

Education Workshop for All Who Work in Aquatics



BCRPA Provincial
**Ripple
EFFECTS**
Aquatics Workshop

November 12 - 15, 2019

The Pinnacle Hotel at the Pier
138 Victory Ship Way, North Vancouver

Extra Workshops: November 12 and 15

For more details go to www.bcrpa.bc.ca/ripple-effects
604-629-0965 ext. 229 | education@bcrpa.bc.ca

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Ripple Effects is presented by the BCRPA,
in cooperation with the Lifesaving Society of BC and Yukon
and the Canadian Red Cross



 #rippleeffects19



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YOU'RE INVITED TO RIPPLE EFFECTS 2019

◆ November 12-15, 2019

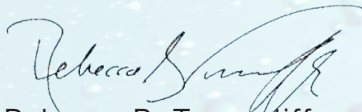
at The Pinnacle Hotel at the Pier, 138 Victory Ship Way, North Vancouver

Greetings Colleagues,

We are profoundly excited to have you as part of our two-day workshop, happening November 13-14, with 2 days of additional workshops on Nov 12 and 15. Ripple Effects continues to be the cornerstone of professional development for the aquatic sector in BC. This premier event is presented in cooperation with our valued agency partners, Canadian Red Cross and the Lifesaving Society of BC and Yukon to integrate the most relevant content from across the industry. This year, we are thrilled to announce the range of international speakers who will present on important topics driven by their expertise and commitment to aquatics.

Our planning committee of your peers has worked tirelessly to develop a two-day workshop with 20 sessions, 6 extra workshop add-ons and events, and 1 must-see Networking The Pond social event. The program we have for you is a phenomenal one, filled with plenty of opportunity to learn, grow, and enjoy the camaraderie of colleagues. It is our sincere wish that you join us at Ripple Effects to take part in new conversations and participate in all education opportunities that present themselves. This workshop is yours to make the most of, and we invite you to take in the boundless learning opportunities offered at the only provincial aquatics workshop in BC.

Sincerely,



Rebecca B. Tunnacliffe
CEO



Janet Rerecich
Director, Education & Initiatives

Ripple Effects is presented in cooperation with...





November 12 - 15, 2019

The Pinnacle Hotel at the Pier
138 Victory Ship Way, North Vancouver

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Thanks to the Planning Committee!

Cheryl Sibany
Lifesaving Society of BC & Yukon

Jeannene Crosby
Canadian Red Cross

Michelle Wilcox
District of Squamish

Dale Miller
Lifesaving Society of BC & Yukon

Karin Carlson
Fort St. John

Sean Healy
PoolOps Master Trainer

Debbie van't Kruijs
City of Terrace

Lauralee March
City of Surrey

WHAT'S NEW THIS YEAR

◆ HIGHLIGHTS

This year, Ripple Effects is returning to a **two-day format**, focusing on risk management, HR issues in aquatics, and innovation/programming. Twenty-six presenters, including **9 prominent speakers from across North America**, will address aquatic trends and industry standards that matter most to you! From compelling speakers, networking opportunities and a one-day tradeshow, this workshop is more than two-days of professional development — it's a full aquatic experience with some of the most influential leaders in the sector.

Begin your Ripple Effects experience with a **full day of EXTRA workshops on November 12** – learn risk management strategies, incorporate autism awareness in your recreation aquatics programming, take a tour of the new Aldergrove and Delbrook pools, or earn a certificate to provide and to teach Psychological First Aid. Then, head straight into **two full days of education on November 13-14** in beautiful North Vancouver.

November 13 begins with a Keynote Presentation *sponsored by Splashables Inc.* from **Canadian Olympic triathlon gold medalist Simon Whitfield**. To add to the excitement, delegates are invited to join Simon Whitfield on a morning run! In the evening, Delegates are welcomed to a **Networking the Pond Reception** *sponsored by HDR*, to play games with new and old friends. **November 14** will wrap up with **Joey Rusnak, founder of the Lifeguard Authority** who will highlight how aquatic professionals can connect themselves with their inner superhero.

With a line-up of must-see speakers and sessions, extra workshops and a networking social, Ripple Effects has been elevated to **new great heights!** Ripple Effects is a must-do for 2019. Do not miss out!

VENUE

Ripple Effects Workshop (Nov 13–14)

The Pinnacle Hotel at the Pier
138 Victory Ship Way, North Vancouver

Extra Workshops (Nov 12 and Nov 15)

Delbrook Community Recreation Centre
851 Queens Road West, North Vancouver

IMPORTANT DATES

- Ripple Effects Workshop:Nov 13-14
- Networking Social:.....Nov 13
- Tradeshow:Nov 13
- Extra Workshops:.....Nov 12
- 2-day Extra Workshop:Nov 12 & 15
- SUPER Early Bird Deadline:Aug 15
- Early Bird Deadline: Oct 3

CONTINUING EDUCATION CREDITS (CECs)

BCRPA Registered Fitness Leaders are eligible to receive **12 BCRPA Fitness CECs** for attending on **Nov 13-14**. **Additional CECs** can be claimed for the **Extra Workshops** (see **pages 10-11**). To claim CECs, Fitness Leaders are required to sign in, and sign out at the end of each day. More details online.

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REGISTRATION FEES

Did you know, that as a BCRPA Member, you save on registration? Register early and stretch your savings even more with the Early Bird advantages!

