in-house for more frequent flights.

*Thomas Wasinski, Aerial Agents*

**Room: Nile**

**Track: Trends**

### Bringing Nature to Suburban and Urban Parks

They're not weeds! You know that, but do park neighbors? Examine some "tricks of the trade" to learn some ways to bring more natural areas to public parks in ways that are not objectionable! And, what to do when the objections roll in. Help your community's kids get their dose of "Vitamin N" by bringing nature to where they play.

*Arnie Biondo, Centerville-Washington Park District*

**Room: Sagewood**

**Track: Parks**

### Congrats You're a Manager, Now What?

When you're a new manager (promoted or hired) or aspiring leader, there are unique situations to the role of managing from the middle. On-boarding for middle management can sometimes leave new managers uneasy about their new responsibilities, and growing into the role can be a bumpy ride. This session will help new managers and aspiring leaders navigate some of the more sticky situations inherent to the role and gain confidence in their new position by talking with experienced practitioners in a "speed-dating" type process.

*Lisa King, Summit Metro Parks; Aaliyah Earvin, Prairie Township; Nate Eppink, Medina County Park District, Heidi Hetzel-Evans, Ohio State Parks & Watercraft; Aaron Hockman, Summit Metro Parks; Kevin Swanson, Miami County Park District*

**Room: Zambezi**

**Track: Management**

### Games on the Wild Side: Natural Play

Natural Play umbrella allows our park district to introduce engaging, custom, site specific experiences for our visitors. Play on the wild side draws crowds of visitors into our parks. What is a natural play area? What are practical implications for a land owner: custom design, installation, costs, liability and maintenance issues? We'll share our experiences with constructed sites and highlight future plans for more of these amenities.

*Tatiana Parfenova, Columbus and Franklin County Metro Parks; Tim Moloney, Columbus and Franklin County Metro Parks; Steve Studenmund, Columbus and Franklin County Metro Parks*

**Room: ZebraWood**

**Track: Environmental Education**

### **Is it Diversity or Inclusion?**

"Diversity is being invited to the party; Inclusion is being asked to dance." –Vern Myers  
Welcoming individuals who are differently-abled into your programs can be quite overwhelming. However, by having a positive attitude and an established inclusion process, you will be able to tackle this daunting task. In this fun and interactive session, we will walk you through the inclusion processes we utilize in our camps, programs and community involvement. There is ability in disABILITY!

*Lindsay Buis, Westerville Parks and Recreation; Jodi Shealy, Dublin Parks & Recreation*

**Room: Mangrove**

**Track: Inclusion**

### **Let the Reviewing Begin! Effective Grant Planning/Writing**

This session will cover project development; grant research, writing-tips and resources; and, follow up upon receiving a grant.

*Deborah Shiverdecker, Darke County Park District*

**Room: Leopardwood**

**Track: Fiscal Administration**

### **Marketing Lifeguard Recruiting Efforts**

Before you can hire staff, you need to make them aware of and excited about the job. This session will discuss some ways to take a marketing style approach with your staff recruiting efforts. Although this will be geared toward aquatics staff recruitment, the concepts can be applied across the board to all positions within the organization.

*Joe Stefanyak, Jeff Ellis & Associates, Inc.*

**Room: Aloeswood**

**Track: Aquatics**

### **The Price Isn't Right: Pricing Programs and Services**

Parks and recreation departments are asked each budget year to be leaner and leaner. Revenues, expenditures and cost recovery are three elements of the budget process that must be examined to ensure efficiency. Learn how to develop a budget based on cost center approach, which will allow the professional to understand how the inputs translate to the outputs--PRICE!

*Chris Nunes, The Woodlands Township*

**Room: Orange**

**Track: Programming**

### **The Simplicity of Community Action & Change**

Through the creation of the parks and recreation department, the Village of New Lebanon is able to give away over 50lbs of vegetables each week from their community garden, host over 20 free community events each year, offer 8 weeks of free after school programming for middle schoolers and provide a free five week summer camp for over 130 k-12 youth. Although they only have 1 full-time employee in the department, they are able to offer endless opportunities to volunteer, free educational workshops, community pride projects, free adult and children yoga classes and high school internships.

