

Resilience & Fun

Your Brain on Recreation



January 6 - 9, 2020
Returning to...

Key Note Speaker
Jonathan T Wortmann

Sponsored by



THE NORTHERN NEW ENGLAND
RECREATION & PARKS CONFERENCE

71st



*A Tri State Network of
Recreation and Park
Professionals*



**Celebrating our 71st year
of Northern New
England Recreation &
Parks Connections**



Sponsor Thank You's

GOLD

Cranmore Mountain
Clivus New England
Funtown
Splashtown USA
Landscape Structures
MUSCO Lighting

M.E. O'Brien & Sons
MyRec.com
New England
Recreation Group
Pioneer Athletics
PJC Organic

SILVER

Adventure Bound
Beaverbrook Tennis, LLC
Boston Red Sox
Challenger Sports
FieldTurf
Franklin Paint Company
Kompan Playgrounds
and Fitness Solutions
Northstar Fireworks
Pettinelli and Associates

PRIMEX
Read Custom Soils
Scoreboard Enterprises Inc.
Seacoast United Sports Club
SE Group
Turf Products Corporation
University of
New Hampshire - RMP
Weston & Sampson

BRONZE

Allied Equipment, LLC
American Red Cross
BSN SPORTS
Cape and Island Tennis and Track
CommunityPass
Cousineau Forest Products
Cuzin Richard Entertainment LLC
Durgan and Crowell Lumber Co. Inc.
Gunstock Mountain Resort
Maine Tennis and Track
National Recreation & Parks Assn.
New England Park Association

Perfect Parties USA, LLC
RecDesk Software
Sports Surface Specialties
Take Flight Aerial
Adventure Course
Turf Prep, LLC
UltiPlay Parks & Playgrounds Inc.
USTA New England
Vermont Systems, Inc.
Wicked Cool for Kids
Wildcat Mountain and
Attitash Mountain Resort

Agenda at a Glance...

Monday, January 6th

1:00pm - 5:00pm

Pre-Conference
Directors' Academy

Tuesday, January 7th

9:00am - 12:00pm

Pre-Conference

12:00am - 5:00pm

Registration

11:30am - 12:45pm

Student Lunch

1:00pm - 2:15pm

Keynote Session

2:15pm - 3:00pm

Visit Exhibitors

3:15pm - 4:30pm

Playnote

5:45pm - 7:00pm

Exhibitor Social

7:00pm - 8:00pm

Dinner

8:00pm - 10:00pm

Kahuna Laguna Fun

Wednesday, January 8th

8:00am - 4:00pm

Registration

7:00am - 9:00am

Breakfast

9:00am - 10:15am

Session I

10:15am - 11:15am

Visit Exhibitors &

Coffee Break

11:15am - 12:30pm

Session II

12:30pm - 1:30pm

Lunch

1:45pm - 3:00pm

Session III

3:00pm - 3:15pm

Break

3:15pm - 4:30pm

Session IV

4:45pm - 5:30pm

NHRPA Meeting

5:30pm - 6:30pm

Cocktail Hour

6:30pm - 7:30pm

Dinner

8:30pm - 10:30pm

Tubing Entertainment

10:00pm - 12:00am

Mountainside

Tavern Networking

THURSDAY, JANUARY 9th

7:00am - 9:00am

Breakfast

9:00am - 10:15am

Endnote

And an additional Thank You to
our Conference WiFi Sponsor:



Evening Social Networking

Tuesday Night, January 7th

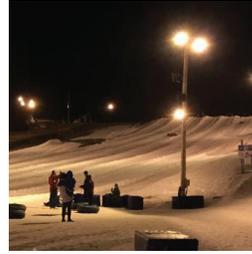
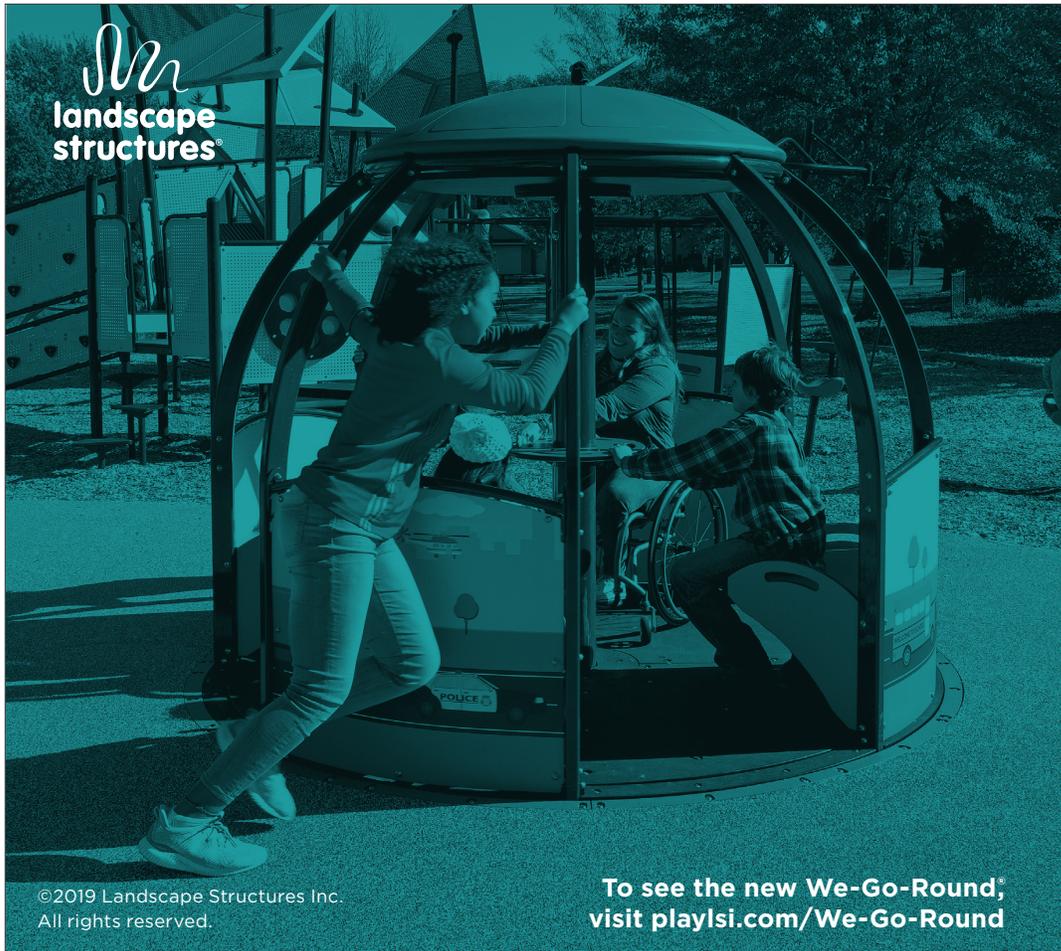
5:45pm - 7:00pm
Exhibitor Social
Sponsored by:



Dinner: 7:00pm-8:00 pm
Hawaiian Luau: 8:00pm-10:00pm
Wear a Hawaiian shirt!
Limbo & hula contests, plus signature drinks, of course!

Wednesday Night, January 8th

Dinner: 6:30pm - 7:30pm
Entertainment: 7:30pm - 9:30pm
Meet in the Lobby for Bus Ride Transport for an evening of night time tubing at...

landscape structures®

©2019 Landscape Structures Inc. All rights reserved.

To see the new We-Go-Round®, visit playlsi.com/We-Go-Round

PLAY

Play isn't one thing. It's everything. Anything. Play doesn't care what a body can or cannot do. Because play lives inside us. All of us. And as we grow older. We come back to what we know. That play will always shape us.

