

# Professional Development **EVENTS 2010**

55<sup>th</sup> Annual Professional  
Development Program

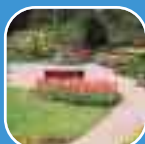
**APDP 2010**

UNIVERSITY OF GUELPH • GUELPH • ONTARIO  
MAY 2 to 7 • 2010

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Regional Training Courses

**RTC 2010**



# Professional Development EVENTS 2010

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### ONTARIO RECREATION FACILITIES ASSOCIATION

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info@orfa.com

**ORFA.COM**



## VISION

To be the leader in the recreation facility profession.

## MISSION

To provide leadership in the development and delivery of innovative training and education programs, value-added services, and quality products for the benefit of the recreation facility profession.

## WE VALUE

- Expertise in the recreation facility profession that comes from personal and organizational development
- Dedication to the professional, efficient and competent operation of recreation facilities
- The communication network of our stakeholders being important in advancing our mission
- Products and services developed and promoted in response to market needs
- Results based on business-centred principles

## WE BELIEVE IN

- Serving our stakeholders
- Strategic partnerships/alliances
- Advancement of the recreation facility profession
- Promoting safe, efficient and accessible recreation facilities
- Information management being the core activity of the Association
- Recreation facilities contribute to a healthy community
- Quality recreation facilities are an essential part of the recreation experience



**John Milton,**  
Chief Administrative Officer

Dear Colleague,

For over sixty years, the ORFA has been a leader in the recreation sector by providing specialized training and development opportunities for professionals who work in recreation facilities. Annually, over 2,000 individuals from around the province and beyond benefit from a variety of ORFA courses dealing with administration and management subjects, aquatic facility operations, buildings and grounds and refrigeration and ice. And, more recently, ORFA's select group of training courses has been in even greater demand given the increasing legal responsibilities of facility owners and operators to ensure them and their employees have the qualified competencies as defined by the *Occupational Health and Safety Act*.

The ORFA has collaborated with many skilled instructors and professional organizations in designing and delivering this year's selection of courses and events. In addition to the 55th Annual Professional Development Program, held at the University of Guelph, there is also an expanded list of regional training activities scheduled throughout the year...designed to bring more training closer to your home and workplace!

I encourage you to review this brochure and to register early to avoid disappointment. I am confident you will enjoy a first-class learning and networking experience.

Sincerely,

**John Milton**  
Chief Administrative Officer

## 2010 BOARD OF DIRECTORS

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Facilities Librarian

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Coordinator

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## BENEFITS OF ORFA MEMBERSHIP

The Ontario Recreation Facilities Association (ORFA) was incorporated in 1947 as a provincially-recognized, not-for-profit, volunteer-driven recreation organization.

Today, the ORFA has over 4,000 card-bearing members who operate and manage recreation facilities in municipalities, educational institutions, government agencies, First Nations communities and in the private recreation sector. Members also include businesses and industries that support the recreation sector.

As a member-based organization, the ORFA is dedicated to providing leadership in training and development, and in products and services for the benefit of the recreation facility profession.

An ORFA membership entitles you to:

- A professional membership certificate and decal for your individual use or in the case of the Group membership category, each building and all identified employees who work in these buildings will be recognized;
- A subscription to Facility Forum, the official magazine of the ORFA, published four times per year and mailed to each member or in the case of Group membership category, the identified primary facility contact;
- Access to facility resource material managed by a professional librarian who will provide search requests at no cost;
- One complimentary copy of the Membership and Products/Services Directory containing building name, contact person, mailing address, phone and fax number as well detailed company descriptions;
- Opportunities to attend the Annual Professional Development Program and regional training events at reduced rates;
- Work towards an ORFA professional designation;
- A subscription to the “E-News” bulletin which provides recreation facility industry and Association information;
- Access to Corporate Members who provide recreation facility products and services;
- Access to an online Job Board;
- A committed Board of Directors and association staff dedicated to meeting member needs.

**For complete membership information please visit [www.orfa.com](http://www.orfa.com)**

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## MEMBERSHIP CATEGORIES

### Group Membership

Any organization, or group such as, but not limited to, municipalities, boards, government agencies, educational institutions, or those involved in the management or operation of recreation facilities may be granted a Group Membership for their recreation facilities that are contained within the same municipal boundaries. Only (2) two representatives as designated by the Group Member and whose names are forwarded in writing to the office of the Association shall be entitled to voting privileges and may hold a Board position.

### Individual Membership

Any person employed on a regular basis and working in a recreation facility operation may be granted an Individual Membership. Such a member is entitled to voting privileges and may hold a Board position.

### Student Membership

Full-time students in a college or university recreation program may be granted a Student Membership. Such a member is not entitled to voting privileges and may not hold a Board position.

**For complete membership information please visit [www.orfa.com](http://www.orfa.com)**

# ORFA PROFESSIONAL DESIGNATIONS

For over sixty years, ORFA has been committed to providing its membership with current, relevant and practical professional development opportunities. The variety of course topics, comprehensiveness of curricula, and intensity of programs have grown steadily in response to membership and professional needs. Ever mindful of the increasingly complex scope and function of recreation facility operations, ORFA has created a variety of professional designations designed for the benefit of recreation facility practitioners.

The awarding of an ORFA professional designation formally acknowledges recreation facility industry personnel who have met specific education and training requirements, have related work experience and who are committed to supporting and contributing to the integrity of the recreation facility profession. Working towards an ORFA designation encourages these professionals to develop and enhance competencies in areas that will benefit themselves, their employers, and their profession and facility patrons.

The ORFA professional designation categories are:

- Registered Student Practitioner (RSP)
- Registered General Practitioner (RGP)
- Registered Recreation Facilities Operator (RRFO)
- Registered Recreation Facilities Supervisor (RRFS)
- Registered Recreation Facilities Manager (RRFM)
- Registered Recreation Facilities Administrator (RRFA)
- Certified Ice Technician (CIT)
- Certified Aquatics Professional (CAP)
- Refrigeration Plant Operations Technician (RPOT)

## Registered Student Practitioner (RSP)

To qualify for the Registered Student Practitioner category you must:

- hold “Individual Membership” in the ORFA;
- be currently enrolled on a full-time basis in a community college or university recreation program;
- have current WHMIS training; and
- have current Standard First Aid training.

## Registered General Practitioner (RGP)

To qualify for the Registered General Practitioner category you must:

- hold “Individual Membership” in the ORFA;
- have Grade 12 education;
- have current WHMIS training;
- have current Standard First Aid training; and
- have one year full-time recreation industry work experience.

## Registered Recreation Facilities Operator (RRFO)

To qualify for the RRFO designation you must:

- hold “Individual Membership” in the ORFA;
- have Grade 12 education;
- have current WHMIS training;
- have current Standard First Aid training;
- have two years full-time recreation industry work experience; and
- have completed the following ORFA-approved courses:
  - Legal Awareness
  - Building Maintenance and Operations

*and*

- hold a Certified Ice or Aquatics designation or Parks training

*or*

have completed one of the following ORFA-approved courses:

- Basic Refrigeration
- Essentials of Swimming Pool Operations
- Parks Maintenance and Operations
- Marinas Operations and Management
- Revenue Generation in a Recreation Setting

*and*

- two technical elective courses (refrigeration/ice, aquatics, buildings/grounds).

## Registered Recreation Facilities Supervisor (RRFS)

To qualify for the RRFS designation you must:

- hold “Individual Membership” in the ORFA;
- have Grade 12 education;
- have current WHMIS training;
- have current Standard First Aid training;
- have four years full-time recreation industry work experience; and
- have completed the following ORFA-approved courses:
  - Legal Awareness
  - Building Management and Operations

*and*

- hold a Certified Ice or Aquatics designation or Parks training

*or*

have completed one of the following ORFA-approved courses:

- Ice Making and Painting Technologies
- Aquatic Facility Operations – Beyond the Basics
- Parks and Landscaping Equipment Safety Operations
- Marinas Operations and Management
- Revenue Generation in a Recreation Setting

*and*

- four technical elective courses (refrigeration/ice, aquatics, buildings/grounds).

### **Registered Recreation Facilities Manager (RRFM)**

To qualify for the RRFM designation you must:

- hold “Individual Membership” in the ORFA;
- have Grade 12 education;
- have current WHMIS training;
- have current Standard First Aid training;
- have seven years full-time recreation industry work experience; and
- have completed the following ORFA-approved courses:
  - Legal Awareness
  - Managing People at Work
  - ten elective courses; and
  - have completed the project.

### **Registered Recreation Facilities Administrator (RRFA)**

To qualify for the R.R.F.A. designation you must:

- hold “Individual Membership” in the ORFA;
  - have Grade 12 education;
  - have current WHMIS training;
  - have current Standard First Aid training;
  - have completed the following ORFA-approved courses:
    - Legal Awareness
    - Managing People at Work
    - Strategic Business Administration and Performance Measurement
- and one of the following:
- hold a diploma/degree in recreation from a community college or university plus have completed five elective courses, plus have ten years recreation industry work experience, plus have completed the assigned project

*or*

- hold a diploma/degree in any discipline plus have completed ten elective courses, plus have ten years recreation industry work experience, plus have completed the assigned project

*or*

- have completed fifteen electives plus have fifteen years recreation industry work experience plus have completed the project.

### **Certified Ice Technician (CIT)**

To qualify for the CIT designation you must:

- hold “Individual Membership” in the ORFA;
- have Grade 12 education;
- have current WHMIS training;
- have current Standard First Aid training;
- have 24 months work experience in refrigeration operations and ice making and maintenance;
- have completed the following ORFA-approved courses:

- Basic Refrigeration (or Advanced Refrigeration Facility Operator or TSSA’s Refrigeration Operator Class “B” Certification)
- Ice Making and Painting Technologies
- Ice Maintenance and Equipment Operations

### **Certified Aquatic Professional (CAP)**

To qualify for the CAP designation you must:

- hold “Individual Membership” in the ORFA;
- have Grade 12 education;
- have current WHMIS training;
- have current Standard First Aid and CPR–Level C training;
- have 24 months work experience in aquatic facility operations; and
- have completed the following ORFA-approved courses:
  - Essentials of Swimming Pool Operations
  - Aquatic Facility Operations – Beyond the Basic
  - Aquatic Program Administration

### **Refrigeration Plant Operations Technician (RPOT)**

To qualify for the RPOT designation you must:

- hold “Individual Membership” in the ORFA;
- have Grade 12 education;
- have current WHMIS training;
- have current Standard First Aid training;
- have a minimum 2,000 hours work experience in the care and control of a refrigeration plant; and
- have completed the following ORFA-approved courses:
  - Basic Refrigeration
  - Advanced Refrigeration Facility Operator
  - Recreation Facility Environmental Systems (HVAC/R)

### **ELECTIVE COURSES**

The following is a partial list of ORFA-approved elective courses. This list will continue to grow as new trends in the field of recreation facility management provide opportunities for the design, development and delivery of industry-specific training initiatives.

#### **Administration and Management Courses**

- Managing People at Work
- Customer Service and Community Relations
- Strategic Marketing Management
- Recreational Client Services – From Basic Provider to an Exceptional User Experience
- Dealing with Difficult People and the Prevention of Violence in the Workplace
- Developing and Maintaining a Professional Risk Management and Maintenance Attitude
- Events Planning and Management
- Business and Project Planning for Recreation Facilities
- Legal Awareness

- Risk Management
- Train the Trainer
- Purchasing – Building Blocks of Successful Facilities Management
- Labour & Employment Law
- Health and Safety for Supervisors and Managers
- Financial Management for Recreation Professionals
- Total Quality Management
- Effective Writing
- Public Speaking and Presentation Skills
- Aquatic Program Administration

### Refrigeration and Ice Courses

- Basic Refrigeration
- Ice Making and Painting Technologies
- Ice Maintenance and Equipment Operations
- Advanced Refrigeration Facility Operator
- Recreation Facility Environmental Systems (HVAC/R)

### Aquatics Courses

- Essentials of Swimming Pools Operations
- Aquatic Facility Operations – Beyond the Basics
- Marinas Operations and Management

### Buildings and Grounds Courses

- Parks Maintenance and Operation
- Parks and Landscaping Equipment Safety Operations
- Sports Turf Management & Maintenance
- Building Maintenance and Operations
- Building Management and Operations
- Energy Management for Recreation Facilities
- Facility Housekeeping and Sanitization
- Registered Playground Practitioner Program
- Cemetery Operations Level I
- Cemetery Operations Level II

## GENERAL INFORMATION

### Course Equivalencies

If you have completed courses through other colleges, universities or professional organizations similar to those offered in the ORFA Professional Designation Program you are encouraged to include these courses on your application form for consideration of equivalency. Please attach course outlines and original grade transcripts to your application. Submitted course equivalencies must have no less than 28 classroom hours and contain a minimum of 75% of the same course content as that of the ORFA-approved course.