*Alexandra Cummins, Village of New Lebanon; Maro Royer-Miller, Village of New Lebanon*

**Room: Portia/Wisteria**

**Track: Urban**

**Solid Legacy and a Bright Future: Public/Private Partnerships from the Perspective of a Community Foundation**

The Cleveland Foundation has a long history of investing in and advocating for parks that benefit the social, physical and economic health of Greater Cleveland residents, such as, helping to start Cleveland Metroparks and the Cuyahoga Valley National Park and investing in small neighborhood parks. More recently, the foundation partnered with the City of Cleveland, Cleveland Metroparks and other partners to host the City Parks Alliance's Park Study. This session will unpack wins, lessons and challenges working with nonprofit and governmental partners.

*Nelson Beckford, The Cleveland Foundation; Jessica Gift, City of Cleveland*

**Room: Cypress**

**Track: Partnerships**

**Starting a Comprehensive Wellness Program**

Wellness is so much more than fitness. We will take a comprehensive approach to the entire person when it comes to wellness. What does wellness look like at different ages? How can we best utilize all of our facilities, resources and energy to create the most well community that we can?

*Cara Prell, City of Alpharetta*

**Room: Indigo Bay**

**Track: Fitness**

**Ups and Downs of Mountain Bike Trail Building**

An in depth look at how to develop an area into a quality mountain bike trail. We'll go through all the stages: conception, departmental approval, the build and opening to the public.

*Paul Neal, Summit Metro Parks*

**Room: Rosewood**

**Track: Facilities & Operations**

**Monday, February 4, 2019 2:30pm – 3:45pm**

**A Changing Workforce: How to Recruit, Lead and Retain the Best Talent**

In this session Stefanie will explore the barriers leaders face today that arise from leading multi-generational teams. Smart businesses of today know that understanding the workforce is essential to driving employee retention and performance. Join her to understand what businesses who thrive are doing differently and to understand the gaps in your own teams. You'll leave with ideas on how to make an immediate impact on your team and their performance.

*Stefanie Jackson*

**Room: Zambezi**

**Track: Management**

**Design Thinking for Parks and Recreation Agencies**

From the Stanford Design School, the concept of Design Thinking has found purpose within the public sector. Design Thinking cannot be presented in a lecture, thus be prepared for an interactive session that allows the audience to experience the five steps of Design Thinking (empathize, define, ideate, prototype, test). Participants will leave with a newfound creative confidence to change how they think about their role in the workforce and their role within their community.

*Annie Frisoli, Ohio University*

**Room: Rosewood**

**Track: Facilities & Operations**

**Good Events Gone Bad**

Event planning is all about the details, big and small. One mistake and a great event can quickly go bad! In this session, we will present bizarre--but true--event disasters and discuss how to avoid these mistakes when planning and implementing a special event. Participants will have an opportunity to share their stories and an event planning checklist will be given to assist you in planning your next great event.

*Melissa Hindman, Worthington Parks and Recreation; Jeremy Dean, Prairie Township; Taylor Lindsey, City of Grandview Heights; Julie Sergent, Worthington Parks and Recreation;*

**Room: Orange**

**Track: Programming**

**Inclusion Success: Positive Behavior Support**

Positive behavior support is a behavior management system used to understand what maintains an individual's challenging behavior. Children's inappropriate behaviors are difficult to change because they are functional; they serve a purpose for them. Understanding the purpose of inappropriate or aggressive behavior is important to supporting positive behavior and successful inclusion. This session will give insight into assessing, planning and implementing positive behavior support strategies.

*Kristen Riggins, Cincinnati Recreation Commission; Eric Rueger, Cincinnati Recreation Commission; Taylor Singleton, Cincinnati Recreation Commission*

**Room: Mangrove**

**Track: Inclusion**

**Landing Park: Public/Private Partnerships & Creative Financing**

The creative funding and financing of over \$50M of public infrastructure in the City of Sandusky over the past four years is worth sharing. This session will explore the details of how a City <25K people has utilized multiple forms of funding and financing mechanisms that we all have at our fingertips to create a magnitude of public parks and trail improvements that is unparalleled to most in our region.

*Michelle Johnson, Environmental Design Group; Duff Milkie, Cedar Fair; Eric Wobser, City of Sandusky*

**Room: Cypress**

**Track: Partnerships**

**Lifeguarding Evolution: Understanding Lifeguarding and What's on the Horizon**

When it comes to aquatic safety, one of the first images that comes to mind is that of a lifeguard. But is the image that comes to mind really a good representation of lifeguarding today? Do people, including those in our industry, understand what being a lifeguard/lifeguarding really means? This session will discuss the state of lifeguarding today with the hopes of providing a better understanding of what it means to be a lifeguard in today's ever changing aquatics landscape. We will look into the past to see how it all began and to determine how/why we got to where we are today and we will look into the future in an effort to determine what changes may be in store moving forward. We will also look at what it takes to make a lifeguard successful, what factors may make it difficult for them to succeed and what implications all of this may have on aquatic facility design and operations. Will include latest MAHC info.