Contact your local playground consultant



O'BRIEN & SONS
ELEMENTS FOR A GREAT OUTDOORS

800-835-0056
obrienandsons.com

MON / TUES

Pre-Conference

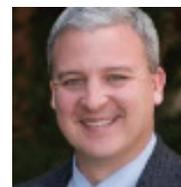
Pre-Conference

Jan 6th: 1pm - 5pm & Jan 7th: 9am - 12pm

Business Management Summit - Cost Recovery

- Instructors: **Bob Barcelona & Matt Frye of the University of New Hampshire** (see right)

This pre-conference workshop will feature trends and practices in parks and recreation business. Session topics include getting and using data, department planning, alternative financing, social equity, and more! This workshop is designed to create a discussion around four key business topics applicable to our field - data, planning, financing, and social equity. It will focus on how these areas can be (and are being) implemented within small and mid-sized departments, and will provide an opportunity for participants to discuss successes (and failures) in their communities. The session will provide a toolbox for implementation, and will provide participants with practical examples of best practices and trends that are emerging from the presenters' work with park and recreation agencies throughout the country.



(Left) Bob Barcelona, Dept Chair and Associate Professor, UNH Dept. of Recreation Management and Policy.
(Right) Matt Frye, Clinical Assistant Professor, UNH Dept. of Recreation Management and Policy.

TUES N.N.E.R.P.C. SCHEDULE 2020

Students Welcome Lunch

11:30pm - 12:45pm

College Students are invited to Rec Lunch and Network!

Students! Have lunch on us! The NNE conference committee invites all students to lunch! Make new connections! This is an excellent opportunity to learn about the conference and get your questions answered in a casual atmosphere with Recreational Professionals and some of our Exhibitors. This luncheon is free to any full time student registered for the conference. Make sure to check the student lunch box on the registration form. If you're a student please check the student lunch box when you register.

Please Welcome our NNERPC 2020 College Student Room Hosts...

Julianne Kelleher
University of New Hampshire

David Blattstein
University of Maine Farmington

Marissa Brink
Franklin Pierce University

Sean Kenney
Plymouth State University

Registration

Tuesday Jan 7th

11:00am - 5:00pm

Keynote (value .1 CEU Keynote)

1:00pm - 2:15pm

Resilience and Fun: Your Brain on Recreation

Key Note Speaker: Jonathan T. Wortmann Coach and Trainer

Stress is part of life as a recreation leader. Knowing the skills to manage your and your team's triggers can be the difference between a successful and painful year. Stress management, overcoming team triggers, personal resilience, brain health, mindfulness, and self-care that keep us healthy and focused. Jonathon T. Wortmann is a best-selling author, international executive coach and trainer, and PGA Tour golf coach. He has trained Fortune100 leaders, start-ups, non-profits like Habitat for Humanity and the American Red Cross, and thousands of municipal leaders across New England. He is an avid golfer, hiker, and his family lives in Enfield, NH.



brought to you by

landscape structures

Visit w/ Exhibitors

2:15pm - 3:00pm

Playnote: (value .1 CEU's / institute)

3:15pm - 4:30pm

- Jeff Frigon, The Browne Center at University of New Hampshire

Come kick off the conference with this active and fun Playnote. Designed to bring folks together, do some networking with new and long-time colleagues, and above all, have some fun! Making connections with colleagues of a personal as well as professional nature in an active and fun milieu will help set a positive tone for the conference. Participants will learn activities through participation that can be used with staff and clients.



Exhibitor Social Dinner

5:45pm - 7:00pm
7:00pm - 8:00pm

All Registered Guests Ski Free at Cranmore



Cranmore Mtn Resort
1 Skimobile Road
North Conway, NH 03860
www.cranmore.com
603-356-5544

Cranmore Mtn Resort welcomes all NNE Parks & Rec registrants to hit the slopes, on us! Enjoy some free skiing & riding (with rentals included) on the sunny side, FREE with registration to this conference.

Swing by the Cranmore Ticket Haus with your attendee badge and photo ID!


CRANMORE
mountain resort north Conway

Offer Valid 1/6-1/10 for NNE
Parks & Recreation Attendees

WED N.N.E.R.P.C. SCHEDULE 2020

Breakfast

7:00am - 9:00am

Session I (value .1 CEU's session presentation)

9:00am - 10:15am



1 Aquatics Risk Management

- Kate Richardson, Aquatic Representative, American Red Cross
Discussion of current aquatic industry standards to increase staff response in emergency situations. Providing resources available to operations managers to keep updated on aquatic risk management and service training. Many recreation departments have aquatics programming and facilities. This session is to go over necessary resources and trainings available to keep staff, members, and guests safe during operations of the

aquatic facility. Participants will have knowledge and resources to run In-Service trainings that will assist their staff in keeping skills current. Participants will have additional resources for incident management and staff incident debriefing. Finally, participants will receive additional information on resources available to implement and document a safety auditing program specific to an aquatics environment.

