

# 2018 Aquatics Supervisor School



**Wednesday, May 23, 2018**

Winding Trails  
50 Winding Trails Drive  
Farmington, CT 06032



**CONNECTICUT  
RECREATION & PARKS  
ASSOCIATION**

Aquatics Supervisor School is geared towards Head Lifeguards, Aquatics Directors, Supervisors, Pool Managers, and others interested in learning best practices for aquatics supervision! All participants will leave with a certificate of completion.

Fee: \$10/person (includes sunglasses)

Snacks/refreshments provided

## Schedule

**5:30 pm:** Registration

**6:00 - 8:30pm**

Opening Kick Off

Breakout Sessions:

*Managing Crisis at your facility– Real Life Scenarios*

*Customer Service*

*Next Step: Leading a Lifeguard Team*

*Social Media and the Workplace*

## Registration

Town/Organization: \_\_\_\_\_ Contact Name: \_\_\_\_\_

Phone: \_\_\_\_\_ Email: \_\_\_\_\_

Address: \_\_\_\_\_

City: \_\_\_\_\_ State: \_\_\_\_\_ Zip: \_\_\_\_\_

*Provide attendee name(s) below. Fee is \$10.00 per person. If more than 10 registrants, please use an additional form.*

1.	6.
2.	7.
3.	8.
4.	9.
5.	10.

Total attendees: \_\_\_\_\_ x \$10 each = \$ \_\_\_\_\_

## Payment

Check Enclosed (payable to: "CRPA," 135 Day St., 2nd Floor, 2H, Newington, CT 06111)  Send Invoice  PO# \_\_\_\_\_

Credit Card #: \_\_\_\_\_ Exp Date: \_\_\_\_\_ CVV: \_\_\_\_\_

Name on Card: \_\_\_\_\_ Billing Address: \_\_\_\_\_ Zip: \_\_\_\_\_

Signature: \_\_\_\_\_ Date: \_\_\_\_\_

*Payment must be received by 5/16/18. No refunds for cancellations after this date.  
Registrants that do not show without cancelling prior to this date will be billed the full amount.*

Please contact CRPA with any questions: 860-721-0384 | [info@crpa.com](mailto:info@crpa.com) | [www.crpa.com](http://www.crpa.com)

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## Session Information



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## Opening Kick Off

Kick off the Aquatics Supervisor School with introductions led by the CRPA Aquatics Section Co-Chairs Bailey Dailey, Recreation Supervisor for Winding Trails and Courtney Hewett, Director of Parks and Recreation for the Town of Canton. Following the opening activity, we will break out into sessions on various topics specific to the needs of supervisory level aquatics staff.

## Breakout Sessions

### **Managing Crisis at your Facility: Real Life Scenarios**

**Bailey Dailey & Courtney Hewett, Aquatics Section Co-Chairs**

When a crisis happens at your facility are you prepared? As a supervisor you have to be ready for all different types of emergencies and respond accordingly. This session is a roundtable discussion that will cover real life crisis scenarios and how to handle them with your staff as a supervisor. After you will be broken into groups and given emergency scenarios to discuss the best course of action for that given scenario.

### **Customer Service**

**Chris Sacco, Recreation Coordinator, Town of Canton**

This session will cover the fundamental elements of customer service and how they can be applied to aquatics and Parks & Recreation. Parks & Rec is a demanding service industry that interacts with the public on a day to day basis – the importance of generating customer interest and creating loyal customers is crucial now more than ever. Tips will include methods for complaint resolution, talking to parents, telephone skills, and the attitude for good service.

### **Next Step: Leading a Lifeguard Team**

**Stephanie Huber, Recreation Supervisor, Town of Mansfield**

This session will focus on leadership skills supervisors look for in successful managerial staff, important focus areas in facility management (both indoor and waterfronts), having difficult conversations, leading a team that may be close in age to you and how to facilitate a worthwhile staff in-service training.

### **Social Media and the Workplace**

**Jess Caetano, Recreation Coordinator, City of Bristol**

We all use social media daily but are you aware of the implications in regards to your job or your subordinates? This session will give supervisors an understanding of local, state and federal social media policies and legislation.