*Joe Stefanyak, Jeff Ellis & Associates, Inc.*

**Room: Aloeswood**

**Track: Aquatics**

**Neighborhood Recreation Facilities; Staff Positively Impacting Community**

Recent studies show that young people have too few activities and/or opportunities that allow interaction with positive role models. With the amount of time that young people spend at recreation facilities, parks and neighborhood pools, it is the perfect opportunity for your staff to have a positive impact on the local

community. Learn how to implement best practices while addressing those expectations in a way that will shine a positive light on your organization.

*Lori Hoffner, Supporting CommUnity, Inc.*

**Room: Portia/Wisteria**

**Track: Urban**

### **New Americans and Park Use**

The way that new Americans use and experience public parks and engage in recreation is poorly understood. Several years ago, Summit Metro Parks became aware that refugee populations (primarily from Southeast Asia) were fishing in the parks using casting nets. This observation eventually led to the development of research examining how refugee populations incorporate parks culturally and economically into their lives. This talk focuses on research arising from refugees fishing in parks.

*Megan Shaeffer, Summit Metro Parks; Theresa Mata, Case Western University*

**Room: Nile**

**Track: Trends**

### **Revealing the Unseen: Using Technology for Nature Education**

A smartphone, computer screen or TV can be a barrier between a person and the natural world. Learn how Cleveland Metroparks Information Technology & Outdoor Education teams have worked together to create engaging, technologically interactive exhibits including: an interactive topographic map table for watershed conservation, an augmented reality sandbox, a holographic Monarch butterfly life cycle and a touch-screen game-equipped mobile nature center that educates populations with limited access to park lands.

*Anthony Joy, Cleveland Metroparks; Brandon Miller, Cleveland Metroparks; Wendy Weirich, Cleveland Metroparks*

**Room: ZebraWood**

**Track: Environmental Education**

### **Show that Field-Edge Prairies Stop Algal Blooms**

Metroparks should demonstrate landscape management practices that model methods that reduce algal nutrient runoff. Lake Erie and other bodies of water in Ohio are negatively affected by elevated levels of phosphorus driving harmful algal blooms. The primary source of those phosphate loadings is storm-water runoff from row-crop fields. Field-edge prairie strips effectively capture algal nutrients and provide ample pollinator resources. How and why field-edge prairie strips should be included in park landscapes will be detailed.

*John Blakeman, Meadow Environments LLC*

**Room: Sagewood**

**Track: Parks**

### **Transforming a Community with Grant Money**

Looking for adventurers only. Are you brave enough to turn your 'business model' upside down to help transform a community? If you are, join us and we'll tell you how to do it. The speakers will discuss these 3 topics: how a national model was applied to an urban community where park experiences were created, residents discovered the joy of nature and external funding makes sharing this with other communities possible. This has been so popular we're doing it on other projects!

*Lisa King, Summit Metro Parks; Demetrius Falconer, Summit Metro Parks; Kyle Kutuchief, Akron Knight Foundation; Daniel Rice, Ohio and Erie Canalway Coalition*

**Room: Leopardwood**

**Track: Fiscal Administration**

### **Trends in Fitness Roundtable**

Join other fitness professionals for a roundtable with open discussion about trends, programs and opportunities in fitness.

*Aaliyah Earvin, Prairie Township*

**Room: Indigo Bay**

**Track: Fitness**

## **Monday, February 4, 2019 4:00pm – 5:15pm**

### **Capital Project Consensus Building**

Have you ever watched a public meeting fall apart? Ever have a great project proposal derailed? This session is part commiseration, part humorous reflection and part practical problem solving when it comes to planning and rallying the community around projects large and small. From the community member who wants it all to the person who doesn't want it in their backyard, this session will provide insight from someone who hasn't always gotten it right.

*Andrew Chiki, Athens Community Arts, Parks & Recreation*

**Room: Rosewood**

**Track: Facilities & Operations**

### **Case Studies in Aquatic Emergency Care**

This session will take a look at emergency care as it relates to the aquatic environment/aquatic incidents and will discuss the details of specific events, the care provided and the results/outcomes of the incidents themselves and the care provided.