If you would like to register for a course at a college or university or through a professional organization and would like to know if the course would be accepted for credit towards your application, please contact the ORFA for more information.

### Course Examinations and Passing Grade

Each course has a final exam. The passing grade for each ORFA-approved course is 60% (65% for courses leading to the RPOT professional designation). Individuals who are not successful in meeting this minimum grade will be required to repeat the course at the regular course fee. No challenge exams are permitted.

### RRFM and RRFA Project Requirement

The RRFM and RRFA designations include the completion of a final project. The scope and nature of the project must be specific to recreation facilities operations and/or management and agreed upon by the participant and his/her employer prior to approval by the ORFA. The resulting paper will be archived in the ORFA Library and made available as general information for the benefit of other recreation facility practitioners, upon request.

Please forward the following information to the ORFA prior to commencing work on the project:

1. Applicant's Name:
2. Employer:
3. Employer Address:
4. Business Phone:      Business Fax:      Applicant's Email:
5. Project Title and Brief Description
6. Time Required to Complete the Project
7. What are the benefits of this project's completion to the employer's workplace?
8. What are the benefits of this project's completion to other recreation facility practitioners?

## THE APPLICATION PROCESS

Once you have completed the requirements for the designation of your choice contact the ORFA for an ORFA professional designation application form or visit [www.orfa.com](http://www.orfa.com).

Please send the completed application form to: ORFA Professional Designation Program, Ontario Recreation Facilities Association, 1 Concorde Gate, Suite 102, Toronto, Ontario M3C 3N6

Applications are reviewed on a monthly basis and both approved and non-approved applicants will be notified.

Upon approval of your submission, a professional development file will be opened for you at the ORFA office and you will receive a Certificate of Professional Designation and will be eligible for discounted fees at ORFA's Annual Professional Development Program.

**If you need more information contact the ORFA at tel: (416) 426-7062, 1-800-661-6732, fax: (416) 426-7385 or [info@orfa.com](mailto:info@orfa.com).**

# 55<sup>th</sup> Annual Professional Development Program

# APDPP 2010

UNIVERSITY OF GUELPH • GUELPH • ONTARIO  
MAY 2 to 7 • 2010

**Sunday, May 2**

**Registration Desk Open 1:00 pm - 7:00 pm - Delta Hotel**

**Monday, May 3**

**Registration Desk Open 6:15 am - 8:30 am - Delta Hotel**

**Courses 8:30 am - 4:30 pm - MacKinnon Building, University of Guelph**

**Welcome Reception 5:00 pm - 7:00 pm**

Shakespeare Arms Pub, Guelph

**Cash bar and complimentary appetizers sponsored by:**



- Your name badge is your entry to the event

**Tuesday, May 4**

**Courses 8:30 am - 4:30 pm - MacKinnon Building, University of Guelph**

**Wednesday, May 5**

**Courses 8:30 am - 3:15 pm - MacKinnon Building, University of Guelph**

Tradeshow for the Recreation Facility Industry

**2010 EXPO**  
**& ORFA AWARDS PRESENTATION**

**The Gryphon Dome**  
**University of Guelph**  
**2:00 pm - 8:00 pm**

**Complimentary dinner buffet, 5:30 pm - 7:30 pm, for all course participants sponsored by:**



- Free EXPO t-shirt for all EXPO attendees
- Your name badge is your entry to the event

**Thursday, May 6 & Friday, May 7**

**Courses 8:30 am - 4:30 pm - MacKinnon Building, University of Guelph**

*The Ontario Recreation Facilities Association is pleased to recognize the following training partners at the 55th Annual Professional Development Program.*



**ZAMBONI**



**OLYMPIA**





# Administration and Management Courses

## Advanced Recreation Facility Energy Management

**Monday, May 3rd to Thursday, May 6th**

This course will provide a combination of practical and classroom training and is designed for practitioners who are committed or assigned to the ongoing responsibility of recreation facility energy usage and budget reduction. The content will focus on aquatic and artificial ice operations in both a stand alone facility, as well as multi-use type buildings, however, some of the information will be transferable to other non-recreation municipal building operations.

A key focus of the course will be an improved understanding of where energy is used and how energy usage and/or costs can be reduced. This comprehension is a fundamental requirement for energy managers to advance savings opportunities in any recreation facility. Effective techniques will be shared to allow participants to build a business case to support energy management initiatives. Practical experience and proven case studies will be illustrated by an energy efficiency facilitation team. Upon completion, participants should be able to return to their facilities and advance energy management issues and recommend capital investment for long-term operational savings.

Although not essential, participants will benefit from having previously completed any of the following ORFA courses: Basic Refrigeration, Advanced Refrigeration Facility Operator, Recreation Facility Environmental Systems (HVAC/R), Essentials of Swimming Pool Operations or Aquatic Facility Operations - Beyond the Basics. It is recommended that those attending this course have a strong understanding of the mechanical and operational best practices and technological requirements of a typical recreation environment. A minimum of two years practical energy management experience is also recommended.

### Topics include:

- Energy action planning for recreation facilities
- Understanding energy potential
- Energy system specific training
- Whole building energy initiatives
- Energy strategic implementation of energy conservation opportunities
- Energy billing and the impact on the facility
- Energy performance verification of initiatives
- Initiative maintenance (to ensure that energy savings continue to be realized after implementation)
- Round table discussions on participants' energy management projects (bring your proposed project along for a possible classroom assessment)

*Facilitator: Ian B. Storey, P.Eng.  
President, I.B. Storey Inc.*

## Creative Program Planning and Management

**Monday, May 3rd to Thursday, May 6th**

The adage "Build it and they will come" is only part of a success story. "Built it and keep them coming"... now that's a success story! These days the challenges of successful service provision in recreation settings go beyond simply offering a variety of interesting programs. A comprehensive service planning and management strategy is vital. This course will examine the many critical elements needed for successful facility service planning and management. Participants will develop a practical work plan to ensure that their specific facility use opportunities are maximized, clients' needs are met and quality service is delivered.

### Topics include:

#### Knowing and attracting your market

- Designing and conducting a comprehensive needs assessment process
- Reviewing community demographic profiles
- Developing a marketing and promotional plan

#### Determining and planning your services and supports

- Identifying and successfully handling trends
- Scheduling for diverse users and program balance
- Unique off season use strategies
- Positioning your services for support within your organization and your community
- Developing effective staff recruitment, training and retention strategies

#### Building Continuous Quality Assurance into every process

- Designing and administering service evaluation processes
- Building a quality-focused staff team
- Quality in facility management
- Quality customer service

*Instructor: Joanne Russell-Haas, Consultant/Trainer  
The Human Factor*



## **Accessibility For Ontarians With Disabilities Act: Legislated Customer Service Requirements in Public Facilities**

**Monday, May 3rd and Tuesday, May 4th**

The *Accessibility for Ontarians with Disabilities Act* (AODA) requires that all staff who provide service to the public receive training on providing customer service for customers with disabilities. This requirement applies to all full time, part time and contract staff including students, volunteers and external contractors who provide service to our customers on our behalf. This is an on-going requirement which means that organizations have to be prepared to provide this training throughout the year, whenever new people are brought in.

This course will provide participants with an opportunity to learn more about the legislated requirement and the various options available to deliver the training.

### **Topics include:**

- The Purpose of the AODA and its application to our workplace
- The Customer Service Standard: understanding the legislation
- Staff training requirements: what has to be covered in the training
- Options for delivering the training
- Providing the training in-house
- Developing an effective approach to training youth and adults

*Facilitator: Lynda Pinnington, Ph.D.*

*Principal, Pinnington Training and Development*

## **Legal Awareness**

**Monday, May 3rd to Thursday, May 6th**

Today's recreation workers must have a clear understanding of current law and regulations, legal expectations and limitations within the context of a recreation environment. This course is intended for recreation staff responsible for the daily maintenance, operation and management of recreation programs and facilities. It will provide participants with an overview of the myriad of laws, regulations, codes and the moral and ethical expectations of the public, and provincial and federal regulatory agencies. We will examine the case study of the mythical town of Any Where, Ontario, how it operates and how it deals with its many problems. Participants will develop solutions and recommendations to reduce this small town's risk of liability. We will use role playing, group work, mock council, mock trials and engaging discourse to raise awareness of our role in reducing our employer's exposure to liability.

*Instructor: Greg Wright, Manager of Community Services, Town of Northeastern Manitoulin and the Islands*

## **Managing People at Work**

**Monday, May 3rd to Thursday, May 6th**

The ability to motivate and manage people in an increasingly complex and ever-changing workplace is a major challenge facing supervisors and managers today. In addition to managing resources effectively and efficiently while achieving quality results, management personnel are also expected to be leaders with vision and the ability to create a work environment where employees can thrive and succeed. Today's multi-generational workforce also presents challenges for motivation and retention. This course is designed for supervisors and managers who would like to learn about the people management process and its application in the recreation facility environment.

### **Topics include:**

- The Role of the Manager: expectations and responsibilities
- Changing Trends in the Workplace: changing expectations of leaders and employees, employee involvement and empowerment, the multi-generational workforce
- Leadership Skills: what is leadership, encouraging and discouraging leadership traits, leadership styles and their impact on employees
- Motivation: Factors which influence performance, setting performance expectations, providing feedback, recognizing good performance
- Coaching and Counselling: coaching employees, dealing with employee performance problems, counselling for improved performance
- Communication Skills: elements of effective communication, barriers to communication, effective listening skills
- Performance Appraisals: as an effective feedback and motivation tool, conducting a performance appraisal interview

*Instructor: Elizabeth Pinnington, Training Consultant and Facilitator, Pinnington Training and Development*



## NEW for 2010! Register online for all ORFA Events at [events.orfa.com](http://events.orfa.com)

- Save time by registering online
- Make safe and secure registration payments
- Receive instant confirmation notification
- Guarantee your spot in the course

### Strategic Business Administration and Performance Measurement

Monday, May 3rd to Thursday, May 6th

Recreation organizations are finding themselves in constant transition, facing change and challenges, which, at times, may seem insurmountable. Proven methods of operation are rapidly becoming outdated. Recreation providers are being called upon to demonstrate “leading-edge” thinking in the planning and provision of services. Success lies ahead for those who can embrace change as an opportunity to meet customer needs, deal with competition, embrace technology and champion the political agendas of the day. In this fast paced, quality driven age, facilitators will be expected to provide nothing less than the most efficient and effective operation of recreation facilities programs and services.

This course will provide an advanced level of development for recreation practitioners who want to take charge of their futures and the future success of their organization. The program places emphasis on contemporary techniques, proven business principles and innovative approaches to assist practitioners in developing ways of achieving maximum results in the administration of their organization.

Participants completing this course will have developed a thorough understanding of these administrative principles and their application in the administrative co-ordination of a multi-service recreation organization.

#### Topics include:

- The changing workplace
- Demographic impacts
- Political relations; human resource management
- Policy development and administration
- Promotion and public relations
- Marketing of services
- Financial administration; business planning
- Maintenance management and cost allocation systems
- Life cycle management
- New municipal performance measures program
- Organizational development and quality service programs.