◆ RIPPLE EFFECTS AQUATICS WORKSHOP

Wed, November 13 AND Thur, November 14

The Pinnacle Hotel at the Pier

138 Victory Ship Way, North Vancouver

*Registration includes nutrition breaks and lunch.

| | SUPER Early Bird (Ending Aug 15) | Early Bird (Aug 16 to Oct 3) | Regular Rates (Oct 4 - Nov 8) |
|----------------------|----------------------------------|------------------------------|-------------------------------|
| BCRPA Member | \$330 | \$350 | \$370 |
| Non-Member | \$370 | \$395 | \$420 |
| BCRPA Student Member | \$215 | \$230 | \$250 |

◆ EXTRA WORKSHOPS

Tue, November 12

View page 7 and 10 for more information.

| | Member | Non-Member |
|---|--------|------------|
| PC1: Tour of New Pools (Lunch included) | \$75 | \$90 |
| PC2: Supporting Individuals with Autism in Community Recreation | \$75 | \$90 |
| PC3: Dealing with Difficult People: Risk Management Strategies | \$75 | \$90 |
| FULL DAY (Lunch included) PC1 or PC2 + PC3 | \$120 | \$145 |

◆ 2-DAY EXTRA WORKSHOP

Tue, November 12 AND Fri, November 15

View page 7 and 11 for more information.

| | Member | Non-Member |
|---|--------|------------|
| PC4: Canadian Red Cross Psychological First Aid Instructor Course (Lunch included on both days) | \$270 | \$299 |

Register online at:
www.bcrpa.bc.ca/ripple-effects

TOP 5 REASONS TO ATTEND

- 1. The total package:** Experience a dynamic and full range of networking, professional development and high level presentations – from a National Olympic Champion Keynote to international aquatic professionals – all on centre stage.
- 2. Value for your money:** We guarantee you'll develop new skills, build your network and collaborate with other like-minded professionals who have the answers to your aquatic questions.
- 3. Future-facing innovative content:** Learn how aquatic industry leaders are tackling today's largest challenges and opportunities across the sector.
- 4. Tools for success:** Gain admission to the workshop Tradeshow where you will meet a diverse crew of aquatic vendors providing cutting-edge products and services.
- 5. Shareable resources:** All presentations and resources will be made available online for delegates, making it easy to bring back what you've learned, and share it with your team.

◆ REFUND POLICY

The following refund policy applies to workshop fees:

Ending October 14, 2019: 70% of the registration fee

Starting October 15, 2019: no refunds will be issued

This refund policy does not apply to Extra Workshops. Refunds for Extra Workshops will be considered on a case-by-case basis.

All requests for refund must be submitted in writing to registration@bcrpa.bc.ca.

All registrations are transferable. No fee is charged to transfer a registration.

TUESDAY November 12 | EXTRA WORKSHOPS

| Time | Session |
|--------------|---|
| 8 am — 1 pm | PC1: Tour of New Pools: Aldergrove Credit Union Community Centre, and Delbrook Community Recreation Centre, sponsored by Carscadden Stokes McDonald Architects Pick-up at The Pinnacle Hotel, North Vancouver (Lunch included) |
| 9 am — 12 pm | PC2: Supporting Individuals with Autism in Community Recreation Aquatics Stephanie Jull Delbrook Community Recreation Centre, North Vancouver |
| 1 pm — 4 pm | PC3: Dealing with Difficult People: Risk Management Strategies for Recreational Aquatics Staff Samantha Boyce Delbrook Community Recreation Centre, North Vancouver |

TUESDAY November 12 AND
FRIDAY November 15 | 2-DAY EXTRA WORKSHOP

| Time | Session |
|---------------------------|--|
| Both days, 9 am — 5 pm | PC4: Canadian Red Cross Psychological First Aid Instructor Course Delbrook Community Recreation Centre, North Vancouver (Lunch included on both days) |



Online
Registration
is required
for all
Workshops.

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WEDNESDAY November 13 | RIPPLE EFFECTS DAY 1

The Pinnacle Hotel at the Pier
138 Victory Ship Way, North Vancouver, BC

Session Streams:

- Risk
- Innovation / Programming
- Human Resources

| TIME | SESSION | | |
|--|---|---|--|
| 8 am — 4 pm | Registration & Check-in | | |
| 8 am — 9 am | Refreshments & Tradeshow | | |
| 9 am — 9:15 am | Opening Remarks | | |
| 9:15 am — 10:15 am | Opening Keynote <i>sponsored by Splashables Inc:</i> In Pursuit of the Mastery of Sport: A Life's Journey <i>Simon Whitfield</i> | | |
| 10:15 am — 10:30 am | Nutrition Break & Tradeshow | | |
| 10:30 am — 11:30 am Concurrent Sessions A | A1: Emergencies are Stressful: Why do Lifeguards Freeze? <i>Kelly Martinez</i> ■ | A2: Program Ideas for the Senior Explosion <i>Judy Bjornson</i> ■ | A3: Trolls and Haters: Managing your Social Media Pages <i>Julie Rogers and Barb Floden</i> ■ |
| 11:30 am — 12:45 pm | Lunch & Tradeshow | | |
| 12:45 — 1:45 pm | Agency Updates – What's New, What's Revised, What's Revived <i>BCRPA, Lifesaving Society, Canadian Red Cross</i> | | |
| 1:45 pm — 2 pm | Nutrition Break & Tradeshow | | |
| 2 pm — 3 pm Concurrent Sessions B | B1: Just Keep Swimming: Programming Ideas to Keep 12 to 16 year olds in Pools <i>Yue-Ching Cheng</i> ■ | B2: The WOW Factor: Techniques to Motivate Your Team to Provide Exceptional Guest Services <i>Kelly Martinez</i> ■ | B3: Cardiac Arrest: What They Don't Teach You <i>Paul Snobelen</i> ■ |
| 3 pm — 3:15 pm | Nutrition Break & Tradeshow | | |
| 3:15 pm — 4:15 pm | Closing Plenary: Drowning Prevention – Global to Local <i>Dr. Steve Beerman, Chris Wagg and Lisa Hanson Ouellette</i> | | |
| 4:15 pm — 4:30 pm | Closing Remarks & Prize Draws | | |
| 4:30 pm — 7 pm | Dinner Break — Delegates responsible for own meals | | |
| 7 pm — 11 pm | Networking the Pond Reception, <i>sponsored by HDR</i> — Hosted by Lifesaving Society, Canadian Red Cross, and YMCA | | |