*Joe Stefanyak, Jeff Ellis & Associates, Inc.*

**Room: Aloeswood**

**Track: Aquatics**

### **Environmental and Psychological Conditions Impact on Recreation**

Physical inactivity is a national epidemic, with approximately 79% of adults failing to meet national physical activity guidelines. The primary objective of this project was to identify environmental conditions and individual psychological and behavioral factors influencing running intentions and behaviors. This education session will use the project results as a framework from which to discuss environmental and psychological conditions impacting the attendee's area of recreation, health and fitness and how organizational support can influence these factors.

*Leeann Lower, The Ohio State University; Thomas Aicher, University of Colorado – Colorado Springs*

**Room: Indigo Bay**

**Track: Fitness**

### **Free Meals and Programming in the Summer**

Summer poses an increased risk for food insecurity as children lose access to nutritious USDA school meals. Columbus Recreation and Parks tackles this issue head on, sponsoring the Summer Food Service Program at over 220 sites in Franklin County to ensure that kids without school breakfast and lunches for three months can access healthy meals and find safe spaces to eat while participating in fun activities and enrichment programming to curb summer learning loss.

*Amanda Wampler, Columbus Recreation and Parks; Shannon Amos, Children's Hunger Alliance*

**Room: Nile**

**Track: Trends**

### **Goals in Reality**

Goal setting can be tough because we fail to set realistic goals. This workshop will give us a better understanding of what SMART goals are and how we make them challenging but realistic. We will use SMART goals to create, improve and/or grow programs, as well as using SMART goals as a tool to help our staff grow.

*Aaliyah Earvin, Prairie Township*

**Room: Zambezi**

**Track: Management**

### **Inclusive Day Camps: From Concept to Practice**

Including children with and without disabilities in day camps can be a lesson in trial and error. This session will review the conceptual bases and best practices for planning and implementing inclusive day camps. Examples of successes, challenges and recommendations from inclusive day camps will be offered throughout the session. Audience members will be invited to pose questions for a group discussion during the last portion of this session.

*Mary Ann Devine, Kent State University; Lynnette Klejka, Summit County Board of Developmental Disabilities*

**Room: Orange**

**Track: Programming**

### **Play on Player: Overcoming Disability with Play**

2015 Team USA member, Jill Moore, shares her story of how play and a sense of humor were not only just a part of childhood, but paramount to living a life that goes beyond the confines of disability and becoming something truly extraordinary.

*Jill Moore, Landscape Structures*

**Room: Mangrove**

**Track: Inclusion**

### **Public/Private Partnership in Action**

The power of public/public and public/private partnerships takes on many different facets, directions and outcomes as entities are looking inward to their urbanized areas for recreational and development opportunities. Partnerships are becoming a trend as available sites are less available, more competitive and increasingly complex. Learn the challenges and successes of working with public and private partners in Central Ohio with a focus on shared visions, services, funding, programming, management and operations.

*Tim Rosenthal, MKSK; Tim Moloney, Columbus and Franklin County Metro Parks*

**Room: Cypress**

**Track: Partnerships**

### **Put Your Money Where Your Mission Is**

Many factors are at work when considering resource allocation as part of financial planning for parks and recreation agencies. Finding the sweet spots in an organization's distribution of resources can be viewed as challenging, especially when politics are involved. More often than not, organizations function without knowledge of the cost to provide services and end up compromising their long-term viability and quality of service delivery by setting fees or making management decisions based on history or special interests. Consideration of the benefit and impact of those services in the community is also an important tool in effectively balancing mission with financial viability to make informed and defensible decisions about fees and resource allocation. This session focuses on applying diverse, responsible and articulate management practices for future growth and sustainability.

*Lisa Paradis, 110% Inc.*

**Room: Leopardwood**

**Track: Fiscal Administration**

### **Urban Recreation Roundtable**

Join other urban recreation professionals to discuss opportunities within the field of parks and recreation as it pertains to urban areas.

*Bryana Ross, Columbus Recreation and Parks*

**Room: Portia/Wisteria**

**Track: Urban**

### **What in the Blue Blaze!?**

If the Buckeye and/or North Country National Scenic Trail (NCT) are routed through your park system, you are one of the lucky ones! Learn how you can take advantage of this asset to maximize the partnership, improve recreation opportunities, promote the uniqueness of your park system, leverage a statewide volunteer network and other resources and be part of something bigger. Follow the blue blazes of Ohio's 1444 mile State Trail and the 4600 mile NCT.