*Instructor: Tony Brenner, RRFA, CIT  
President/CEO, Facility Futures*

### Project Development Management for Sustainable Community Recreation Facilities

Monday, May 3rd to Thursday, May 6th

Providing satisfactory municipal recreation facilities can be a challenge for many communities in Ontario. The present day inventory has outlived its current life expectancy, are energy inefficient, costly to operate, and do not meet current need. Facility users demand and expect new facilities with affordable user fees while non users do not want higher property taxes to build them. Hence, this creates an overall limited funding situation for capital replacement. Further added, when committing to move forward on a new project, the following concerns must be addressed:

- Do we really need a new recreation facility?
- What type of facility will meet current and future needs?
- How much are we going to spend, and can we afford the long term operating costs?
- Where is it going to be located?
- How and who is going to deliver this project?
- How are we going get the best value for our dollar?

In addition to addressing the above concerns, this course will be of interest to any employee or community leader that will be involved in the development of a municipal recreation facility infrastructure project. The focus of this program will be on industry best practices for recreation facility development and long term financial sustainability.

#### Topics include:

- Case studies and current industry trends for the development of municipal recreation facility projects
- Business case planning for long term financial sustainability
- LEED certification and energy saving initiatives for modern day recreation facilities
- Avoiding common costly errors and mistakes in the development of community recreation facility projects
- Developing good project specification and procuring the right team to successfully deliver the project
- Tools and tips to successfully manage and administer a municipal recreation facility project from conception to grand opening.

*Instructor: Edward M. Pavao, RRFA, CIT  
Project/Business Development Manager  
Nustadia Recreation Inc*

## Events Planning and Management

**Monday, May 3rd to Thursday, May 6th**

Designing, developing and delivering an event, whether in a facility or in the broader community, requires skill and knowledge to not only ensure a successful outcome that delights the attendees but that the event is delivered within set standards and regulations to minimize liability concerns. This course provides an operational framework consisting of six key components critical to staging any event.

### Topics include:

#### Introduction to Events

- Purpose and value of events
- Ethics, core values, customer service and code of conduct
- Industry trends and issues
- Professional development resources
- Organizational and time management skills
- Stress management

#### Program Development

- Identifying your market, market research, trends and social issues
- Development of event principles, purpose, goals, objectives and timelines
- Identification of standards, policies and regulations that could impact your activities
- Community networks
- Risk management
- Program and facility interaction
- Contingency planning

#### Marketing and Promotions

- Use of media and resources
- Development of a marketing and communication plan
- Public relations strategies, media kit development, networks of key partners

#### Volunteer Management

- Determining the need and use of volunteers
- Developing a volunteer recruiting, selection, orientation training and management program
- Effective leadership to manage volunteers in a union/management environment
- Customer service for internal and external customers
- Writing position descriptions and standard operating procedures
- Human rights issues
- Labour standards and insurance coverage

#### Sponsorship and Fundraising

- Defining available opportunities
- Profiling your event
- Potential sponsorship opportunities
- Tracking success
- Benefits
- Sources
- The proposal
- Follow up

#### Project Management

- Defining project management
- How to assemble your project team
- Effective project leadership
- Budgeting, scheduling and monitoring progress
- Software and other technology
- Risk management
- Motivational skills
- Final evaluation

#### Sponsorship and Fundraising

- Ideas on how to develop a sponsorship package
- How to attract a sponsor for your event
- How to enhance your program using sponsorship

#### Event Ideas

- Sharing event ideas for different markets

*Instructor: Cathy Seguin, Manager, Arenas and Facilities  
Memorial Gardens Sports Arena, North Bay*

Tradeshow for the Recreation Facility Industry

# 2010 EXPO

## & ORFA AWARDS PRESENTATION

**The Gryphon Dome  
University of Guelph  
2:00 pm - 8:00 pm**

- Complimentary dinner buffet, 5:30 pm - 7:30 pm, for all course participants sponsored by:



- Free EXPO t-shirt for all EXPO attendees
- Your name badge is your entry to the event

## Aquatic Program Administration

**Monday, May 3rd to Wednesday, May 5th**

This Canadian Red Cross course will take your aquatic management skills to a new level. With the increasing demands from your patrons and regulatory sectors, it is important that the aquatic manager of today has a clear understanding of current situations and trends. We will use group work, role play and brainstorming to raise your awareness of your role in the facility. Keeping your community informed plays a key role in meeting your vision and offering programs with set standards and ensuring successful outcomes to meet community needs. During this course, we will focus on key components of an excellent aquatic program administrator: people, self, organization, customers and tasks.

### Topics include:

#### Risk Management

- Staff and Staff Risks and Prevention
- Evaluation and Auditing Tools
- In Service Training Obligations
- Policy Manual and Standards of Practice
- Aquatic legislation – Health Protection and Promotion Act, TSSA
- Occupational Workplace requirements

#### Knowing your community

- Development, distribution and analysis of needs assessment, feasibility studies
- Who is your target audience (demographics)
- Knowing your business partners
- Knowing your facility

#### Program Planning

- Purpose of your facility
- Programming Mix
- Access and Space Requirements
- Facility Flow
- Staffing for the program
- Special events, user groups, rentals, quiet time

#### Staffing

- Growing your Staff
- Recruitment
- What do they expect for Recognition
- Training Requirements and Scheduling
- Staff Retention
- Staff Relations
- Succession Planning

#### Marketing and Advertising

- Service Marketing (7 P's)
- SWOT Analysis
- Ansoff Matrix model
- Market Segmentation and promotional mix
- Evaluation of strategies – what's most effective

#### Customer Service

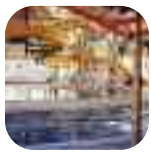
- Building Customer-Centred programs/services/facility
- Customer Relation Management
- Impact on your facility
- 10 Steps to Invest in your customers

*Instructors: Gail Botten, Program Advisor, Swimming Water Safety and Leadership Canadian Red Cross, Ontario Zone, Lesley Anderson, Program Representative - Eastern Region, Canadian Red Cross, Lesley Elaschuk, Program Representative - West Central, Canadian Red Cross*



Canadian Red Cross  
Croix-Rouge canadienne





# Aquatics Courses

## **CERTIFIED AQUATIC PROFESSIONAL (CAP)**

The ORFA, in partnership with the Canadian Red Cross – Ontario Zone has created this designation in response to the training needs of members who work in aquatic facilities.



To qualify for this designation, a practitioner must successfully complete the following three courses: Essentials of Swimming Pool Operations; Aquatic Facility Operations-Beyond the Basics; and Aquatic Program Administration. In addition, the practitioner must have a minimum Grade 12 education, be a member of the ORFA; maintain current WHMIS and Standard First Aid/CPR-Level C training; and have a minimum 24 months related aquatic facility work experience..

## **Essentials of Swimming Pool Operations**

**Monday, May 3rd to Wednesday, May 5th**

This course is in response to frequent requests from our members, and others involved in aquatic facility operations, to provide a concise, professional development opportunity encompassing the essentials of operating a public swimming pool in Ontario.

This course does not certify participants in the operation of aquatic facilities. However, it will provide critical information on what is recognized to be necessary knowledge for practitioners and employers to operate their aquatic facility safely, efficiently, effectively and in full compliance with applicable legislation. It will also provide a solid base for those who wish to continue their professional development in the aquatics field.

### **Topics include:**

- Pool construction and design
- Legislation affecting aquatic facilities
- Pool circulation and filtration
- Water treatment, disinfection and testing
- Microbiology and infection control
- Safety of staff and public
- Legal awareness and risk management

This course is taught using a combination of classroom-based study and some hands-on training. Participants are expected to be able to return to their workplace and utilize the skills and knowledge they have learned in the course.

*Instructor: Dan McArthur, RRFA, CIT, Facilities Manager, City of Dryden*

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## **Aquatic Facility Operations - Beyond the Basics**

**Thursday, May 6th and Friday, May 7th**

Designed for the operator who has completed the Essentials of Swimming Pool Operations course, or similar course, and who has practical, on-the-job experience, this course will provide participants with an advanced study of aquatic facility operations. It will further investigate the components of the circulation system, types of filtration, comparisons of efficiency and maintenance requirements, filter area, flow rates, and how these specifications result in selection for the application. Also, the course will explore circulation pump design, pump curves and how pump selection is determined. Water heaters will also be examined.

Water treatment and disinfection will involve a hands-on component of testing, analysis and application of the Saturation Index as a case study. Chlorination disinfection and safety will be discussed in depth along with consideration of alternative disinfecting methods, including ozone and ultra violet, and how current legislation impacts their application.

Seasonal operations, and the special requirements for outdoor facilities, will be covered, including best practices for winterizing and re-opening the facility. Also, indoor air quality concerns, challenges and best practices will be examined and discussed.

This course is taught using a combination of classroom-based study and some hands-on training. Participants are expected to be able to return to their workplace and utilize the skills and knowledge they have learned in the course.

*Instructor: Dan McArthur, RRFA, CIT, Facilities Manager, City of Dryden*



# Buildings and Grounds Courses

## Building Maintenance and Operations

**Monday, May 3rd to Thursday, May 6th**

This course provides an introduction to the fundamental principles and techniques associated with practical maintenance applications in recreation facilities.

### Topics include:

#### What is Building Maintenance

- Asset management
- Understanding your role in life-cycle planning

#### A Brief Introduction to the OHSA and Other Guiding Legislation

- Roles as set out in the OHSA
- Health and safety law
- PPE and you

#### Working with Volunteers and Outside Contractors

- Definition of a contractor
- Our role when contractors are on site
- Pros and Cons of contracting out work

#### Building Types, Design and Materials

- Building materials used in construction recreation facilities
- Construction methods
- Roofing systems
- Snow loading issues
- Problems associated with aging recreation facilities

#### Setting-up a Building Maintenance and Upkeep Plan

- Benefits of a written plan
- Role of the JHSC
- What the OHSA says about inspections
- The difference between:
  - Operational manuals
  - Maintenance logs
  - Inspection logs
- Developing the inspection plan

#### Slips, Trips and Falls

- Recognizing fall hazards
- The 2-main types of falls

#### Working at Height

- What the MoL says about the issue
- When fall protection is required
- Key components of fall protection equipment
- How to use scaffolding correctly
- Ladder safety

#### Confined Space Entry

- What legislation controls confined space entry
- What is a confined space
- Who is responsible for confined space entry

#### Doors

- What the Fire Code says about doors

- Preventative maintenance programs for doors
- Preventing door blockage strategies
- Push and panic bars
- Facility Water Fixtures and Systems

#### HVAC Systems

- How different fan systems work
- The Fire Code and HVAC
- Preventative maintenance for HVAC systems
- Boilers and water heaters

#### Working Safety with Electricity and Liquid Piping

- Ontario Electrical Code
- When you will need an electrical permit
- Lockout and tag out obligations

#### Fire Code Regulations

- Fire safety inspection requirements
- Fire Protection and Prevention Act
- Fire department access obligations
- Alarm testing certificate obligations

#### Lighting

- Recreational facility lighting level requirements
- Types of lighting
- What are T8 and T5 lighting systems
- LED Technology and how its impacting our business

#### Energy Management

- Defining basic facility operational tasks
- Different types of floors found in recreation facilities
- Sweeping
- Vacuuming
- Mopping
- Role of floor matting
- Do you have a keen eye for facility problems
- Keeping stock and inventory of parts, tools, and equipment
- Know your building shut offs and other key operational requirements

*Facilitators: Frederick Horvath, BA, RRFA, CMM III  
Director of Operations, Municipality of Clarington, LouAnn Birkett, C.P.P., AMCT, Purchasing Manager, Regional Municipality of Durham, George Acorn, Facility Manager, Municipality of Clarington*

**NEW for 2010! Register online  
for all ORFA Events at  
[events.orfa.com](http://events.orfa.com)**

**Save time by registering online • Make safe and secure  
registration payments • Receive instant confirmation  
notification • Guarantee your spot in the course**

## Building Management and Operations

**Monday, May 3rd to Thursday, May 6th**

This course provides an in-depth, progressive program of study for personnel who have successfully completed Building Maintenance and Operations or a recognized equivalent course. A detailed study of specialized areas of building maintenance and operations will be covered to provide participants with a competent working knowledge of areas relating to sustainability and preventative maintenance programs.