THURSDAY November 14 | RIPPLE EFFECTS DAY 2

The Pinnacle Hotel at the Pier
138 Victory Ship Way, North Vancouver, BC

Session Streams:

- Risk
- Innovation and Programming
- Human Resources

| TIME | SESSION | | |
|--|--|---|--|
| 8 am — 4 pm | Registration & Check-in | | |
| 8 am — 9 am | Refreshments & Networking | | |
| 9 am — 9:15 am | Opening Remarks | | |
| 9:15 am — 10:15 am | Opening Plenary: The Greater Impact of Drowning on Communities and Families <i>Gary Sanger</i> | | |
| 10:15 am — 10:30 am | Nutrition Break & Networking | | |
| 10:30 am — 11:30 am Concurrent Sessions C | C1: How to Avoid Major Aquatic Incidents: Learnings from Real Life Events <i>Michael Shane</i> ■ | C2: Where Have All the Lifeguards Gone? <i>Sean Healy and Kathleen Low</i> ■ | C3: Safer Pools – Security vs. Surveillance <i>Mike Mallen</i> ■ |
| 11:30 am — 11:45 pm | Transition Break & Networking | | |
| 11:45 am — 12:45 pm Concurrent Sessions D | D1: Training: It's Time to Get Outside the Box! <i>Joey Rusnak</i> ■ | D2: The A B Cs of Water Literacy: Fundamental Skills in the Long Term Athlete Development Model <i>Brad Dalke</i> ■ | D3: Hazards and Risks – Operating Facilities Safely <i>Arthur Grant, Gina Vahlas, Gordon Harkness, and Michael Shane</i> ■ |
| 12:45 pm — 2 pm | Lunch and Networking | | |
| 2 pm — 3 pm Concurrent Sessions E | E1: Legal Lifeguarding and Lifesaving 101 <i>Arthur Grant</i> ■ | E2: Universal Design for All User Groups <i>Mark Hentze, Mary Chow, and Alzheimer Society of BC</i> ■ | E3: Hot Topics in HR: Rippling to Results <i>Lauralee March</i> ■ |
| 3 pm — 3:15 pm | Nutrition Break & Networking | | |
| 3:15 pm — 4:15 pm | Closing Keynote: Inspiring Superheroes <i>Joey Rusnak</i> | | |
| 4:15 pm — 4:30 pm | Closing Remarks & Prize Draws | | |

TUESDAY November 12 | EXTRA WORKSHOPS

SAVINGS TIP!

Register for 2 Workshops: **PC1** or **PC2**
+ **PC3** and save more (plus get lunch!)

• **Rates for 2 Workshops: Member: \$120 • Non-Member: \$145**

◆ **PC1: Tour of New Pools: Aldergrove Credit Union Community Centre, and Delbrook Community Recreation Centre**

SPONSORED BY **CARSCADDEN STOKES McDONALD ARCHITECTS** | **Facilitator: BCRPA**

8 am — 1 pm | CECs N/A | Member: \$75 • Non-Member: \$90

• *Lunch is included. Pick-up at The Pinnacle Hotel, North Vancouver at 8 am sharp*

Tour the Township of Langley's newest aquatic facility, Aldergrove Credit Union Community Centre, and North Vancouver's Delbrook Community Recreation Centre. These facilities have been custom designed to meet the needs of all ages and abilities, and to help build healthier, more inclusive communities. Join the tour and learn more about the design features that keep the local residents active and swimming in the water.

◆ **PC2: Supporting Individuals with Autism in Community Recreation Aquatics | Stephanie Jull**

9 am — 12 pm | 3 CECs | Member: \$75 • Non-Member: \$90

• *Delbrook Community Recreation Centre, 851 West Queens Rd, North Vancouver*

The prevalence of autism is 1 in 68 children (1 in 42 boys) and rising. Community recreation staff often struggle to include individuals with autism in their programming. This workshop will provide information about autism and support strategies, including communication tips, group strategies, and behaviour support tools so recreation programs can be more inclusive.

◆ **PC3: Dealing with Difficult People: Risk Management Strategies for Recreational Aquatics Staff | Samantha Boyce**

1 pm — 4 pm | 3 CECs | Member: \$75 • Non-Member: \$90

• *Delbrook Community Recreation Centre, 851 West Queens Rd, North Vancouver*

Does your aquatic staff have the tools they need to know how to speak to members of the public who may be unhappy or demanding? In this session, Samantha will share real stories and examples of outcomes and consequences that can be avoided when communicating with the general public. She will discuss in what situations aquatics staff are and aren't personally liable in lawsuits, and provide tools that you and your staff can use to feel more confident and better prepared to handle difficult situations with members of the public.

TUESDAY November 12 AND
FRIDAY November 15 | 2-DAY EXTRA WORKSHOP

Online
Registration
is required
for all
Workshops.