2 Empathy and SEL (Social Emotional Learning)

- Jeff Frigon, The Browne Center at UNH
Social awareness and relationship skills are core competencies of social emotional learning and empathy is the foundation upon which they stand. Our ability to understand and help build a community (in our staff and community at large) that teaches empathy and develops SEL is necessary for successful support of our communities and schools. This interactive session will expose participants to the pedagogy of empathy-based programming. Participants will identify programming already in implementation that address SEL concepts.

3 "Great Customer Service is Not Enough"

- Bobbi Nance, Recreation Results, LLC



In a world where customized on-demand, instagrammable services are quickly becoming the norm, how are we supposed to compete? We'll help you step into your customers shoes' and show you the keys to increasing customer loyalty. Customer expectation are on the rise and the only way that parks and recreation will compete is to focus not just on customer service, but the whole customer experience. Participants will be able to identify common customer pain points and create opportunities to surprise and delight them without breaking the bank.

4 The Fun of Park Planning

- Chris Sullivan, Park Planner, Manchester, NH

Do you know why having a park planner on involved in your next park plan is so important? Not only are planners responsible for the overall planning and landscape architectural work, but also research, analyze and interpret data related to your future park land use. Do you want to plan the perfect park? Then come listen to how planners help create very important spaces in cities and towns which helps protect human and environmental health.



Visit with Exhibitors

10:15am - 11:15am Coffee Break

Session II (value .1 CEU's)

11:15am - 12:30pm

1 Large group Activities: Do and How-to

- Jeff Frigon, The Browne Center at UNH
Come get some tips and tricks to make running large group activities easy, as well as learn some new and re-vamped favorites to use with staff and participants. Running large group activities can be extremely challenging AND extremely valuable as well as rewarding! Building empathy and connection with staff and participants is important and done well, can enhance most every program or event. Participants will participate and learn experientially new large group activities as well as variations on popular and familiar favorites in addition to learning techniques important to speaking and programming to large groups such as timing, clarity of directions, tone, tenor, and cadence of voice and instructions. Lastly, participants will learn some of the brain science behind why large group activities help engage participants and clients and help them become connected to each other and content deliverables.

2 Setting the Stage for Successful Disability Inclusion

- Lisa Drennan - MERGE Diverse Abilities Inclusion Consulting
Learn key elements of inclusion needed to build a culture that is welcoming to participants with diverse abilities. Review best practice for communication, intake process and working with families. Inclusion is not a program, a staff member or event – it is not just “opening our doors” to participants with diverse abilities. Inclusion is the intentional and systematic work we do every day, planning for the success of all. Building a strong foundation of best practice is crucial to the process of culture change.

3 The Latest on Sports Lighting and LED

- Mike Berry, MUSCO Sports Lighting, Senior Sales Representative
This session will cover proper lighting requirements, things to evaluate at your facilities, and things to consider with future lighting projects. This session will include an update in the latest with LED sports lighting, and the different design options this has created. Attendees will walk away with a better understanding of the liability to your community, and the benefits it can bring to your facilities, as well as, learn the proper lighting levels, safety concerns, and the latest in lighting technology.

4 Dive into your Data without Drowning

- Bobbi Nance, Recreation Results, LLC

Curious about what insights your data holds, but unsure where to start? Taught in a fun, approachable way, learn how to stop avoiding your data and how to turn it into an asset instead. The data sitting in park & rec agencies holds a lot of potential to better serve communities, but many people are too overwhelmed or intimidated to know what to do with it. Participants will learn how to think more critically about their data and ask better questions of it.