### Topics include:

- Building Code; application to the workplace loads, occupancy, barrier free, structural adequacy
- Roofing System; ridges, exposed roofing felts, membrane flashing, blubberies, ponding, water, blisters, pitch pockets, metal roof, single ply
- Painting Specifications; paint products, coatings, surface preparation, tender specifications, maintenance repainting
- Air Quality/Ventilation; air contaminants, air exhaust system, controls, fans, checklist, filters, airflow rates, healthy building guidelines
- Cost Effective Building Program; air leakage, insulation, vapour barrier, infiltration, ex-filtration, air sealing, repair/replacement
- Boiler Maintenance and Operation; certificate requirement, repair vs. maintenance, boiler startup checklist, operators' responsibilities, safety system inspection shed, water treatments
- Issues Affecting Building Operation; discuss your concerns as it relates to guidelines, standards, occupational health and safety, healthier buildings, new technologies, liability
- Budgeting: capital and current budgets, limitations of traditional budget process, types of budgeting, performance measurement
- Building Assessments; preventative maintenance life cycle, IESNA, spring and fall inspections, structural adequacy, fire code, risk maintenance
- Contract for Services; Facility staff and managers often find themselves in the position of purchasing services. Methods, legal binding contracts, types of contracts, preparing specifications, awards, how to deal with poor service contractors, errors and pitfalls will all be discussed

*Facilitator: Frederick Horvath, BA, RRFA, CMM III  
Director of Operations, Municipality of Clarington*



## Facility Housekeeping and Sanitization

**Monday, May 3rd to Thursday, May 6th**

The need to maintain all recreation environments to the highest level of cleanliness is expected by those who use our facilities each day. Recreation buildings are large, have huge amounts of human traffic under all kinds of conditions and are often understaffed with little budget. Understanding the basic requirements of public health regulations as well as how to properly plan and implement a comprehensive work detail can make the task of housekeeping and sanitizing a recreation facility manageable.

This course is designed for front-line staff. It will provide participants with practical proven techniques to safely work through all cleaning jobs aimed at ensuring satisfied users and extended facility life expectancy.

### Topics include:

- Understanding the recreation cleaning environment challenges: aquatic, dry-floor, ice, change rooms and common areas
- Preventing accidents in the workplace - accident reporting
- Legislation: Public Health Regulations, OHSA
- Role of staff in maintaining a clean safe facility
- Working when the public is in the building
- Working safely with chemicals in the workplace
- First Aid
- Electrical safety
- Proper lifting
- Bacteria, disease control
- Blood borne pathogens and their risks
- Cleaning with steam and understanding mould
- Fire prevention
- Confined spaces
- Fall protection and safely working at heights
- Use and care of Personal Protective Equipment
- Cleaning food preparation areas
- Wall types and cleaning
- Cleaning windows, trims, ceilings, fans and beams
- Floor types and cleaning requirements
- Stripping, waxing, buffing, carpets and furniture
- Restrooms: sinks, urinals and toilets
- Specialized cleaning: lights, computers, leather and grout
- Dealing with garbage and recycling programs
- Controlling stock and inventory
- Dealing with community disasters that elevate facility use and cleaning requirements
- Policies, procedures and record keeping: tracking cleaning tasks to maximize budget allocations

This course will also include a "janitorial rodeo" which will allow participants to view and try various pieces of janitorial equipment.

*Instructors: Steve Hardie, RRFA, CIT, CPT  
Director of Parks and Recreation, Municipality of North Perth*

## PARKS AND OPEN SPACE PROFESSIONAL TRAINING PROGRAM - LEVEL I & II

PARKS AND OPEN SPACE ALLIANCE



The ORFA, in collaboration with the Ontario Parks Association (OPA) and the Sports Turf Association (STA), has created the Parks and Open Space Alliance (POSA) who now collectively administers the Parks and Open Space Professional Training Program - Level 1. Each of these three organizations contributes a specialized training course designed for both seasonal workers as well as full-time parks personnel.

To complete the program, a practitioner must successfully complete the following three courses: Parks Maintenance and Operations; Parks Equipment Safety Operation; and Sports Turf Management and Maintenance. In addition, the practitioner must have a minimum Grade 12 education, be a member of the OPA, the ORFA. or the STA; maintain current WHMIS and Standard First Aid training; and have a minimum 24 months related parks work experience.

Each of the three courses is taught using a combination of classroom-based study and some hands-on training. Participants are expected to be able to return to their workplace and utilize the skills and knowledge they have learned in the courses. The hands-on portion of each course requires participants to arrive in appropriate work clothes including CSA-approved footwear.

**For complete information on Level II requirements please visit [www.orfa.com](http://www.orfa.com).**

### Parks Maintenance and Operations

**Monday, May 3rd to Thursday, May 6th**

This Ontario Recreation Facilities Association course is designed to introduce recreation facility personnel to the principles and techniques of parks maintenance and operations. It will be of interest to those professionals who maintain parks as a part of their responsibilities, or to those who wish to develop new knowledge and skills in this area. Facilitators will provide demonstrations and tours emphasizing practical applications of the course content.

#### Topics include:

- Parks maintenance and operation principles and techniques
- Horticultural landscaping and maintenance
- Estimating, tendering and construction of parks facilities
- Playground equipment maintenance, inspection and standards
- Site fixtures and furniture
- Sports facility and sports field maintenance and operation
- Turf maintenance and techniques
- Safe use and operation of equipment
- Current issues and trends

*Facilitator: Jay Kivell, Jay Kivell and Associates  
Horticultural, Parks and Recreation Consultants*

### Parks and Landscaping Equipment Safety Operations

**Monday, May 3rd to Thursday, May 6th**

This Ontario Parks Association course is designed to help enhance the competencies of experienced employees, while setting the right foundation blocks for those being introduced to the world of green space maintenance and management.

Working safely in a parks environment requires a comprehensive understanding of the tasks at hand and the equipment designed to effectively and efficiently perform the work.

Participants will gain first hand exposure to industry best practices, and are expected to complete their professional development experience by participating in workplace specific training once they return to the workplace. With the knowledge gained from Parks Maintenance and Operations and the Sports Turf Management and Maintenance courses, participants will learn the skills required for the safe operations of small hand tools and larger grass cutting and turf care equipment.

#### Topics include:

- understanding legislative requirements set by the Ministries of Labour and Transportation
- Equipment and fleet training and safety
- The Occupational Health and Safety Act
- Personal Protective Equipment (PPE)
- Current CVOR legislation
- Load security
- Pre-trip inspection
- Fuel handling, safety and storage
- Off-site equipment demonstrations and training

**Mandatory Equipment Requirement:** Participants must come prepared with proper protective equipment including rain gear and CSA-approved work boots. Failing to arrive with these items will limit participation in hands-on activities to viewing from a safe distance. There will be no exceptions to this requirement.

*Facilitators: Paul Ronan, Executive Director, Ontario Parks Association and Tom Mathews, Operations Support Officer, City of Toronto, Parks Branch*



Tradeshow for the Recreation Facility Industry

# 2010 EXPO

## & ORFA AWARDS PRESENTATION

The Gryphon Dome, University of Guelph  
2:00 pm - 8:00 pm

- Complimentary dinner buffet, 5:30 pm - 7:30 pm, for all course participants sponsored by:



- Free EXPO t-shirt for all EXPO attendees
- Your name badge is your entry to the event

## Sports Turf Management and Maintenance

Monday, May 3rd to Thursday, May 6th

This Sports Turf Association course is designed to introduce the latest principles and techniques of managing and maintaining sports turf. The course will be of interest to those who manage or maintain sports turf, other turf areas, and/or those who wish to develop additional knowledge and skills in this important field. The course offers a range of options to deal with issues such as restricted pesticide use, restricted water use, and how best to manage with limited financial resources.

### Topics include:

- Turf species and their uses, characteristics and benefits, emphasizing the latest and best varieties for particular uses
- An overview of the identification, monitoring and control of diseases, insects, and weeds in sports turf
- Integrated pest management (IPM) programs to recognize and monitor infestations of diseases, insects and weeds, to identify thresholds, to reduce pesticide use, and to utilize biological and cultural methods to control/reduce infestations
- Soils as a much needed medium for growth and fertility and often the basis for resolving many problems
- Water management including sub-surface and surface drainage systems, irrigation practices and systems and the efficient use of water and weather information for managing improvements under water restrictions with a full module on irrigation
- Cultural practices which enhance and promote good turf and improved playing conditions
- Sports field construction including proper design, layout, orientation and the hidden aspects for good turf
- Renovations and restoration methods for poorly performing fields and best practices which promote good conditions and improved maintenance practices

*Facilitators: Representatives from the Sports Turf Association*



## Registered Playground Practitioner Program

Monday, May 3rd to Friday, May 7th

The Ontario Parks Association has developed the Ontario Playground Academy to meet the needs of those involved and responsible for the hands-on inspection and maintenance of public playspaces and playground facilities.

OPA places a high priority and commitment to the provision of safe and accessible play structures in public spaces. OPA also emphasizes the strong need to educate caregivers, supervisors and others about the benefits of positive and safe play experiences for our children.

Participants will learn how to significantly lower the risk of injuries in play areas by providing a safe outdoor learning experience for all. The Ontario Playground Academy uses the CAN/CSA-Z614-03, Children's Playspaces and Equipment as the base document for the three independent courses of the Academy.

This course is designed for experienced individuals who, ideally, perform hands-on monthly inspections of public play structures and who have a good understanding of the relevant CSA standards. Participants may have already taken a playground certification program.

The Ontario Playground Academy instructors include experts from the industry including an architect, liability expert, lawyer, representative of the Canadian Standards Association and others to give in-depth classroom-based training as well as on-site demonstration at a local playground structure.

### Topics include:

#### Playspace Strategies

- space requirements
- playability
- access/egress requirements
- playspace design
- age appropriate issues
- playspace materials
- playspace construction

#### Playspace Evaluation

- playvalue and hazard identification
- inspection and maintenance
- surfacing evaluation
- record keeping
- CSA overview
- corrective actions



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### Playspace Management

- liability and insurance
- due diligence
- contractual obligations
- risk management
- owner/operator responsibilities
- employee/manager responsibilities
- playvalue and practical choices

Participants who complete this program and achieve a passing grade in the written exam will be registered by the Ontario Playground Academy as a "Playground Practitioner".

*Instructor: Peter Kells, Industrial Designer (playground and recreation equipment), Executive Member, IPA Canada, and Playground Inspector*

### Cemeterian™ Operations Level I Monday, May 3rd to Wednesday, May 5th

The Cemeterian Operations Level I course is the first of a two-part cemetery program which is designed to educate and raise the level of professionalism of the cemetery operator. The Cemeterian Operations Level I is a three-day, in-class session with invited guest speakers who represent funeral directors and government officials. The Cemeterian Operations Level I course addresses topics that a cemetery operator must be aware of in their day to day duties. Each cemeterian will share their experiences as we discuss each of the presented topics.

#### Topics include:

- A history of cemeteries
- Understanding how to work safely in a cemetery environment
- Maintaining risks associated with cemetery operations
- Cemetery By-Laws - what they can and cannot control
- Understand the Cemeteries Act and the Funeral, Burial and Cremation Services Act
- Proper grave set-up, grave opening and closing procedures, foundation layout, marker Installation, lot layout procedures
- Cremation interment options
- Understanding the importance of proper record keeping
- Dealing with the bereaved families in a compassionate and professional manner

*Instructor: George Barnes, ADA, CIT  
Director of Parks and Outside Services, City of Cambridge*

### Cemeterian™ Operations Level II Thursday, May 6th and Friday, May 7th

The Cemeterian Operations Level II course is a two-day field training session with invited guest speakers who represent monument builders and cemetery designers. Participants will visit cemetery operations and spend time on cemetery grounds and in maintenance buildings, chapels and mausoleums.