- ◆ **PC4: Canadian Red Cross Psychological First Aid Instructor Course** |
9 am — 5 pm, Nov 12 and 15 | 14 CECs | Member: \$270 • Non-Member: \$299
• *Delbrook Community Recreation Centre, 851 West Queens Rd, North Vancouver*

This 2-day course includes:

- *Psychological First Aid Course*
- *Psychological First Aid Instructor Course*
- *Psychological First Aid - Self-Care* (online)
- *Psychological First Aid - Care for Others* (online)
- **Those who complete this 2 day course will receive both a Psychological First Aid and a Psychological First Aid Instructor certificate, valid for 3 years.**

Learners will acquire in-depth knowledge and techniques to recognize and assist people in crisis after experiencing loss, grief, trauma, and stress, with an emphasis on self-care and personal protection. Learn to apply the Red Cross Look, Listen, Link, Live model – a resiliency-building approach to emotional, psychological, and social well-being that teaches learners how to support themselves and others to cope with the effects of various types of stress, and links them to resources and supports within themselves or in their community. The course uses primarily case-based learning and includes the latest evidence from the international community.

Learners will also develop competencies in facilitating case-based learning, and how to support learners in understanding a resiliency-building approach to emotional, psychological, and social well-being.

- **Pre-requisites:**
 - Must be a minimum of 18 years of age
 - *Canadian Red Cross First Aid Instructor or Water Safety Instructor Certification*
 - *Fundamentals of Instruction*

WEDNESDAY November 13 | Day 1

◆ **OPENING KEYNOTE** *SPONSORED BY SPLASHABLES INC.***8:45 am — 9:45 am****In Pursuit of the Mastery of Sport — A Life's Journey** | **Simon Whitfield**

Simon Whitfield will speak on high performance sport, the impact the pursuit of excellence has had on his life, mistakes made, lessons learned and how he applies this in his day-to-day having retired from professional sport. He will speak about where sport fits into his life now, from the obsession required of Mastery, to a focus on social connection, fulfillment and joy. This is a story of sacrifice and obsession, of achievement and consequences, of adulation and isolation, and ultimately the realization that life is about relationships, a sense of belonging, and the people we meet along the way.



Simon Whitfield is a retired Olympic gold (2000) and silver (2008) triathlon champion who is recognized as one of the most influential Olympians in Canada. He was Canada's flag bearer during the 2000 Summer Olympics Closing Ceremony in Sydney, and at the Opening Ceremony in London 2012, making him one of the few athletes to be honoured twice as Canada's Olympic flag bearer. Simon is well known for his leadership, advocacy and mentorship. Since retiring from competition in 2013, he has become an ambassador for sport and healthy living, frequently visiting schools to talk to students about finding their passions and setting goals. He is currently a certified guide with PaddleCanada, and owner of Velofix mobile bike

shop. During his competitive career, Simon has amassed a total of 12 national championships and 14 world cup wins, in addition to his gold and silver Olympic medals. He was inducted into Canada's Sports Hall of Fame in 2017, the International Triathlon Union Hall of Fame in 2015, and the Canadian Triathlon Hall of Fame in 2014. In 2016, he was also honoured with honorary doctor of laws from both the University of Guelph, and the University of Victoria.

Promote Wellness by Preparing Staff to Manage the Effects of Stress

When employees feel supported and are given the tools to manage their own stress, they perform better.

Psychological First Aid is a resiliency-building wellness program that helps individuals improve their resiliency, enhance self-care and feel empowered to support others.



Self-Care

(45-90 minutes online)



Caring for Others

(45-90 minutes online)



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WEDNESDAY November 13 | DAY 1

◆ CONCURRENT SESSIONS A | 10:30 am — 11:30 am

A1 Emergencies are Stressful: Why Do Lifeguards Freeze?

Kelly Martinez

Stream: Risk

We hope our lifeguards never have to give care in a critical emergency; however, if they do, how well are we preparing them? In this session, participants will evaluate the steps associated with a drowning incident and the standard of care that should be provided. Not only will we discuss agonal breathing and the presence of foam, but we will also question the methods of training on mannequins versus real people. Although mannequins provide an opportunity for skill practice, is it enough to ensure lifeguards will not freeze?

A2 Programming Ideas for the Seniors Explosion

Judy Bjornson

Stream: Innovation / Programming

The need for a variety of aquatic fitness exercise programs for seniors has reached the top of the list in facilities across the country. In Ontario and BC, the population of seniors is growing at the fastest rate in Canada, and many are turning to the pool to maintain their health, heal after a surgery, engage in cardiac rehab, make social connections, maintain their independence, and have fun. Learn current trends and programming ideas that will set your facility apart while catering to your senior demographic.

A3 Trolls and Haters: Managing Your Social Media Pages

Julie Rogers and Barb Floden

Stream: Human Resources

Social media can be an effective tool to market your programs more effectively, but it comes with its own set of challenges. How do you manage your pages with multiple internal users? What's the best way to engage your followers? What social media metrics should you be tracking and why? What are some strategies to handle trolls and haters? Explore best practices to effectively manage your aquatic and facility social media pages, and to refine your tactics to increase public engagement.

◆ PLENARY | 12:45 — 1:45 pm

Agency Updates — What's New, What's Revised, What's Revised | Canadian Red Cross, Lifesaving Society and the BCRPA

Join the Canadian Red Cross, Lifesaving Society of BC and Yukon and the BCRPA to discuss new and emerging trends across the sector. Bring your questions and put forward any ideas that relate to your community.