*Andrew Bashaw, Buckeye Trail Association; Brent Anslinger, Five Rivers MetroParks*

**Room: Sagewood**

**Track: Parks**

### **WILD School Sites: Creating Habitat for Education**

WILD School Sites is a habitat education extension of the Project WILD program. WILD School Sites encourages education facilities to create wildlife on their grounds and then use those habitat improvement projects in their programs and lessons. Come learn how your park can become a demonstration site for your local schools, how to partner with your local schools, grant opportunities, professional development and more!

*Jen Dennison, ODNR-Division of Wildlife*

**Room: Zebrawood**

**Track: Environmental Education**

**Tuesday, February 5, 2019 8:30am – 9:45am**

**5 Leadership Principles for Managers/Supervisors**

This session uses the W.A.T.E.R program. It empowers staff's personal responsibility by Walking the Walk, Accepting Your Role, Taking People to the Next Level, Equipping the Hands, Head and the Heart and Recognizing Talent. Come be inspired to be an even better supervisor/manager.

*Jeff McManus, University of Mississippi*

**Room: Nile**

**Track: Management & Leadership**

**All of Life is a Game**

All of life is a game. Do you know how to play the game? Do you know what the rules are to the game you are playing? How does our outlook on our life, our staff and our community change when viewed through the lens of Game Theory? In this session we will look at Game Theory. When we look at the world of government and recreation through the lens of game play, we can begin to see how many seemingly contradictory viewpoints can work together for the benefit of your community.

*James Gant, Prairie Township*

**Room: Aloeswood/Leopardwood**

**Track: Management & Leadership**

**Building a Culture of Guest Service Excellence**

When it comes to operating an agency, everyone states how important customer service is, yet, most do a poor or inconsistent job serving their customers. Come unlock the secrets behind building a culture focused on exceeding your organization's customer service. Using case studies, participants will see the impact poor customer service can have on an agency while learning how to build an organization that your customers and the community would want to associate with.

*Neelay Bhatt, PROS Consulting Inc.*

**Room: Indigo Bay**

**Track: Management & Leadership**

**The Do's and Don'ts of Levy and Bond Issue Campaigns**

Political subdivisions - including park districts - cannot expend public funds in any manner to support or oppose a bond issue, levy, ballot issue or candidate campaign. However, the law permits political subdivisions to distribute certain factual information about the impact of the levy or bond issue. We'll discuss the increasing risk and uncertainty in this area and share how park districts can adopt and consistently enforce clear and neutral policies that regulate campaign activity.

*Maria Armstrong, Bricker & Eckler LLP*

**Room: Zambezi**

**Track: Management & Leadership**

### **Friday Night Lights: Understanding Teamwork at its Best**

Great teams produce great work and dysfunctional (or even mediocre) teams do not. Nobody wants to be part of a team that does not produce first-rate results, but many of us live in those environments every day. High functioning teams practice accountability, purpose, cohesiveness and collaboration. How do you turn an under-performing team into a great team? Can you make a good team better? Attendees will be challenged to value the different styles of the people on their teams, listen better and ask better questions, choose an approach that is right for the situation and deal with situations in a way that is team centric and puts the big picture into focus.

*Lisa Paradis, 110% Inc.*

**Room: Sagewood/Zebrawood**

**Track: Management & Leadership**

### **Leadership Past & Present**

How can park districts remain true to mission and continue to evolve to take advantage of new opportunities and meet current challenges? Cleveland Metroparks CEO Brian Zimmerman has been nationally recognized as an innovative leader in the park and recreation field. Steve Madewell has enjoyed a career working for four different Ohio park systems and has been a devotee of the intent and purpose of the legislation creating regional park districts. This presentation is a frank and open dialog about innovation and leadership while remaining true to mission.

*Brian Zimmerman, Cleveland Metroparks; Steve Madewell*

**Room: Orange**

**Track: Management & Leadership**

### **LEADing into Change**

An often repeated saying is "Progress is impossible without change," but anyone who has been involved with change knows that change is often hard. Also misunderstood is the notion that leaders of change only exist at the top of the organization chart. This session will focus on how to LEAD into change, how to become a catalyst for change no matter our current role, adjust our perspective on change and understand how we can approach changing ourselves, our profession and our communities. Change is hard, but it doesn't have to be if we can learn to LEAD into it.