WED N.N.E.R.P.C. SCHEDULE 2020

Lunch

12:30pm - 1:30pm

Session III (value .1 CEU's session presentation)

1:45pm - 3:00pm

1 Strategies to include participants with Disabilities

- Lisa Drennan - MERGE Diverse Abilities Inclusion Consulting Parks

Give your programs the tools needed to welcome, engage and support participants with diverse abilities in a setting with typical peers. Learn and practice preventative inclusion strategies and best practices. Full inclusion, with programs serving kids/teens with and without disabilities together is the wave of the future on how we offer recreation and social programming. This session will provide the necessary tools to be successful in creating inclusive environments.

2 Producing High Quality, Natural Grass Athletic Fields through Evaluation and Maintenance

- Ian Lacy, Lead Project Advisor, Tom Irwin Advisor

Attendees will learn ways to evaluate their athletic fields and build a turf grass management plan that fits the needs of their project. This session will provide an understanding of the value of evaluating your athletic fields and green spaces in order to identify the important components of a successful turf management program along with strategies for implementing your maintenance program.

3 Smart Moves for Successful Projects

- Bobbi Nance, Recreation Results, LLC

Even when excitement for a new project is high, balancing the responsibility of leading it with your current job is tough. Learn how to keep your project and team on track, on time, and on budget while holding on to your sanity in the process. Many Park and Recreation professionals are asked to lead projects and new initiatives, but are never trained on the science and art of project planning and leadership. Participants will be able to create realistic schedules and budgets and design a team atmosphere that keeps everyone on track.



4 Leadership & Risk

- Rick Alpers of Primex

This session will be a facilitated session discussing how leaders practice good risk management and make rock solid decisions and also discuss the decisions that did not turn out to be a disaster.

Break

3:00pm - 3:15pm

Session IV (value .1 CEU's session presentation)

3:15pm - 4:30pm

1 10 questions leaders should stop asking

- Speakers: Bobbi Nance, Recreation Results, LLC

The key to getting better results starts by asking better questions, but sometimes what we ask backfires on us. Leaders at all stages in their career will learn how to ask better questions that will make you a more effective supervisor, help you better connect with others, and find more creative solutions to problems. Science shows that people increasingly ask less questions the older they get, despite the fact that asking good questions is an important part of leadership. Participants will learn how to rephrase common questions to align with actual intent and see examples of how to create a culture that encourages curiosity and critical thinking.

2 Designing for Inclusive Play

- Dr Suzanne Flannery Quinn, Ph.D, Kompan Play Institute

A universal approach to designing innovative outdoor play environments that are relevant for all abilities and facilitate high-use will be presented through examples, concepts, and research. Participants will gain insight on how to thoughtfully respond to current accessibility needs to ensure a relevant play space for all children; gain a global perspective on inclusive play vs. ADA to inspire design that promotes universal play for spaces; and understand the relationship between inclusive play and child social and health development.

3 Leslie Knope was Right

- Donna Kuethe - Moultonborough Recreation Department

Can we "save the world" through parks and recreation? Are we humanitarians? This session will look at the importance of parks and recreation as essential not only locally but globally. This inspirational session will look at ways that we, as individuals, can expand our passion for recreation to include those areas and situations where recreation is most needed. This session will; identify the needs or situations that can be relieved by providing recreation services; teach how recreation professionals can contribute to the profession beyond their community; and it will inspire delegates to take a "first step" towards saving the world - in their community and beyond.

4 Town-Wide Parks Master Planning

- Mike Moonan, Weston and Sampson

This session will review town-wide park master planning steps from inventory through final report to adapt to the changing needs of communities. As two case studies are reviewed, the session will outline the steps for master planning, including a thorough needs identification, inventory, and analysis of the master planning process. Attendees will learn to identify park/recreational facility programmatic needs, explain a method for inventorying existing recreation assets, analyze existing facilities and develop recommendations for master planning park and recreational facilities.

Cocktail Hour, Dinner & Entertainment

5:30pm - 10:00pm

THURS N.N.E.R.P.C. SCHEDULE 2020



Breakfast

7:00am - 9:00am

Endnote: (.1 CEU for Endnote Session)

9:00am - 10:15am

- Nicole Sherry, Head Groundskeeper for the Baltimore Orioles

In 2020 Nicole Sherry begins her 13th season as the Orioles Head Groundskeeper and her 16th season with the Orioles organization overall. Sherry was the first female head groundskeeper in Eastern League history. She was also a recent recipient of the Mary Pickersgill Award for Women's Leadership in Business by the Star-Spangled Banner Flag House honoring women who demonstrates leadership in their community, exemplify innovation in their chosen field, and have the power to inspire others.