WEDNESDAY November 13 | DAY 1

◆ CONCURRENT SESSIONS B | 2 pm — 3 pm

B1 Just Keep Swimming:
Programming Ideas to
Keep 12 to 16 year olds
in Pools

Yue-Ching Cheng

*Stream: Innovation /
Programming*

After completing the Red Cross Swim Kids program, young swimmers often drift away from aquatic activities due to a lack of structured programming. This has a longer-term impact than just facility revenue. This can also impact community engagement, community health, and also affects the number of prospective aquatic professionals (these youth are your future staff!). Join the conversation on how we can take a longer-term approach to keep youth engaged in aquatics – you might find some ideas to address your facility's staffing shortages in the process!

B2 The WOW Factor:
Techniques to Motivate
Your Team to Provide
Exceptional Guest
Services

Kelly Martinez

*Stream: Innovation /
Programming*

Aquatic facilities depend on repeat guests and raving fans to ensure the best reputation possible in an ever-changing climate of cost recovery and closure of aquatic facilities. Exceptional guest services can make all the difference. With a fine line between enforcing the rules with authority and the warm hospitality of welcoming your guests into your facility – how well does your team walk the line?

B3 Cardiac Arrest: What
They Don't Teach You

Paul Snobelen

Stream: Risk

Peel Regional Paramedic Service provides a structured framework through our Lay Responder Support Model (LRSM) to capture first-hand experiential information from lifeguards and lay responders about their perceptions, experience, and realities of providing CPR/AED. We will share our findings and the impact it could have on how you conduct future trainings. Learn what they don't teach you about responding to a cardiac arrest. In addition, we will further highlight the need to understand the psychological impact on lifeguards and responders when responding to a sudden cardiac arrest situation, and how we support them.

WEDNESDAY November 13 | DAY 1

◆ CLOSING PLENARY | 3:15 pm — 4:15 pm

Drowning Prevention — Global to Local |

Dr. Steve Beerman, Chris Wagg, and Lisa Hanson Ouellette

This interactive, multimedia session, presented by three aquatic experts from the Canadian Drowning Prevention Coalition, will leave you energized with ideas for drowning prevention initiatives in your region, community, backyard...yes, even your bathtub. You will hear about new, innovative strategies from a world-renowned expert on drowning prevention and highlights from the 2019 World Conference on Drowning Prevention (WCDP). First-hand experience will be shared with you from one of your recreation peers on how to implement a drowning prevention framework in your own community! Understand how a presentation at a WCDP influenced her to develop a highly successful community-based drowning prevention coalition made up of more than 18 multi-sectoral stakeholders who are making a real difference. Plus, tap into the most recent edition of the Canadian Drowning Prevention Plan with simple guidelines on how to create your own plan to address and prevent fatal and non-fatal drownings in your area. It is time to think outside the box – drowning prevention is more than a recreation issue. It's a public health issue that affects your community, your family, friends, and you! Finish Day 1 of Ripple Effects with a new understanding of your role in the Canadian drowning prevention initiative. #ZeroDrownings.



Dr. Steve Beerman has been a family physician in Nanaimo since 1997. He has a busy clinical

practice and participates in research, teaching and community service. He is the principal investigator of a Grand Challenges Canada, Stars of Global Health Research Project to reduce child drowning in low income nations. He was also a contributor and advisor for the WHO World Report on Child Injury Prevention (2008) and the WHO Global Report on Drowning (2014). Dr. Beerman was President of the International Lifesaving Federation from 2008-2012 and President of the Lifesaving Society Canada from 1990—1993.



Lisa Hanson Ouellette, M.A. is the Project Manager for the Canadian Drowning Prevention

Plan and the Canadian Drowning Prevention Coalition. She has more than 21 years of experience in the recreation & aquatic industry; 19 years of management experience; and 15 years conducting research, completing program evaluations and measuring performance. She has made presentations at local, national, and international conferences.



Chris Wagg is an aquatic professional working for the City of Ottawa for over 35 years. Her

dedication to the prevention of drownings has taken her outside of her day job to hold many positions within the Lifesaving Society, Ontario Branch, where she is now Vice President of Public Education. She is also on the steering committee for the newly formed Canadian Drowning Prevention Coalition. Chris was one of the founding members of the Ottawa Drowning Prevention Coalition.

WEDNESDAY November 13 | DAY 1

◆ **Networking Reception (FREE) | 7 pm — 11 pm****Networking the Pond Reception, SPONSORED BY HDR** |**Hosted by Lifesaving Society of BC and Yukon, and Canadian Red Cross**• *at The Pinnacle Hotel at The Pier, 138 Victory Ship Way, North Vancouver*

Join your colleagues from across the pond for fun and games. The silliness is brought to you by The Lifesaving Society, Canadian Red Cross, and BCRPA. Jump in, meet and have fun with people who share your passion for aquatics.

Dress active casual and be ready for some fun!

Pre-registration is required.

N Never leave home without your business cards

E Engage and exchange ideas

T Travel in pairs – it's more fun

W Work the pond – use your time wisely

O Opportunity is everywhere

R Repeat – the more networking, the more opportunity

K Keep at it. Build relationships – someone has the answer

Light snacks provided. It pays to be on time, FREE drink ticket for first 50 guests!

THURSDAY November 14 | DAY 2

◆ **OPENING PLENARY | 9:15 am — 10:15 am****The Greater Impact of Drowning on Communities and Families | Gary Sanger**

We all know that swimming pool accidents can lead to tragic human suffering and loss and expose a municipality/organization to the most serious civil claims they will ever face. But have you really thought about the true impact and deep lifelong loss that is felt by family and friends of those who have drowned? This session will take a thought-provoking and hard look at real life and death cases and the impact these incidents have had on communities and families. For those of us who manage pools, this is a message that all aquatic staff should hear in order to truly understand the importance and their responsibility to remain vigilant, attentive and alert at all times while supervising swimmers, and the implications if they fail to do so.