*Ryan Davis, Kettering Parks, Recreation & Cultural Arts*

**Room: Cypress**

**Track: Management & Leadership**

**Tuesday, February 5, 2019 1:00pm – 2:30pm | 2:45pm – 4:15pm**

### **Growing Weeders in to Leaders**

Most organizations can't pay for the talent they want, but with the right strategy, most organizations can GROW the talent they have to get the leaders they need. Leadership is the art of motivating a group of people to act towards achieving a common goal. Leadership is a mindset. It begins with aligning the work to a vision of greatness, resiliency, opportunity and wisdom, and then developing an environment based on trust, communication, respect and learning. Jeff takes the audience on a tour of Leadership Basics, developing a culture of accountability and encouraging and recognizing the talent within our organizations and ourselves.

*Jeff McManus, University of Mississippi*

**Room: Nile**

**Track: Leadership**

### **Identifying Trends for an Uncertain Future**

As agencies continue to focus on NRPA's 3 Pillars, this session will help them predict trends and plan for future shifts in an increasingly unpredictable time. Also, it will share insights for how to build an agency culture and mindset that can innovate and thrive in a changing landscape as parks and recreation agencies look to changes in their communities, policies, park and facility designs, financial sustainability, marketing and communications, partnerships, program delivery and innovation, in general.

*Neelay Bhatt, PROS Consulting Inc.*

**Room: Indigo Bay**

**Track: Leadership**

### **Leading in a Disruptive World**

Whether it's social media, emails, phone calls, politics, climate change, organization or community issues, we live in a disruptive world. Leaders need to be able to quickly adapt, communicate and make thoughtful, but quick decisions and STILL remain sane. This session will discuss the challenges and opportunities leaders face in guiding agencies and surviving at the same time.

*Becky Benná, Five Rivers MetroParks*

**Room: Zambezi**

**Track: Leadership**

### **Leading When Promoted from Within**

Leadership roles are challenging, whether you come new into an organization or if you are promoted from within. What does it mean to be promoted into a leadership position from within your organization? In this session, we will focus on the unique challenges and opportunities for individuals who are promoted from within. We will also discuss the impact on relationships with colleagues who are no longer peers, drawing appropriate lines with others, holding others responsible, providing clear discernment on what you can give staff and what they need to do for themselves, understanding influential vs position power and leveraging influence and affiliation and relying less on expert and position power, demonstrating the authority and responsibility of the position up and down the organization, the importance of providing consistent leadership, and incorporating regular self-care into daily work and personal life all the while balancing the demands of the job.

*Jayne Miller, Pittsburgh Parks Conservancy*

**Room: Orange**

**Track: Leadership**

Association  
**Conference &  
Trade Show**

**Wednesday, February 6, 2019 8:30am – 9:45am**

**Bringing Wetlands to Your Community and Vice-Versa!**

Wetlands are a complicated and sometimes controversial topic, yet they are vital to our planet and its inhabitants - humans and wildlife alike. In this presentation, we will share tips on how to identify opportunities to restore or enhance wetlands in your community's parks, how to manage and care for these systems and most importantly, how to engage the community in meaningful and effective ways to garner interest and support for these important and fascinating ecosystems.

*Mark Dilley, MAD Scientist Associates*

**Room: Sagewood**

**Track: Parks**

**Collaborative Opportunities with Age-Friendly Communities**

The international age-friendly cities movement is gaining momentum in communities across the U.S. Driven by demographic changes in the 65+ population, this initiative pushes cities to re-think the social, health and built environments. Outdoor spaces is a top subject of concern in this movement, with particular attention on recreation, parks and other socialization opportunities. Learn how Columbus Recreation and Parks and Age-Friendly Columbus are creating new opportunities for collaboration, community engagement and neighborhood connectivity.

*Katie White, The Ohio State University, College of Social Work; Lorrie Poindexter, Columbus Recreation and Parks*

**Room: Nile**

**Track: Trends**

**Contemporary Wellness Issues & Trends Impacting Youth Sports**

This presentation will deliver direct experiences and observations from my nearly 25 years of clinical experience working with athletes, coaches, administrators and parents (as well as my experiences having taught college undergraduate and graduate level sport psychology courses). Specific issues to be examined include youth sports burnout, sport specialization, playing multiple sports in the same season, the effects of travel leagues and tips and strategies designed to help everyone (kids, parents and leagues) have a safe, healthy and meaningful youth sports experience.