TIME SESSIONS SPEAKERS ROOM

MONDAY, JANUARY 6th

TIME	Pre-Conference	Speaker/s	Room:
1:00 pm - 5:00 pm	Pre-Conference: Cost Recovery	Bob Barcelona of UNH	10th Mountain

TUESDAY, JANUARY 7th

TIME	Pre-Conference & Keynote	Speaker/s	Room:
9:00 am - 12:00 pm	Pre-Conference: Cost Recovery	Bob Barcelona of UNH	10th Mountain
1:00 pm - 2:15 pm	Resilience and Fun: Your Brain on Recreation	Jonathan T. Wortmann - Keynote, Author, PGA Coach	Champney's

TIME	PLAYNOTE	Speaker/s	Room:
3:15 pm - 5:45 pm	Playnote Session - The Brown Center, UNH	Jeff Frigon, The Browne Center at UNH	Valley View

WEDNESDAY, JANUARY 8th

TIME	Session Block I	Speaker/s	Room:
9:00 am - 10:15 am	1) Aquatics Risk Management	Kate Richardson, Aquatic Representative, American Red Cross	Kearsarge
9:00 am - 10:15 am	2) Empathy and SEL (Social Emotional Learning)	Jeff Frigon, The Browne Center at UNH	Valley View
9:00 am - 10:15 am	3) "Great Customer Service is Not Enough"	Bobbi Nance, Recreation Results, LLC	10th mountain
9:00 am - 10:15 am	4) The Fun of Park Planning	Chris Sullivan, Park Planner, City of Manchester NH	Ledges

TIME	Session Block II	Speaker/s	Room:
11:15 am - 12:30 pm	1) Large group Activities: Do and How-to	Jeff Frigon, The Browne Center at UNH	Valley view
11:15 am - 12:30 pm	2) Setting the Stage for successful disability inclusion	Lisa Drennan - MERGE Diverse Abilities Inclusion Consulting	Kearsarge
11:15 am - 12:30 pm	3) The latest on Sports Lighting and LED	Mike Berry, MUSCO Sports Lighting, Senior Sales Rep.	Ledges
11:15 am - 12:30 pm	4) Dive into your data without drowning	Bobbi Nance, Recreation Results, LLC	10th mountain

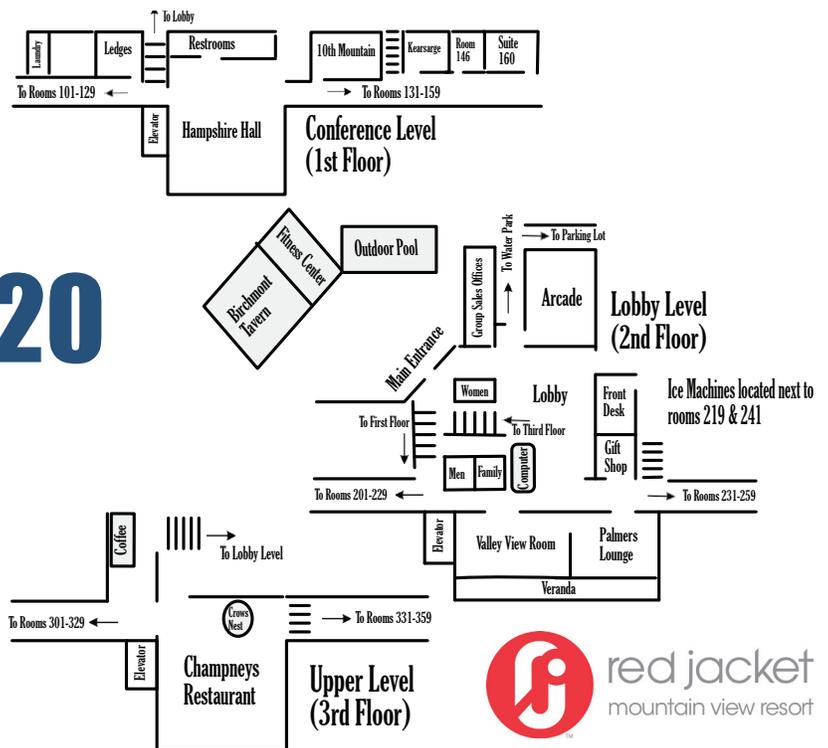
TIME	Session Block III:	Speaker/s	Room:
1:45 pm - 3:00 pm	1) Strategies to include Participants with Disabilities	Lisa Drennan - MERGE Diverse Abilities Inclusion Consulting	Kearsarge
1:45 pm - 3:00 pm	2) Producing High Quality, Natural Grass Athletic Fields through Evaluation and Maintenance	Ian Lacy, Lead Project Advisor, Tom Irwin Advisor	Ledges
1:45 pm - 3:00 pm	3) Smart Moves for Successful Projects	Bobbi Nance, Recreation Results, LLC	10th mountain
1:45 pm - 3:00 pm	4) Leadership and Risk	Rick Alpers, PRIMEX	Valley view