Gary Sanger has been employed by the City of Toronto for many years and is Supervisor of Aquatics in Toronto & East York District of the Parks, Forestry & Recreation Division. He is the current Vice-President of Safety Standards with the Lifesaving Society and Past President of the Aquatic Branch of Parks and Recreation Ontario. He has travelled extensively across Canada delivering sessions on the topic of aquatic risk management and the real-life aftermath of dealing with catastrophic incidents.

THURSDAY November 14 | DAY 2

◆ CONCURRENT SESSIONS C | 10:30 am — 11:30 am

C1 How to Avoid Major Aquatic Incidents: Learnings from Real Life Events

Michael Shane

Stream: Risk

This session will review major aquatic-related incidents that have occurred in supervised facilities in Canada over the past 25 years in a variety of settings, including swimming pools and waterfronts. Through this presentation we will uncover the root circumstances of each incident and discuss the lessons we have learned as a result. We will also look at the regulatory, guideline and operational changes we have made (and that you can make too) to enhance safety, and reduce the likelihood of these types of incidents occurring again.

C2 Where Have All the Lifeguards Gone?Sean Healy and
Kathleen Low*Stream: Human Resources*

In 1962, a famous folk ballad once asked, “Where have all the flowers gone?” Today we ask, “Where have all the Lifeguards gone?” Just a few years ago we had stacks of applications. Now....should lifeguards be on the “Endangered Species” list? This session will briefly explore the global staffing shortage in the service industry, then move on to showcase inventive solution-based strategies from communities that have both captured and retained aquatic staff. Please join us as we explore the new realities of staffing pools in the 21st century. Come and share the sampling of creative staffing ideas aimed at keeping employees doing the vital work of delivering our programs and providing services at swimming pools.

C3 Safer Pools — Surveillance vs. Security

Mike Mallen

Stream: Innovation / Programming

With the technology explosion of the last 20-plus years, we have seen a galactic shift in the dialogue about safety and security. Everyone has an increased awareness about personal safety and security – just think about all your passwords! But swimming pools are different than banks, casinos, or bars. Join Mike as he reveals the real differences between security and surveillance, including sensible and practicable options that might be helpful at your pool.



THURSDAY November 14 | DAY 2

◆ CONCURRENT SESSIONS D | 11:45 am — 12:45 pm

D1 Training: It's Time to Get Outside the Box!

Joey Rusnak

Stream: Human Resources

Are you and your team tired of the same old types of trainings? Is it time to shake things up a bit? Come out and learn about unique and exciting training formats and techniques that not only work but are also fun for you and your teams. This session is not a round table training discussion but rather non-stop, back to back sharing of ideas on how you can train your aquatic team members on a variety of topics. Leave this session stocked with ideas and new ways of thinking. It is time to start thinking outside the box with trainings!

D2 The A B Cs of Water Literacy — Fundamental Skill in the Long Term Athlete Development Model

Brad Dalke

Stream: Innovation / Programming

This interactive session explores how physical and water literacy are interconnected in the development of the life skills of swimming. This session includes a video presentation that provides examples of water literacy being used to promote success in skill development for learners in the various levels of the LTAD (Long Term Athlete Development Model) in the development of "Swimming for Life".

D3 Understanding Potential Aquatic Hazards and Risks — Operating Aquatic Facilities Safely

Arthur Grant,
Gina Vahlas,
Gordon Harkness and
Michael Shane

Stream: Risk

Aquatic-related hazards can be physical, biological, psychosocial, ergonomic and chemical. These hazards and any potential risks depend on many factors including pool type and design, operations and maintenance procedures, microbial contamination, patron behaviour, and more. We will briefly review the findings of the Fernie investigation and learnings that can be applied to aquatic facilities. We will review the potential aquatic hazards and risks by conducting a risk assessment and implementing appropriate controls so aquatic facilities can operate with safety at the forefront to prevent worker injuries and illness.

THURSDAY November 14 | DAY 2

◆ CONCURRENT SESSIONS E | 2 pm — 3 pm

E1 Legal Lifeguarding and Lifesaving 101

Arthur Grant

Stream: Risk

Learn about the latest trends in law for lifeguarding and lifesaving. What do the latest cases tell us about aquatic facilities' liabilities and obligations to patrons and staff? What steps can be taken to mitigate against open-ended responsibilities? How can you create staff training programs to make a difference for possible legal outcomes? Are waivers or limitation of liability clauses worth the paper they are written on? Explore the answers to these questions and more.

E2 Universal Design for All User Groups

Heather Cowie, Mark Hentze, and Mary Chow

Stream: Human Resources

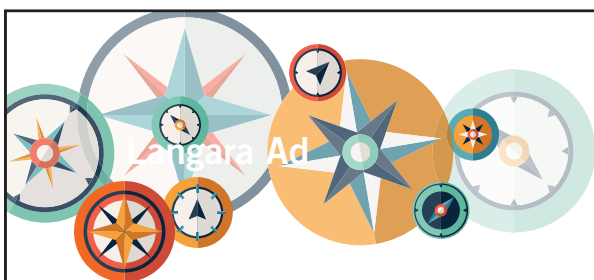
Using the principles championed by the Global Universal Design Commission, this session will explore how concepts of body fit, comfort, awareness, understanding, wellness, social integration, personalization, and appropriateness can help to enhance accessibility in aquatic facility design and user safety for all; and in doing so, increase customer loyalty. Hear from principal architects and important user groups such as the Alzheimer Society of BC on how your facility can use these design principles to meet the growing needs of your community.