*Christopher Stankovich, Advanced Human Performance*

**Room: Indigo Bay**

**Track: Sports**

**Crisis Management, Crisis Communications and Social Media**

It takes a lifetime to build a good reputation and only a few seconds to destroy one. This fast-paced talk by crisis communications and media specialist Stephanie York, from Hennes Communications, will focus on a highly-strategic approach to communicating during a wide variety of situations, offering methods for establishing and maintaining "control of the message," enabling you to move your message forward or mount a defense against a sudden press onslaught.

*Stephanie York, Hennes Communications*

**Room: Leopardwood**

**Track: Marketing**

### **Customer Service Boot Camp: Back to Basics**

This interactive training offers customer service philosophies and techniques to recreation professionals. Presenters provide examples of training programs offered in-house and hands-on exercises easily adapted for any agency. Examples focus on cultural competency, impacts of diversity, service elements, demonstrating engaged interactions, welcoming environments and professional appearances. Gain a solid understanding of customer service practices for a diverse customer base. Leave with new tools and energy, prepared to build a well-rounded customer service staff training program.

*Annie Olson, Minneapolis Park & Recreation Board; Iris Pahlberg Peterson, Minneapolis Park & Recreation Board*

**Room: Rosewood**

**Track: Customer Service**

### **Designing a Splash Pad for Inclusive Play**

Communities across the country are adding spray and splash parks as they have become a highly requested and utilized recreation amenity. How can these be universally designed to be inclusive for people of all ages and abilities to participate equally? This presentation was created the past year in response to a group of park staff wanting to know more about how water play supports children and adults with an assortment of disabilities. The topics covered in the presentation focus on the overall park facilities that should be in place to support inclusion of all. It then goes specifically into the types of play that children of varying abilities and ages seek on a splash pad, different types of water play elements that provide these experiences and how these elements can be laid out in the splash pad to ensure that all children can use them. A specific example of a splash pad is utilized to take participants through the design with a blend of images and videos. The presentation is designed to show the power of water play for all who want to play on a community splash pad.

*Bill Hachmeister, Aquatix by Landscape Structures; Ingrid Kanics, Kanics Inclusive Design Services, LLC*

**Room: Mangrove**

**Track: Inclusion**

### **Honeybee Programming in Parks**

The Columbus and Franklin County Metro Parks has had a program of installing honeybee hives in the parks and then using them for education. The hives exist in four separate parks and have become an asset to the educational programming in those parks. Creating and maintaining the program has had its own set of challenges, but has reaped many rewards with staff and the public.

*Jecy Weber, Columbus and Franklin County Metro Parks*

**Room: Zebrowood**

**Track: Environmental Education**

### **OPERS Updates**

This session provides tips for members of OPERS on how to be proactive when preparing for retirement and discusses key timeline decisions that will need to be made prior to retirement.

*OPERS Staff*

**Room: Portia/Wisteria**

**Track: OPRA**

### **The Playground Clean Up: How to Develop a Successful Volunteer Program**

This session will provide participants with tools to develop, improve and manage a new and innovative volunteer program or grow an existing program. Keys to success include collaboration with organizational internal partners, as well as external partners and non-profits. This session will also outline successful volunteer program components: appropriate, safe and enjoyable service projects.

*Betty Blockinger, Columbus Recreation and Parks; Taylor Glynn, Columbus Recreation and Parks*

**Room: Cypress**

**Track: Volunteer Management**

### **Summer Camp Roundtable**

Engage in roundtable discussions regarding trends and current issues being faced in summer camp programs. Topics will include programming ideas, behavior management methods, staff motivation and training techniques. Come prepared to participate in the conversation with ideas and questions to share.

*Amanda Gehres, Grove City Parks and Recreation*

**Room: Orange**

**Track: Programming**

## **Wednesday, February 6, 2019 10:15am – 11:30am**

### **Balancing Nature and Outdoor Recreation**

Are you trying to lead recreation programs that balance, but incorporate too much or too little nature? Merging these two disciplines can be difficult without the proper techniques. This session will introduce ways to use a guided discovery of nature to enhance your outdoor recreation programming, without derailing your instruction. By the end of the session, you should feel comfortable merging your interpretation and recreation skills in order to leave your audience with a meaningful connection.