#### Topics include:

- Receive and document funeral information accurately and professionally
- Perform proper grave layout, opening, set up and closing techniques
- Perform proper marker installation
- Perform and document monument safety inspections
- Perform cremation layout, opening, set up and closing duties
- Perform columbarium layout, opening, set up and closing duties
- Review cemetery equipment and safe working practices
- Review cemetery design opportunities to include memorial trees and benches

*Instructor: George Barnes, ADA, CIT  
Director of Parks and Outside Services, City of Cambridge*



# CERTIFIED ICE TECHNICIAN (CIT) PROFESSIONAL DESIGNATION Recertification Information



Recognized by:



## Background

The Ontario Recreation Facilities Association (ORFA) introduced the Certified Ice Technician (CIT) professional designation in 1997. This NHL-recognized credential was designed to acknowledge the academic excellence and specialized expertise of individuals who work in artificial ice operations. Overwhelmingly, the CIT designation has been the most sought-after of all the ORFA professional designations. Today, close to 70% of arenas, ice and refrigeration job postings specifically state the preference to recruiting those individuals who hold the CIT professional designation.

Since 1997, over 800 individuals have been awarded the CIT designation. More recently, there has been discussion and reflection, based on industry needs and legal counsel, that to ensure these individuals remain current in industry best practices and knowledge, that a recertification program be designed and implemented.

## Recertification

Recertification is a very common self-regulation approach taken by many professional associations seeking to ensure its members represent the most qualified individuals within a particular industry-sector or profession.

Recertification will help CITs update their skills and knowledge on the latest ice and refrigeration technologies and techniques, and on current industry information and legal requirements to ensure safe, effective and efficient ice facilities operations. It also assists the employer to meet the *Occupational Health and Safety Act's* requirement to ensure the workplace has competent workers. Recertification will further enhance the integrity, value and validity of the CIT professional within the recreation facility industry and among the sport and recreation sector, government agencies and the broader public sector.

The guiding principles for CIT recertification are to ensure the process is *appropriate, accessible, attainable* and *affordable* for all CITs.

Effective January 1, 2010, CITs will be required to recertify every five years. This new requirement is retroactive to January 1, 1997 and includes all CIT recipients from January 1, 1997 to December 31, 2009. Individuals will recertify according to the following schedule:

CIT Certification Year	CIT Recertification Year
1997-2001	2010
2002-2004	2011
2005-2007	2012
2008	2013
2009	2014
2010	2015
Etc.	Etc.

## The CIT Recertification Process

1. The ORFA will contact the recertifying CIT members in the month of October of the year prior to their recertification year. For example, CITs who obtain their professional designation in 2010 will be required to recertify in 2015; the ORFA will contact them in October 2014 and provide them with recertification information for the following year.
2. The CIT member has **three options** to recertify:

### Option 1: Write the ORFA CIT Challenge Exam

This classroom-based exam will be scheduled in March and September at the ORFA office in Toronto and at selected regional locations around the province, as needed. The exams will be proctored by ORFA staff and/or selected ORFA training instructors.

To assist the challenge exam participants, the ORFA will prepare a syllabus of subject matter topics that the participants should review prior to writing the exam. As well, the exam writers will be encouraged to obtain the latest version of ORFA's *Refrigeration Manual: Ice Rink Applications (2007)* as well as ORFA's training manuals in *Ice Making and Painting Technologies* and *Ice Maintenance and Equipment Operations*.

The exam will contain questions comparable to the exams in the original three courses (Basic Refrigeration; Ice Making and Painting Technologies; Ice Maintenance and Equipment Operations). The exam fee will be \$125.00 plus applicable taxes.

If the member fails the CIT Challenge Exam, he/she will have the option to rewrite the CIT Challenge Exam, at the same fee, or register to participate in the CIT Recertification Course (classroom or online) and complete that final exam. If the member once again fails the exam in either scenario, then he/she will be required to re-take the three CIT certification courses: Basic Refrigeration, Ice Making and Painting Technologies and Ice Maintenance and Equipment Operations.

### Option 2: Take the ORFA CIT Recertification Course (classroom-based)

This course will provide a comprehensive review of information contained in the original three courses (Basic Refrigeration; Ice Making and Painting Technologies; Ice Maintenance and Equipment Operations) as well as highlight updated best practices. The course will include a final exam. The course will be taught over a two-day period. Participants will be required to prepare pre-course work so that time in class may be spent on more advanced subject matter. The recertification course will be offered in the spring at the Annual Professional Development Program held at the University of Guelph. Regional offerings will be considered, as required.

The registration fee for the classroom-based course will be \$370.00 plus applicable taxes.

If the member fails the CIT Recertification Course (classroom-based), he/she will have the option to re-take the CIT Recertification Course (classroom or online), at the same fee, and re-write the exam or choose to write the CIT Challenge Exam. If the member once again fails the exam in either scenario, then he/she will be required to re-take the three CIT certification courses: Basic Refrigeration, Ice Making and Painting Technologies and Ice Maintenance and Equipment Operations.

### **Option 3: Take the ORFA CIT Recertification Course (online)**

This course, developed in partnership with the Office of Open Learning, University of Guelph, will mirror the information presented in the classroom-based course and include a final exam. The course will be approximately three weeks long and will be facilitated online by an ORFA content expert. The online course will be made available in the fall of each year.

The registration fee for the online course will be \$495.00 plus applicable taxes.

If the member fails the CIT Recertification Course (online), he/she will have the option to re-take the CIT Recertification Course (classroom or online), at the same fee, and re-write the exam or choose to write the CIT Challenge Exam. If the member once again fails the exam in either scenario, then he/she will be required to re-take the three CIT certification courses: Basic Refrigeration, Ice Making and Painting Technologies and Ice Maintenance and Equipment Operations.

### **Recertification Course/Exam Content**

The information used to create the CIT Challenge Exam and presented in the CIT Recertification Course (classroom-based and online) will address the subject matter at the same level of intensity and scrutiny as the information presented in the original three courses. As such, the recertification information will:

- Review current theory, advanced principles and best practices
- Present the latest in technologies, techniques, tools
- Review legal liabilities and responsibilities
- Test to measure the skills and knowledge to work competently as an ice technician professional.

### **Non-recertification**

If a CIT fails to recertify within the allotted time frame, a notice will be sent reminding the individual of his/her professional requirement. The individual will be provided a grace period extending to the next offering of the CIT Challenge Exam or the CIT Recertification Course (classroom-based or online). Failing to act on the notice, the individual will be advised that his/her CIT professional designation will be suspended and will not be reinstated until he/she writes the CIT Challenge Exam or successfully completes the CIT Recertification Course (classroom-based or online). Until that time, the individual is not permitted to represent himself/herself as a Certified Ice Technician. During the suspension period, the individual must maintain his/her individual membership with the ORFA.

### **For More Information**

Please contact:

Sharon Dias, Administrative Assistant  
Ontario Recreation Facilities Association  
1 Concorde Gate, Suite 102, Toronto, Ontario M3C 3N6  
tel: (416) 426-7299 fax: (416) 426-7385 email: admin@orfa.com





# CERTIFIED ICE TECHNICIAN (CIT) Recertification 2010 • Registration Form

## STEP I: CONTACT INFORMATION

Mr  Ms First Name Last Name

Title/Position Employer

Facility

ADDRESS:  Home  Business

Town/City Province/State Postal/Zip Code

Home Phone Business Phone Fax Email

## STEP II: RECERTIFICATION COURSES, EXAM OPTIONS AND FEES - Pick One

### CIT Challenge Exam

- Monday, March 29, 2010  
Time: 10:00 am to 12 Noon  
Locations *select one (exact locations TBA):*  
 London  Toronto  Ottawa  Sudbury  
Fee: \$125.00 plus 5% GST = \$131.25

- Sunday, May 2, 2010  
Time: 3:00 pm to 5:00 pm  
Location: University of Guelph, Guelph, Ontario  
Fee: \$125.00 plus 5% GST = \$131.25

- Monday, September 27, 2010  
Time: 7:00 pm to 9:00 pm  
Locations *select one (exact locations TBA):*  
 London  Toronto  Ottawa  Sudbury  
Fee: \$125.00 plus 5% GST = \$131.25

### CIT Recertification Course - Classroom-based

- Wednesday, May 5 and Thursday May 6, 2010  
Time: 8:30 am to 4:30 pm  
Location: University of Guelph, Guelph, Ontario  
Fee \$370.00 plus 5% GST = \$388.50

### CIT Recertification Course - Online

- Pilot Launch of Online Course  
Date: Monday, June 7 to Friday, June 25, 2010  
(three-week time frame for course completion)  
Fee: Registrants for this pilot will attend at no fee payable; class size will be limited to 20 participants
- Official Launch of Online Course  
Date: Monday, October 4 to Friday, October 22, 2010  
(three-week time frame for course completion)  
Fee \$495.00 plus 5% GST = \$519.75

## STEP III: DISCLAIMER

As the registered participant, you are required to read and sign the following disclaimer in order for your registration to be processed: "I, the registered participant, agree to assume all risks, including travel to and from the program, and waive all rights and all liabilities for personal injury or property loss whether occurring prior to, during, or subsequent to the program whether caused by the ORFA's negligence or otherwise, and for the consideration aforesaid, I covenant and agree not to make any claim or to commence or maintain any action or proceeding against them. And it is further agreed that the ORFA does not by the payment aforesaid or otherwise admit any liability to me and liability is in fact denied."

REGISTERED PARTICIPANT DATE

## STEP IV: PAYMENT

- Cheque (payable to the ORFA)
- VISA  Mastercard  American Express

Card #

Expiry Date

Card Holder's Name as it appears on card

Authorizing Signature

Cancellation Policy: A complete refund, less a \$50.00 administration fee, will be issued provided written notification of cancellation is received by the ORFA no later than 10 business days prior to the course start date. No refunds will be issued after this time period. Registrants will receive a full refund should the ORFA cancel a course. A \$35.00 service charge will apply to all N.S.F. cheques.  
**Please remit completed registration form and payment to: Ontario Recreation Facilities Association, 1 Concorde Gate, Suite 102, Toronto, Ontario, M3C 3N6, Fax: (416) 426-7385**

**NOTE: Save on 8% tax by registering and paying by June 30, 2010; 13% HST payable July 1, 2010 and onwards**



# Refrigeration and Ice Courses

## CERTIFIED ICE TECHNICIAN (CIT) PROFESSIONAL DESIGNATION



Recognized by the National Hockey League (NHL), the Certified Ice Technician (CIT) designation is the most highly recognized professional achievement for ice operators. To qualify for this designation, a practitioner must successfully complete the following three courses in sequential order: Basic Refrigeration; Ice Making and Painting Technologies; and Ice Maintenance and Equipment Operations. In addition, the practitioner must hold individual membership in the ORFA; have a Grade 12 education; maintain current WHMIS and Standard First Aid training; and have a minimum 24 months related work experience in refrigeration operations and in ice making and maintenance.

Each course is taught using a combination of classroom-based study with some hands-on training. Participants are expected to be able to return to their workplace and utilize the skills and knowledge they have learned in the courses. The hands-on portion of each course requires participants to arrive in appropriate work clothes including CSA-approved footwear.

## REFRIGERATION PLANT OPERATIONS TECHNICIAN (RPOT) PROFESSIONAL DESIGNATION



The ORFA, in partnership with CIMCO Refrigeration, has created the Refrigeration Plant Operations Technician (RPOT) designation in response to the increasing demand for highly qualified practitioners who can safely and effectively operate, maintain, and monitor a recreation facility refrigeration plant and related environmental and mechanical systems.

To qualify for this designation, a practitioner must successfully complete the following three courses in sequential order: Basic Refrigeration; Advanced Refrigeration Facility Operator; and Recreation Facility Environmental Systems. In addition, the practitioner must hold individual membership in the ORFA; have a Grade 12 education; maintain current WHMIS and Standard First Aid training; and have a minimum 2,000 hours work experience in the care and control of a refrigeration plant.