E3 Hot Topics in HR: Rippling to Results

Lauralee March

Stream: Innovation / Programming

You are invited to engage deeply and creatively in exploring the topic of aquatic staff recruitment, retention, recognition, and much more. This Hot Topics session will be facilitated in the Open Space Technology format where you drive the agenda, content, and outcomes.

**Learn more.**Recreation Studies Department | recreation@langara.ca | 604.323.5758**APPLY NOW** | www.langara.ca/recreation**Choose your own direction.**

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THURSDAY November 14 | DAY 2

◆ CLOSING KEYNOTE | 3:15 pm — 4:15 pm

Inspiring Superheroes | Joey Rusnak

Joey Rusnak, founder of Lifeguard Authority, poses the question: What defines a hero? Are heroes people that save lives and stop bad things from happening? We recognize military personnel, firefighters, and police officers as heroes, but why not lifeguards and aquatic professionals? Participants will learn to connect themselves with their superhero within. If we can't see ourselves as heroes how can we ever expect our communities to celebrate our lifeguards as heroes? How we talk, walk and look are all factors that affect our image to ourselves and our communities. Lifeguards are heroes and it is imperative that we, as an industry, better recognize this and start celebrating it!



Joey Rusnak, founder of Lifeguard Authority, began his recreational career in the aquatics industry in his teen years. After completing studies in hospitality management, he quickly realized his heart was in recreation and returned to school to study Recreation and Leisure Services. Over the course of his career in aquatics, he has had the privilege to lead many teams in various recreation departments for indoor/outdoor/waterfront aquatic operations, general community programs, community development, fitness, camps, preschool, skating and sports. He stays connected and actively collaborates with recreation professionals internationally, always seeking new and innovative ways to engage communities, teams, and to prevent and eliminate drowning. Joey is committed to continual self-development and learning and can be found attending various aquatic and recreation conferences across sectors. His personal mantra is connect, collaborate, and contribute.



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◆ SESSION PRESENTERS



Arthur Grant

is a former lifeguard and swimming instructor. He initially worked in the

mid-1970s for the District of North Cowichan, then worked in various facilities in Vancouver from 1978 to 1984. In 1984, he changed career paths and was called to the bar in 1985. Since then, Art has practiced in civil litigation in a wide variety of cases including personal injury, professional liability, and administrative hearings. He has appeared in every level of court including the Supreme Court of Canada. Today, he remains very involved with aquatics as a competitive member of the North Shore Masters Swim Club. He also shows up every summer to swim at Kitsilano Pool. Art is Past President of North Vancouver Cruisers Summer Aquatics Club (1997 to 1998, and 2004 to 2005).



Barb Floden

is Principal with The Flow Group and has over 25 years of experience in graphic design

and corporate communications. Previously, she operated Bee Graphics before embarking on a 15-year career in senior communications roles in local government. She is professionally accredited by the Canadian Public Relations Society (CPRS).



Brad Dalke

has a B.PE from the University of Calgary and a B.Ed from the University of British

Columbia. He is the Head Coach of the Kamloops Aquatic Club, Thompson Rivers University WolfPack Swim Team and a school teacher at Brocklehurst Middle School in Kamloops. Brad has been involved in aquatics for 47 years, 12 years as an athlete, 35 years as a competitive swim coach and a school teacher (16 years). He has coached swimmers that have moved on to the Canadian Junior National Team, University teams, and who are Synchro National Level swimmers.



Gina Vahlas

has been an ergonomist for more than twenty years, working as an in-house ergonomist

at the University of British Columbia before joining the Risk Analysis Unit at WorkSafeBC twelve years ago. A Canadian Certified Professional Ergonomist and Certified Health and Safety Consultant, she has shared her knowledge at conferences across North America, including the National Ergonomics Conference in Las Vegas, USA and the Canadian Society of Safety Engineers Professional Development Conference.



Gordon Harkness

is a manager in WorkSafeBC's Risk Analysis Unit. He received his first undergraduate

degree from Napier University, Edinburgh, in biological sciences with a focus on ergonomics and human factors. His second degree, in environmental health, is from the University of Strathclyde, Glasgow, UK. Gordon has 24 years of experience in public and occupational health and safety. He holds the UK National Diploma for Occupational Health and Safety and is a Canadian Registered Safety Professional. He is currently studying for his MBA designation.

◆ SESSION PRESENTERS continued . . .



Heather Cowie is the Provincial Coordinator for Dementia-Friendly Communities at the Alzheimer Society BC. Heather has a Masters of Arts degree in Gerontology from Simon Fraser University where she studied aging and the built environment. She has been involved in numerous programs and projects related to the well-being of older adults and is thrilled to be bringing attention to making communities more inclusive and supportive for people living with dementia, their caregivers, families and friends by leading BC's Dementia-Friendly Communities initiative.



Judy Bjornson is a Certified Master Trainer for WaterART Fitness International and teaches several aquatic certifications throughout Vancouver. She is one of only 2 WaterART specialists in Central/Western Canada qualified to administer WaterART Certification examinations. Due to her genuine compassion and extensive disease/disability knowledge as it relates to rehabilitation/movement, Judy was selected as a Program Coordinator by the Vancouver Brain Injury Association to head up their Brain Gain program.



Julie Rogers, Communications Manager for the District of Sechelt, is building their brand and their reputation from the ground up. After working for the City of Fort St. John and building their presence to one of the most active and engaged Facebook pages in BC, she is starting fresh in Sechelt to build their audience to that high level of engagement. She is accredited through the Canadian Public Relations Society, has a degree in Psychology from SFU and a Certificate in Public Relations with distinction from BCIT.