*Jen Giles, Cleveland Metroparks; Dale Versteegen, Cleveland Metroparks*

**Room: Zebrowood**

**Track: Environmental Education**

### **Do a 180! Customer Service for both the External & Internal Customer**

Customer Service can be grueling when patron interaction is constant and you are always solving staff problems and putting out fires. Take a step back and examine what you are doing, because if you do what you always did, you will get the same results! Come join us as we define good customer service, the need for kindness, set expectations for your staff and listen to stories from the trenches. We'll discuss ways to enrich and personalize the onboarding experience, provide meaningful training opportunities and build better communication to ensure staff are as satisfied with their job as your customers are with their experience.

*David Chambers, Westerville Parks and Recreation; Bill Plessinger, Westerville Parks and Recreation*

**Room: Rosewood**

**Track: Customer Service**

### **eSports, a Non-Traditional Program for an Unserved Population**

eSports, a form of competition using video games, has been growing in popularity for some time, and this year alone has a projected revenue of \$905 million, a 38% increase from 2017. eSports reaches an isolated demographic that is currently disengaged from traditional recreational programming. This talk is how we can attract and serve this demographic, the effects of doing so and the consequences of neglecting them.

*Jill Lemmerman, City of Cleveland; Rosa Casiano, City of Cleveland; Jessica Gift, City of Cleveland; Aaron Johnson, City of Cleveland*

**Room: Nile**

**Track: Trends**

### **Harnessing Sports Parent Feedback**

Whether you ask or not, parents have opinions about your youth sports programs. Listening to the needs of parents and their young athletes is vital to future growth of your programs. This session will dig into what questions to ask parents, how to set up a system for obtaining parent feedback throughout the season and what to do with the feedback once you receive it.

*Garrett Pearson, National Alliance for Youth Sports*

**Room: Indigo Bay**

**Track: Sports**

### **Inclusion Success: Trends and Issues**

Inclusion can be extremely beneficial to the participants, but difficult to manage by parks and recreation organizations. This session will present new and current trends and issues regarding inclusion. An assessment of issues faced by the participants in this session will guide the presentation to share best practices with each other.

*Alayne Kazin, Cincinnati Recreation Commission; Kristen Riggins, Cincinnati Recreation Commission*

**Room: Mangrove**

**Track: Inclusion**

### **Integrating Sustainable Property Management into the Everyday**

Audubon International focuses on educating property managers and community leaders; empowering them to make environmentally sustainable stewardship the foundation of their land management plans. With a network of 3,000 members in 34 countries, our programs positively impact millions of acres. Using our programs as a guide, we'll discuss how property managers at recreational facilities, businesses and public and private communities can incorporate the sustainable management practices expected by their audiences into their regular maintenance programs.

*Jessica Latus, Audubon International*

**Room: Sagewood**

**Track: Parks**

### **Making Down-Time Fun-Time at Camp**

How do you make every minute of the camp day a unique and special part of the experience? We will explore various times when staff can transition down-time into fun-time and teach/play a variety of creative games and activities. Attendees will vote on the most important focus areas using interactive technology, then walk away with a list of new activities to keep campers safe while making every minute of the summer exceptional.

*Jed and Roz Buck, Roz and Jed Training & Consulting*

**Room: Orange**

**Track: Programming**

**Marketing and Communications on a Limited Budget**

Every organization wants to have platinum-level marketing, but are often provided with a tin foil budget. This workshop will share best practices and tools to help market and communicate to your community that are low or no cost. Each of the presenters have worked in organizations with varying budgets and understand the challenges we face breaking through the noise and connecting with residents.

*Brian Hoyt, Columbus Recreation and Parks; Nancy Colvin, Columbus Recreation and Parks; Alesia Howard, Columbus Recreation and Parks*

**Room: Leopardwood**

**Track: Marketing**

**Park District Section Meeting & Advocacy Update**

Networking and discussion on issues of interest for Ohio park districts. Explore solutions to challenges that park districts face as it relates to actions taken by state legislators.

*Woody Woodward, OPRA*

**Room: Portia/Wisteria**

**Track: OPRA**

**Successful Supervision of Volunteers**

While your organization's volunteer services department manages the onboarding process for volunteers, field staff are tasked with supervising these volunteers once they are assigned to their volunteer position. In this session, participants will learn the unique aspects of supervising volunteers versus paid staff and be able to identify key skills and abilities of effective volunteer supervision.

*Candy Holloway, Five Rivers MetroParks*

**Room: Cypress**

**Track: Volunteer Management**



OPRA  
Ohio Parks and Recreation  
Association

Conference &  
Trade Show