Each course is taught using a combination of classroom-based study with some hands-on training. Participants are expected to be able to return to their workplace and utilize the skills and knowledge they have learned in the courses. The hands-on portion of each course requires participants to arrive in appropriate work clothes including CSA-approved footwear.

## Basic Refrigeration

**Monday, May 3rd to Thursday, May 6th**

A time-tested course, Basic Refrigeration has been delivered to recreation facility personnel for over four decades and has become an industry-recognized minimum competency for practitioners working in a recreation-related refrigeration plant.

Participants will learn the fundamentals of the theory and principles of refrigeration and the importance this plays in the creation of a quality ice surface. While not mandatory, participants are encouraged to gain some knowledge of a working refrigeration system prior to attendance. It is recommended that prior to attending this course participants ask their refrigeration plant operator, or other qualified facility individual, for a guided tour and orientation of the refrigeration plant. This review should explore: key pieces of equipment; safety devices; log book use; responses to emergencies and evacuation plans; types and amounts of refrigerants; storage; and personal protective equipment for all noxious gases and/or refrigerants stored on site.

### Topics include:

- Principles of Refrigeration
- Refrigeration Equipment Identification & Function
- Refrigeration Controls, Accessories and Safety Devices
- Refrigeration System Operation & Maintenance

*Facilitators: Bill Vass, Specialist, Visionary Arena Services, Dave Wescott, Director, Facility Programs, Serving the American Rinks (STAR) and Gaston Boissonneault, Licensed Refrigeration Mechanic, Metal Air*



## Ice Making and Painting Technologies

**Monday, May 3rd to Thursday, May 6th**

**Prerequisites:** Participants should have completed the Basic Refrigeration course or the Advanced Refrigeration Facility Operator course and have one year, hands-on, artificial ice experience.

Creating a durable sheet of ice requires a clear understanding by the ice technician of the ice making environment. This environment will include such variables as basic scientific principles surrounding air, water, paint and refrigeration and may or may not be within the operator's control. Building on the theory gained in the refrigeration classes, this course will enhance the participants' knowledge, while increasing their operational effectiveness through a clear understanding of proven ice installation principles and techniques. Further, participants will learn basic standard facility operation practices and have hands-on exposure to various proven on-ice applications.

Some practical on-ice demonstrations will occur, with limited opportunity for each participant to take part. All students should come prepared to spend up to seven hours on the ice. Clothing and CSA-approved footwear should be selected and worn to suit a cold, wet work environment.

### Topics include:

- History of ice making and painting
- Humidity – principles and equipment
- Water – understanding and controlling Total Dissolved Solids
- Refrigerated floors – constructed options, limitations and preparation
- Dasher board systems – types, best installation practices, safety
- Painting and Logos – painting ice white, lines and logos vs. paper, vinyl and other materials
- Specialty Ice Surfaces – Hockey, Curling, Speed Skating, Broomball, Ringette, Figure Skating, Sledge Hockey and Public Skating
- Ice Energy Management

*Facilitators: Graham Nesbitt, RRFA, CIT, Ontario Sales Representative, Resurface Corporation, and John Archibald, RRFA, CIT, AMCT, Facility Supervisor, Town of Halton Hills*



### Serving The American Rinks (STAR) Training Opportunities

The ORFA's partner, Serving The American Rinks (STAR), offers a variety of training opportunities in the United States. These courses are recognized by the ORFA for the CIT professional designation.

To learn more about STAR, visit [www.starrinks.com](http://www.starrinks.com)

## Ice Maintenance and Equipment Operations

**Monday, May 3rd to Thursday, May 6th**

**Prerequisites:** Participants should have completed a) Basic Refrigeration or the Advanced Refrigeration Facility Operator course; b) and the Ice Making and Painting Technologies course; and c) have two years of practical artificial ice knowledge with some ice resurfer operational experience or a Safe Ice Resurfer Operator permit.

In this course, participants will learn skills to create exceptional ice, troubleshoot poor ice conditions, perform ice maintenance, and operate and maintain equipment while ensuring a safe physical setting. There will be some limited opportunity for each participant to take part in the on-ice demonstrations. All participants should come prepared to spend up to seven hours on, or near, the ice surface.

This course is not designed to make a worker a completely competent ice resurfer driver. It has been created to demonstrate industry best practices with regard to the operation and care of a vital and expensive piece of ice maintenance equipment. The ice resurfer is a complicated piece of heavy equipment that requires a concise understanding of how it works, what adjustments must be maintained and what ongoing regular maintenance must be conducted by the operator to ensure it provides trouble-free operation. Ongoing workplace specific training must take place once the participant completes this training course.

The ORFA works closely with both Zamboni and Resurface Corporation in providing the most up-to-date operational information to participants during this course.

Please note that appropriate clothing and CSA-approved footwear must be worn to suit a cold and wet work environment.

### Topics include:

- Daily facility physical maintenance through both policy and procedure
- Ice maintenance, up-keep and equipment
- Troubleshooting
- Air quality
- Facility changeovers
- Fossil fuel safety
- Edger use and safety
- Ice resurfer operations and maintenance

*Instructor: Kevin Hill, RRFA, CIT*

*Director of Parks and Recreation, Town of Greater Napanee*



## Advanced Refrigeration Facility Operator\*

**Monday, May 3rd to Friday, May 7th**

The course is designed to meet the needs of practitioners wishing to enhance their knowledge of refrigeration systems pertaining specifically to artificial ice rinks. It builds on the knowledge learned in the Basic Refrigeration course. Participants will gain a greater appreciation of the various means of accomplishing temperature reduction for ice making applications. It is ideally suited for those individuals who are responsible for decision making surrounding the maintenance and upgrading of arena refrigeration systems.

### Topics include:

- Review of Basic Refrigeration course content
- Definitions, principles, theory applicable to arena refrigeration systems
- Enhanced refrigeration fundamentals
- Theory of refrigeration as it applies to various AIR settings
- Cycle of refrigeration as it applied to various common and advanced AIR settings
- Understanding refrigerants including safety and environmental concerns
- Introduction of electrical theory and components (including a variety of starters)
- Maintenance requirements
- Introduction to psychometrics
- Applicable dehumidification systems
- Control theory recognition
- Plant accessories
- Health and safety related matters
- Introduction to applicable legislation and codes

*Coordinator: Tony Panetta, Training and Service Support Specialist, CIMCO Refrigeration*

\* Additional recommended courses for:  
a) Certified Ice Technicians or  
b) those planning to write the TSSA Refrigeration Operator - Class B Examinations.



## Recreation Facility Environmental Systems (HVAC/R)\*

**Monday, May 3rd to Friday, May 7th**

This course is designed for individuals seeking an introduction to basic building environmental system/air conditioning systems. It is well suited for practitioners who need to learn more about the various air conditioning and mechanical systems that can be found in arenas, office buildings and community centres. In addition, this course will allow practitioners to facilitate responsible decision-making surrounding the maintenance and upgrading of HVAC/R systems.

### Topics include:

- Review of Basic Refrigeration and Advanced Refrigeration Facility Operator course content
- Applicable fundamentals
- Applicable theory as applied to various HVAC/R settings
- Review of cycle (arena specific)
- Application of the Cycle of Refrigeration as applied to various HVAC/R settings
- Review of basic psychometrics
- Applicable psychometrics theory as applied to various HVAC/R settings
- Introduction to various air conditioning systems and related building environmental systems
- Details of different air conditioning systems
- Water treatment for refrigeration and air conditioning systems
- Legionella, legionnaire's disease, and sick building syndrome
- Fire alarm & sprinkler systems
- DDC for building environmental systems

*Coordinator: Tony Panetta, Training and Service Support Specialist, CIMCO Refrigeration*

\* Individuals seeking to write the TSSA RB-1 and/or RB-2 examinations are strongly encouraged to learn more about the exam qualification requirements by reviewing the Operating Engineers section of the Technical Standards & Safety Authority website at [www.tssa.org](http://www.tssa.org)

## GENERAL INFORMATION

**Course Registration Fee** Registrations will not be confirmed until payment is received in full. Payments may be made by Visa, MasterCard, American Express, or cheque. Please be advised that each course fee includes tuition and course binder.

**Course Discount** All ORFA members receive preferred course fees. Further, those members who hold an ORFA professional designation receive an additional \$50.00 course discount. Please reference your valid professional designation certificate number on the registration form.

**ORFA Registration Desk - Delta Hotel** The ORFA registration desk will be located at the Delta Hotel. Please check-in at the desk for your identification badge and course binder.

**Transportation** If you are flying into Pearson International Airport, there is an airport transfer service that operates on a 24-hour basis between Guelph and Toronto. Please make your own arrangements in advance by calling Red Car Service at (519) 824-9344.

**Commuter Parking Pass** Parking for the ORFA Annual Professional Development Program is available on-campus to commuters at the weekly rate of \$55.00.

**Special Needs** If you have any special dietary requirements, are physically challenged or need literacy assistance, please indicate on the registration form and we will endeavour to provide assistance, where possible. All seminar rooms are accessible by wheelchair.

**Cancellation And Refunds** A complete refund, less a \$50.00 administrative fee, will be issued provided written notification of cancellation is received by the ORFA office by no later than Friday, April 9, 2010. No refunds will be issued after this date. Those who register but do not attend will not receive a refund. If you are unable to attend, you may send a colleague in your place, if written notification is forwarded in advance. Registrants will receive a full refund should a course be cancelled. In the event of a N.S.F. cheque, a \$35.00 service charge will be applied to the registration fee. We reserve the right to cancel any course. In the event of a cancellation due to unforeseen circumstances, any costs incurred by registrants will not be covered by the ORFA.

**Examinations And Attendance Policy** All courses listed in this program brochure include examinations. Participants will write an examination on the last day of class. In addition,

participants are required to attend 100% of the classes (including Wednesday afternoon attendance at the tradeshow) in order to write the exam. If you have any questions or concerns regarding the examinations or attendance policy, please contact the ORFA office at 416-426-7062 or [info@orfa.com](mailto:info@orfa.com).

**Personal Protective Equipment Policy** Registrants may be required to supply and/or wear Personal Protective Equipment (PPE) in some training courses. Adequate safety footwear (CSA Approved – Green Patch) if so required must be brought and worn by the participant. This footwear must be in good condition and suitable for the learning environment. Other PPE may be made available to participants by the ORFA course instructors to those who take an active role in demonstrating the use of a piece of equipment or who must take part in equipment use as part of the learning experience. All participants are expected to identify any concern in their personal lack of ability to demonstrate or use any piece of equipment if called upon to do so. Further, the ORFA instructors or sub-instructors reserve the right to limit participation of any participant for the lack of or improper use of any piece of equipment or PPE.

**Drugs and Alcohol Policy** No participant is to use any piece of equipment or attend any classes if under the influence of alcohol and/or drugs. The ORFA has a zero tolerance policy on such activities. Any person who breaches this policy may be asked to immediately leave the program. Participants who are under the care of a medical professional must identify their condition in confidence to the primary ORFA course instructor.

**Facility Tour Policy** Some courses undertake a visit to a working facility to observe operational equipment or activities. Travel to such areas may be coordinated by the course instructor and failing to meet at the predetermined location and time will require the participant find his/her own way to the site, at his/her own cost. Failing to attend may reflect on the set attendance requirement. Further, participants are reminded that such facility areas can be noisy, with equipment that may start or stop at anytime, and that various noxious gases may be emitted on-site. It is the responsibility of each participant to observe a heightened sense of safety in such environments. Pranks, horseplay or other acts of unprofessional conduct will not be tolerated. Any person who breaches this policy may be asked to immediately leave the program.