Kathleen Low began her aquatics career as a lifeguard fresh out of Bronze Cross in the summer of 1999 and hasn't looked back. Currently employed as a Recreation Coordinator for the City of Winnipeg's Aquatic Services Division, Kathleen has held various municipal aquatic supervisory roles for the past 17 years. She completed a Degree in Recreation Studies from the University of Manitoba and is a proud Water Safety Ambassador with the Canadian Red Cross. Kathleen is passionate about delivering quality programs to the community of people she serves and firmly believes that an organization's greatest asset is the people within it.



Kelly Martinez has been an Aquatic Professional since 1992. For the past 11 years, she has been an Aquatic Recreation Coordinator III for the City of Phoenix, Arizona supervising 29 pool facilities and over 500 part-time pool managers, lifeguards, swim instructors and support staff. She has been presenting for over 15 years, questioning practices that are based on "this is how it has always been done." This mind-set led her to audit everything and then strive to plug the holes. She now enjoys sharing what she has learned to help eliminate drownings in lifeguarded facilities.



Lauralee March is the South Surrey Recreation Operations Manager in the Community Recreation Services Division – City of Surrey. She has experience in both the private and public sectors and is a Lifesaving Society and Canadian Red Cross trainer. She holds a Masters in Business Administration specializing in Management Consulting and is currently pursuing a second Masters degree. Lauralee is especially interested in emotional, psychological, and social wellness. When she's not working or studying, you can find her working out or playing with her two energetic dogs.

◆ SESSION PRESENTERS continued . . .



Mark Hentz is a Vice President with HDR | CEI, and director of the Recreation, Culture and Community

sector. He has a broad range of experience leading recreation projects across Canada, including spectator venues, community centres, arenas, aquatics and sports complexes. A former professional hockey player, Mark leads a design team that is passionate about sport and recreation design, and is intimately aware of key issues that face athletes, users and recreational facility operators alike.



Mary Chow is an architect and Associate Vice President with HDR | CEI. She is a LEED Accredited

Professional, and has led the design of many award-winning community recreation facilities, including aquatics, ice, fitness and more. Mary has a track record of bringing practical sustainable solutions to all her work, and has traveled internationally to give presentations on various issues related to sports, recreation and community facility design, including how the architectural process can use social media to engage communities.



Michael Shane is the Aquatic Safety Management Services Director of the Lifesaving

Society, and is responsible for the Society's safety management service programs in Ontario. He is considered an expert in aquatic safety and has delivered numerous safety management educational sessions nationally and internationally over the past 20 years. He has testified as the Lifesaving Society's expert in civil and criminal matters in court and at inquests, and has prepared numerous reports for the Coroner's Office. He has also coordinated over 300 comprehensive safety audits and detailed reports for affiliates across Canada.



Mike Mallen is the Manager, Security Systems Infrastructure and Design at the City

of Vancouver. He has worked for over 20 years in operations in corporate and not-for-profit industries with the goal of promoting growth through strategic and long-term planning. His team identifies physical security measures and recommendations that can be applied at facilities to safeguard or protect City of Vancouver's assets—people, property, and information.

Paul Snobelen, is certified as a Crisis and Trauma Responder and author of "Helping Those Who Help: A Lay Responder Support Model" and co-author of "Please. Don't. Die." Paul's primary focus is on increasing the propensity of lay responder action to improve pre-paramedic care and supporting people after acting to save a life. Paul is currently working towards a registered professional councillor certification, he is currently involved in several research projects and working with pre-hospital training agencies to improve how CPR is taught to the general public.



Samantha Boyce is one of the MIABC's in-house legal counsel. She has an undergraduate

degree from Queens University and is a graduate of the University of Calgary Faculty of Law. She was called to the BC bar in 2015 after completing her articles at Alexander Holburn Beaudin + Lang LLP. Samantha represents MIABC members in a variety of cases including personal injury, property damage, occupiers' liability, police civil liability and negligent bylaw enforcement claims. She has experience in the BC Supreme Court, the BC Provincial Court and the Civil Resolution Tribunal.

◆ SESSION PRESENTERS continued . . .



Sean Healy came to the recreation field through his background as a competitive swimmer and his early work

as a lifeguard. After more than ten years of service with the Capital Regional District in a variety of aquatic recreation roles, Sean moved to the City of Burnaby for a long tenure where he enjoyed many challenges and opportunities of a growing municipality. Most recently, Sean served for 12 years as the Supervisor of Aquatic Services for the Vancouver Park Board. He continues to be a faithful supporter of the aquatics industry and allied local non-profit organizations like the Lifesaving Society, Red Cross, and the BCRPA.



Stephanie Jull is the Director of Programming at Canucks Autism Network, where she oversees a team of 350 part-

time staff and 500 volunteers who deliver adapted recreation programs across BC. For her PhD research, she taught community swimming instructors how to teach lessons for children with autism. In her current position with Canucks Autism Network, she has provided workshops to hundreds of community recreation staff and sports coaches across the province of BC over the past five years.



Yue-Ching Cheng has more than 15-years' experience working in both private

and public sector recreation organizations, as well as experience working with non-profit sport organizations in swimming and triathlon. He has a diverse background in recreation delivery, ranging from seniors' services to aquatic services. His areas of expertise within recreation management are in project management, facilities & operations, and policy development. He currently teaches in the Department of Recreation Studies at Langara College, and as a consultant for municipal recreation service providers. Yue-Ching holds a Master of Science from Simon Fraser University, as well as a Bachelor of Science (Hons) in Physical Geography specializing in geomorphology and hydrology, and Certificates in Liberal Arts from Simon Fraser University and Project Management from the University of British Columbia.