TIME	Session Block IV	Speaker/s	Room:
3:15 pm - 4:30 pm	1) 10 Questions Leaders should Stop Asking	Bobbi Nance, Recreation Results, LLC	10th mountain
3:15 pm - 4:30 pm	2) Designing for Inclusive Play	Dr Suzanne Flannery Quinn, Ph.D, Kompan Play Institute	Valley view
3:15 pm - 4:30 pm	3) Leslie Knope was Right!	Donna Kuethe	Kearsarge
3:15 pm - 4:30 pm	4) Town-Wide Parks Master Planning	Mike Moonan, Weston and Sampson	Ledges

THURSDAY, JANUARY 9th

TIME	End Note	Speaker/s	Room:
9-10:15 am	Quality and Excellence - The Baltimore Orioles Way	Nicole Sherry, Head Groundskeeper Baltimore Orioles	Champney's

Red Jacket CONFERENCE FLOOR PLAN 2020



2020 Conference App
from Google iTunes



January 6 - 9, 2020 Returning to...



red jacket
mountain view resort

NNERPC 71st

THE NORTHERN NEW ENGLAND
RECREATION & PARKS CONFERENCE



NNE RECREATION & PARKS CONFERENCE 2020

About the Conference...



The Northern New England Recreation & Parks Conference has become one of the highest quality parks & recreation conference in all of New England. The conference is organized by a committee (see right) made up of parks & recreation professionals and

exhibitor representatives from New Hampshire, Vermont, & Maine & Massachusetts. Our number one goal is to produce a top quality educational experience. Each year the conference host rotates between New Hampshire, Vermont, and Maine, but the conference's location always stays in New Hampshire each year. If you would like further information on the conference our web-site is updated annually @ www.northernnewenglands.com (scan the QR code below on your smart phone)

- www.MERPA.org
- www.VRPA.org
- www.NHRPA.com

Maine Recreation & Parks Association
Vermont Recreation & Parks Association
New Hampshire Recreation & Parks Assn.



*A Tri State Network of
Recreation and Park
Professionals*

NNERPC COMMITTEE:

- **2020 Host State:** Maine, Chairs: Lisa Thompson & Julio Santiago
- **State Reps:** NH-Tara Tower, ME-Lisa Thompson, VT-Ethan Phelps
- **Treasurer:** Matt Tobin
- **Registration & Website:** Christine Dean
- **Vendor Relations:** Herb Greene
- **Students & Scholarships:** Nick Campion, April Cioffi
- **Audio Visual:** Greg Bisson, Julio Santiago
- **App & Print Material:** Jason Hanken, Aimee Gigandet
- **Social Media:** Julio Santiago
- **Food & Beverage:** Lisa Thompson
- **Commercial Representatives:** Mike Berry & Mark Gallagher
- **Local Support Representative:** John Eastman
- **Speaker Representative:** Tara Tower



Scan QR code on your smart phone
NNERPC Website



Follow us on Twitter
@NNERPC



LIKE US on Facebook
Northern New England
Recreation & Parks
Conference



2020 Conference App
Download from
Google iTunes