## NEW! Accommodations

The ORFA has negotiated reduced room rates at three hotels all within walking distance of the University of Guelph. To reserve your room you must contact the hotel directly at the phone numbers/online information provided under each hotel description. Room rates and availability are only guaranteed up until the reservation deadline dates. Please ensure that you reserve as early as possible and quote the group name. The City of Guelph has a number of events taking place the first week of May and there is limited hotel accommodation available. **RESERVE EARLY!**

### Best Western Royal Brock (renovated former Ramada Inn)

716 Gordon Street (at Stone Road West)

Reservations: (519) 836-1240

Fax: (519) 763-5225

Room Rate: \$75.00 plus taxes, per room, per night, single or double occupancy and includes hot breakfast and free parking

Quote Group Name: ORFA

**Reservation Deadline: April 1, 2010**

### Days Inn Guelph

785 Gordon Street (at Harvard Road – one block south of Stone Road)

Reservations: (519) 822-9112

Fax: (519) 822-5570

Room Rate: \$98.00 plus taxes, per room, per night, single or double occupancy and includes continental breakfast and free parking

Quote Group Name: Ontario Recreation Facilities Association

**Reservation Deadline: March 8, 2010**

### Delta Guelph Hotel and Conference Centre

50 Stone Road West (at Gordon Street)

Reservations: (519) 780-3700, (800) 268-1133 or

online at <http://www.deltaguelph.com/grf10>

Fax (519) 780-3710

Room Rates: \$119.00 plus taxes, 2 queen beds per room, per night • \$129.00 plus taxes, 1 king bed per room, per night • \$139.00 to \$250.00

plus taxes, per room, per night for suites

Parking is \$9.00/24hours and breakfast is not included in the room rates

Quote Group Name: GLRF10

**Reservation Deadline: April 1, 2010**

**NEW! Meals** All course participants are responsible for their own meals. The University of Guelph offers a variety of food and beverage outlets that are open for breakfast and lunch on a cash basis. Also, within a ten minute walk of the three ORFA host hotels, there are a number of restaurants and fast food outlets available as dinner options.

**NEW! REGISTER and Pay ONLINE at [events.orfa.com](http://events.orfa.com)**

**MAIL/FAX with Payment: ORFA, 1 Concorde Gate, Suite 102, Toronto, Ontario M3C 3N6, Fax (416) 426-7385**

**STEP 1: CONTACT INFORMATION** Please use one registration form per person

Mr.  Ms.  Mrs.

NAME \_\_\_\_\_ POSITION/JOB TITLE \_\_\_\_\_

EMPLOYER \_\_\_\_\_ FACILITY \_\_\_\_\_

MAILING ADDRESS:  BUSINESS OR  HOME

TOWN/CITY \_\_\_\_\_ PROVINCE/STATE \_\_\_\_\_ POSTAL/ZIP CODE \_\_\_\_\_

HOME PHONE \_\_\_\_\_ BUSINESS PHONE \_\_\_\_\_

BUSINESS FAX \_\_\_\_\_ EMAIL \_\_\_\_\_

SPECIAL NEEDS (please describe)

**STEP 2: COURSE SELECTION** ORFA MEMBER/NON-MEMBER FEE\*

**ADMINISTRATION AND MANAGEMENT**

- Advanced Recreation Facility Energy Management . . . \$740.00/\$840.00
- Creative Program Planning and Management . . . . . \$740.00/\$840.00
- Accessibility For Ontarians With Disabilities Act: Legislated Customer . . .  
Service Requirements In Public Facilities . . . . . \$370.00/\$470.00
- Legal Awareness . . . . . \$740.00/\$840.00
- Managing People at Work..... . . . . \$740.00/\$840.00
- Strategic Business Administration and Performance  
Measurement . . . . . \$740.00/\$840.00
- Project Development Management for Sustainable  
Community Recreation Facilities . . . . . \$740.00/\$840.00
- Events Planning and Management . . . . . \$740.00/\$840.00
- Aquatic Program Administration . . . . . \$555.00/\$655.00

**AQUATICS**

- Essentials of Swimming Pool Operations . . . . . \$555.00/\$655.00
- Aquatic Facility Operations – Beyond the Basics . . . \$370.00/\$470.00

**BUILDINGS AND GROUNDS**

- Building Maintenance and Operations . . . . . \$740.00/\$840.00
- Building Management and Operations . . . . . \$740.00/\$840.00
- Facility Housekeeping and Sanitization . . . . . \$740.00/\$840.00
- Parks Maintenance and Operations . . . . . \$740.00/\$840.00
- Parks and Landscaping Equipment  
Safety Operations . . . . . \$795.00/\$995.00
- Sports Turf Management and Maintenance . . . . . \$740.00/\$840.00
- Registered Playground Practitioner Program . . . \$1,070.00/\$1,315.00
- Cemeterian™ Operations Level I . . . . . \$555.00/\$655.00
- Cemeterian™ Operations Level II . . . . . \$370.00/\$470.00

**REFRIGERATION AND ICE**

- Basic Refrigeration . . . . . \$740.00/\$840.00
- Ice Making and Painting Technologies . . . . . \$740.00/\$840.00
- Ice Maintenance and Equipment Operations . . . . . \$740.00/\$840.00
- Advanced Refrigeration Facility Operator . . . . . \$925.00/\$1,025.00
- Recreation Facility Environmental  
Systems (HVAC/R) . . . . . \$925.00/\$1,025.00

\* includes one year individual membership

**STEP 7: PAYMENT**  Cheque (payable to the ORFA)  VISA  Mastercard  American Express

CARD # \_\_\_\_\_ EXPIRY DATE \_\_\_\_\_

CARDHOLDER'S NAME AS IT APPEARS ON CARD \_\_\_\_\_ AUTHORIZING SIGNATURE \_\_\_\_\_

**STEP 3: NEW! ACCOMMODATIONS AND MEALS**

Please refer to page 27 for complete information on 2010 ORFA host hotels and meals.

**STEP 4: FEES**

- **Course Fee** . . . . . \$ \_\_\_\_\_
- **Free EXPO Buffet Dinner** . . . . . \$ 0.00  
*(Complimentary dinner for all course registrants)*
- **ORFA Coolmax™ Adjustable Black Cap**  
Advance Purchase \$12.00 x \_\_\_\_\_ \$ \_\_\_\_\_  
*(Regular \$15.00 at Guelph)*
- **Commuter On-campus**  
**Parking Pass** \$55.00 x \_\_\_\_\_ \$ \_\_\_\_\_  
Sub-total \$ \_\_\_\_\_  
(#R126146380) 5% GST \$ \_\_\_\_\_
- **ORFA Professional Designation**  
**Holder**..... If YES, less \$50.00 \$ \_\_\_\_\_  
**Total Fees Due \$** \_\_\_\_\_

**STEP 5: REQUIRED INFORMATION** Please indicate:

1. I will be attending the Welcome Reception on Monday, May 3rd, 5:00 pm to 7:00 pm, at the Shakespeare Arms Pub (cash bar and complimentary appetizers).  
 YES  NO
2. I plan to stay for the complimentary buffet dinner at the EXPO tradeshow on Wednesday, May 5th, 5:30 pm to 7:30 pm, at the Gryphon Dome.  
 YES  NO
3. All EXPO tradeshow attendees will receive a complimentary t-shirt.  
My t-shirt size is:  S  M  L  XL  XXL

**STEP 6: DISCLAIMER**

As the registered participant, you are required to read and sign the following disclaimer in order for your registration to be processed: "I, the registered participant, agree to assume all risks, including travel to and from the program, and waive all rights and all liabilities for personal injury or property loss whether occurring prior to, during, or subsequent to the program whether caused by the ORFA's negligence or otherwise, and for the consideration aforesaid, I covenant and agree not to make any claim or to commence or maintain any action or proceeding against them. And it is further agreed that the ORFA does not by the payment aforesaid or otherwise admit any liability to me and liability is in fact denied."

Registered Participant \_\_\_\_\_ DD/MM/YY





Terry Piche, RRFA, CIT  
Technical Director

## 2010 ORFA REGIONAL TRAINING COURSES

The need for recreation facility employees to gain accreditation within our industry has never been more important. Facility owners/operators recognize the benefits of training staff in order to meet the management and technical demands of ensuring efficient, effective and safe operations.

Over the past nine years, the ORFA has offered courses around the province in support of meeting the training needs of its members. During this time, we have had many successful training courses and created valuable training host partners. Building on these successes, while focusing on the best use of Association resources, we are undertaking a more comprehensive scheduling of this year's training sessions. We have chosen regional host sites for their convenient location and past support of our training efforts.

For your convenience, we have categorized the courses related to each of the following:

- Certified Ice Technician (CIT)
- Certified Aquatic Professional (CAP)
- Parks and Open Space Professional Training Program - Level I & II
- Refrigeration Plant Operations Technician (RPOT)

In addition, we include information on the ORFA/CIMCO TSSA Refrigeration Operator - Class B Examination Preparation training course and other buildings and grounds and management courses.

### Regional Training Courses **RTC 2010**

We encourage you to review the regional course offerings and to register early to avoid disappointment. If you would like to discuss any customized, in-house or regional training needs please contact me directly at [tpiche@orfa.com](mailto:tpiche@orfa.com), tel: 1-800-661-6732.

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## CERTIFIED ICE TECHNICIAN (CIT) DESIGNATION



Recognized by the National Hockey League (NHL), the Certified Ice Technician (CIT) designation is the most highly recognized professional achievement for ice operators. For complete designation information, please refer to page 6 in this brochure.

### CIT Courses

#### Basic Refrigeration

- Sudbury, March 22 - 25
- Ottawa, March 29 - April 1
- Timmins, March 29 - April 1
- Guelph, May 3 - 6
- Oshawa, June 7 - 10
- Leamington, June 21 - 24
- Mississauga, July 26 - 29
- Petawawa, September 27 - 30

#### Ice Making and Painting Technologies

- Guelph, May 3 - 6
- Oshawa, June 14 - 17
- Newmarket, October 4 - 7

#### Ice Maintenance and Equipment Operations

- Guelph, May 3 - 6
- Oshawa, June 21 - 24
- North Bay, September 13 - 16

# CERTIFIED AQUATIC PROFESSIONAL (CAP) DESIGNATION



The ORFA, in partnership with the Canadian Red Cross – Ontario Zone has created this designation in response to the training needs of members who work in aquatic facilities. For complete designation information, please refer to page 6 in this brochure.

## CAP Courses

### Essentials of Swimming Pool Operations

- Guelph, May 3 - 5
- Newmarket, May 10 - 12
- Ajax, June 7 - 9
- Leamington, September 13 - 15

### Aquatic Facility Operations - Beyond the Basics

- Guelph, May 6 - 7
- Newmarket, May 13 - 14
- Ajax, June 10 - 11
- Leamington, September 16 - 17

### Aquatic Program Administration

- Toronto - ORFA, February 22 - 24
- Guelph, May 3- 5
- Greater Napanee, May 31 - June 2
- London, November 22 - 24

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## PARKS AND OPEN SPACE PROFESSIONAL TRAINING PROGRAM - LEVEL I & II

### PARKS AND OPEN SPACE ALLIANCE



The ORFA, in collaboration with the Ontario Parks Association (OPA) and the Sports Turf Association (STA), has created the Parks and Open Space Alliance (POSA) who now collectively oversee and support the Parks and Open Space Professional Training Program - Level I & II. For complete program information, please refer to page 17 in this brochure.

## POSA Courses

### Parks Maintenance and Operation

- Toronto - ORFA, March 29 - April 1
- Guelph, May 3 - 6
- Greater Napanee, September 27 - 30

### Sports Turf Management and Maintenance

- Guelph, May 3 - 6

### Parks and Landscaping Equipment Safety Operations

- Guelph, May 3 - 6

# REFRIGERATION PLANT OPERATIONS TECHNICIAN (RPOT) DESIGNATION



The ORFA, in partnership with CIMCO Refrigeration, has created the Refrigeration Plant Operations Technician (RPOT) designation in response to the increasing demand for highly qualified practitioners who can safely and effectively operate, maintain, and monitor a recreation facility refrigeration plant and related environmental and mechanical systems. For complete designation information, please refer to page 6 in this brochure.

## RPOT Courses

### Basic Refrigeration

- Sudbury, March 22 - 25
- Ottawa, March 29 - April 1
- Timmins, March 29 - April 1
- Guelph, May 3 - 6
- Oshawa, June 7 - 10
- Leamington, June 21 - 24
- Mississauga, July 26 - 29
- Petawawa, September 27 - 30

### Advanced Refrigeration Facility Operator

- Guelph, May 3 - 7
- Newmarket, May 31 - June 4
- Leamington, July 5 - 9

### Recreation Facility Environmental Systems

- Guelph, May 3 - 7
- Mississauga, September 20 - 24

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## TECHNICAL STANDARDS AND SAFETY AUTHORITY (TSSA) REFRIGERATION OPERATOR - CLASS B EXAMINATION PREPARATION COURSE



The ORFA, in partnership with CIMCO Refrigeration, offers a 10-day TSSA Refrigeration Operator - Class B Examination Preparation course. Although not mandatory, it is recommended that a practitioner who does not function solely in a refrigeration environment, or who has not received any other formal training in refrigeration technologies, complete the requirements for the RPOT designation prior to attending this 10-day Refrigeration Operator - Class B Examination Preparation course.

## TSSA Course

### Class B Examination Preparation Course

- Newmarket, June 14 - 25

## **BUILDINGS AND GROUNDS AND MANAGEMENT COURSES**

### **Building Maintenance and Operations**

- Guelph, May 3 - 6

### **Building Management and Operations**

- Guelph, May 3 - 6

### **Facility Housekeeping and Sanitization**

- Guelph, May 3 - 6
- Leamington, June 14 - 17
- Oshawa, June 21 - 24
- Mississauga, September 27 - 30

### **Cemetery Operations - Level I**

- Guelph, May 3 - 5
- Niagara Falls, October 18 - 20

### **Cemetery Operations - Level II**

- Guelph, May 6 - 7
- Niagara Falls, October 21 - 22

### **Legal Awareness**

- Guelph, May 3 - 6
- Greater Napanee, July 12 - 15

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## **ORFA FACILITY OPERATIONAL FORUMS**

### **Ontario Turfgrass Symposium**

- University of Guelph, Guelph, February 17 - 18

### **Parks and Open Space Summer Operational Forum**

- Hespeler Memorial Arena, Cambridge, June 23

### **Arenas and Aquatics Operational Forum**

- Ajax, October 20 - 21

### **Facilities Operational Forum and ORFA Annual General Meeting**

- Angus Glen Community Centre, Markham, December 1

**FOR UPDATES ON ALL 2010 ORFA PROFESSIONAL DEVELOPMENT EVENTS please visit [events.orfa.com](http://events.orfa.com)**

**NEW for 2010! Register online for all ORFA Events at [events.orfa.com](http://events.orfa.com)**

Save time by registering online • Make safe and secure registration payments  
• Receive instant confirmation notification • Guarantee your spot in the course

# 2010 REGIONAL TRAINING COURSES • REGISTRATION FORM

**NEW! REGISTER and Pay ONLINE at [events.orfa.com](http://events.orfa.com)**

**MAIL/FAX with Payment: ORFA, 1 Concorde Gate, Suite 102, Toronto, Ontario M3C 3N6, Fax (416) 426-7385**

## STEP 1: CONTACT INFORMATION Please use one registration form per person

Mr.  Ms.  Mrs.

NAME \_\_\_\_\_ POSITION/JOB TITLE \_\_\_\_\_

EMPLOYER \_\_\_\_\_ FACILITY \_\_\_\_\_

MAILING ADDRESS:  BUSINESS OR  HOME

TOWN/CITY \_\_\_\_\_ PROVINCE/STATE \_\_\_\_\_ POSTAL/ZIP CODE \_\_\_\_\_

HOME PHONE \_\_\_\_\_ BUSINESS PHONE \_\_\_\_\_

BUSINESS FAX \_\_\_\_\_ EMAIL \_\_\_\_\_

SPECIAL NEEDS (please describe)

## STEP 2: COURSE SELECTION

Course Name: \_\_\_\_\_

Course Location: \_\_\_\_\_

Course Date: \_\_\_\_\_

## STEP 3: ORFA MEMBER COURSE FEES

1 Day Course \$185.00 \$ \_\_\_\_\_

2 Day Course \$370.00 \$ \_\_\_\_\_

3 Day Course \$555.00 \$ \_\_\_\_\_

4 Day Course \$740.00 \$ \_\_\_\_\_

5 Day Course \$925.00 \$ \_\_\_\_\_

10 Day Class B Examination  
Prep Course\* \$1,785.00 \$ \_\_\_\_\_

\*Note: It is strongly recommended that registrants for this course purchase the CSA-B52 Mechanical Refrigeration Code and the TSSA Reference Manual as this material is included in the TSSA B Class Refrigeration Operator examination RB-1 and RB-2.

CSA-B52 Mechanical Refrigeration Code \$150.00 \$ \_\_\_\_\_

TSSA Reference Manual \$120.00 \$ \_\_\_\_\_

Non-Members add\*\* \$100.00 \$ \_\_\_\_\_

\*\* Includes 1 year individual membership

ORFA Coolmax™ Adjustable Black Cap  
Advance Purchase \$12.00 x \_\_\_\_\_ \$ \_\_\_\_\_  
(Regular \$15.00 plus taxes and shipping)

Sub-total \$ \_\_\_\_\_

(#R126146380) 5% GST/13%HST \$ \_\_\_\_\_

**Total Fee Due \$ \_\_\_\_\_**

**NOTE: Save on 8% tax by registering and paying by June 30, 2010; 13% HST payable July 1, 2010 and onwards**

## STEP 4: DISCLAIMER

As the registered participant, you are required to read and sign the following disclaimer in order for your registration to be processed: "I, the registered participant, agree to assume all risks, including travel to and from the program, and waive all rights and all liabilities for personal injury or property loss whether occurring prior to, during, or subsequent to the program whether caused by the ORFA's negligence or otherwise, and for the consideration aforesaid, I covenant and agree not to make any claim or to commence or maintain any action or proceeding against them. And it is further agreed that the ORFA does not by the payment aforesaid or otherwise admit any liability to me and liability is in fact denied."

Registered Participant \_\_\_\_\_ DD/MM/YY

## STEP 5: PAYMENT

- Cheque (payable to the ORFA)  
 VISA  Mastercard  American Express

CARD # \_\_\_\_\_

EXPIRY DATE \_\_\_\_\_

CARDHOLDER'S NAME AS IT APPEARS ON CARD \_\_\_\_\_

AUTHORIZING SIGNATURE \_\_\_\_\_

**Cancellation Policy:** A complete refund, less a \$50.00 administration fee, will be issued provided written notification of cancellation is received by the ORFA no later than 10 business days prior to the course start date. No refunds will be issued after this time period. Registrants will receive a full refund should the ORFA cancel a course. A \$35.00 service charge will apply to all N.S.F. cheques.





# FACILITIES LIBRARY - INDUSTRY INFORMATION AND RESOURCES

DATE OF ORDER: \_\_\_\_\_

Please  Mr.  Ms.  Mrs.

NAME \_\_\_\_\_ EMPLOYER/COMPANY \_\_\_\_\_

ADDRESS \_\_\_\_\_ TOWN/CITY \_\_\_\_\_ PROVINCE/STATE \_\_\_\_\_ POSTAL/ZIP CODE \_\_\_\_\_

TELEPHONE \_\_\_\_\_ FAX \_\_\_\_\_ EMAIL \_\_\_\_\_

ORFA RESOURCES	QTY	UNIT PRICE	TOTAL
Refrigeration Manual: Ice Rink Applications (2006 Edition)		\$80.00	
Ice Making & Painting Technologies - ORFA Training Manual		\$40.00	
Ice Maintenance & Equipment Operations - ORFA Training Manual		\$40.00	

FACILITY FORUM			
Facility Forum is the trade publication of the Ontario Recreation Facilities Association available to members.			
Additional member subscription		\$40.00	

INDUSTRY RESOURCES			
Master Painters Institute Manuals - 2 manual set (MPI)		\$300.00	
Architectural Specification Manual		\$150.00	
Repainting Specification Manual		\$150.00	
Municipal Alcohol Policy Manual-Binder, CAMH (workbook/toolkit/sample policies)		\$80.00	
Your Facility Safety Plan - 6 manual set for Risk Management		\$25.00	
Arena Operations Manual: City of London		\$35.00	
Arena Operations Manual: City of Ottawa		\$45.00	

ICE RINK LOGBOOKS	QTY	UNIT PRICE	TOTAL
188 Ice Rink Logbook 16 hours/page 8 1/2 x 14		\$60.00	
189 Ice Rink Logbook 22 hours/page 8 1/2 x 11		\$60.00	
698 Ice Rink Logbook 22 hours/page 8 1/2 x 14		\$60.00	
898 Ice Rink Logbook 22 hours/page 8 1/2 x 11		\$60.00	
995 Arena Ice Thickness Logbook		\$40.00	
996 Ice Resurfacers Logbook		\$60.00	
998 Refrigeration Logbook		\$60.00	

AQUATIC LOGBOOK			
999 Aquatics Logbook		\$60.00	

ENGINEERS LOGBOOKS			
470 3 shifts		\$40.00	
471 1 shift		\$40.00	
472 2 shifts		\$40.00	
570 3 shifts		\$45.00	
572 2 shifts		\$45.00	

FIRE PROTECTION EQUIPMENT MAINTENANCE LOG			
298 Fire Protection Equipment Maintenance Logbook		\$35.00	

ELEVATING DEVICE LOGBOOK			
495 Elevating Device Logbook		\$35.00	

CARETAKERS LOGBOOK			
590 Caretakers Logbook		\$40.00	

MAINTENANCE LOGBOOK			
102 General Maintenance Logbook		\$40.00	

FORK LIFT TRUCK MAINTENANCE LOG			
1299 Fork Lift Truck Maintenance Logbook		\$20.00	

**SUB-TOTAL** \_\_\_\_\_**Shipping & Handling:** 1 to 3 items \$15 (more than 3 items, outside Ontario and/or international orders, contact the ORFA office) \_\_\_\_\_**NOTE: Save on 8% tax by ordering and paying by June 30, 2010; 13% HST payable July 1, 2010 and onwards** (#R123146380) 5% GST/13% HST \_\_\_\_\_**TOTAL AMOUNT ENCLOSED** \_\_\_\_\_*Shipment upon receipt of payment***METHOD PAYMENT** Cheque (payable to the ORFA)  VISA  Mastercard  American Express

CARD# \_\_\_\_\_ EXPIRY DATE \_\_\_\_\_

CARDHOLDER'S NAME AS IT APPEARS ON CARD \_\_\_\_\_

AUTHORIZING SIGNATURE \_\_\_\_\_

**PLEASE MAIL OR FAX FORM TO:**  
**Ontario Recreation Facilities Association**  
**1 Concorde Gate, Suite 102**  
**Toronto, Ontario, Canada M3C 3N6**  
**T. (416) 426-7062 F. (416) 426-7385**  
**Email: info@orfa.com**

The ORFA Facilities Library provides information on all aspects of facility operation. The collection includes materials on recreation facility design, construction, maintenance, energy management, facility safety...and much more! The Facilities Library is managed by a professional librarian who maintains a database collection of over 6,000 references.



## ORFA SUGGESTED GUIDELINES AND BEST PRACTICES SERIES

The ORFA publishes a variety of suggested guidelines and best practices for the recreation facility professional. For more information please visit [www.orfa.com](http://www.orfa.com) or contact the Facilities Library at tel: (416) 426-7059, fax: (416) 426-7385, email: [library@orfa.com](mailto:library@orfa.com)

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- Hands-on training that maximizes retention

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- Red Cross Swim Sports
- Red Cross Swim@School
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102-1 CONCORDE GATE  
TORONTO ONTARIO  
CANADA M3C 3N6

