

Welcome Facility Managers from
the Atlantic Provinces for 2-days of
engaging sessions with some of the
best leaders and educators in
Facility Management

Leadership Development Summit

For Senior Management

2024



Recreation Facility Association of Nova Scotia

Supporting you – from the ground up

On January 30th, 1992, the Recreation Facility Association of Nova Scotia was formed through an amalgamation of the Arena Managers and Aquatic Facility Managers Associations of Nova Scotia. We continue to serve those memberships and all recreational facilities today.

Mission Statement

RFANS' mission is to provide leadership in developing, promoting, and advocating excellence in recreational facilities, operations, and personnel.

Objectives

Our commitment is:

- To promote and encourage the professional development of recreation facility personnel and provide opportunities for this development.
- To act as a unified voice for recreation facility personnel regarding issues affecting facilities and their management.
- To improve communication between facilities.
- To promote the provision of high-quality, safe recreation facilities.

Welcome from the President



As President of the Recreation Facility Association of Nova Scotia (RFANS), I would like to welcome you to the inaugural Leadership Development Summit. This summit is specifically designed for senior management in the facility management field and sponsored by RFANS with support from the Nova Scotia Department of Community, Culture, Tourism, and Heritage.

It only made sense to amalgamate the Arena Manager and the Aquatic Facilities Association of Nova Scotia to form RFANS in 1992. I consider myself one of the lucky ones who have watched this industry evolve from stand-alone 1967 centennial pools and arenas to what is now complex, multi-dimensional athletic, convention, and entertainment facilities with upwards of over a million entrances per year. Also, with their intended uses, these facilities are adaptable for events, emergency shelters, public health vaccination centres, and waste heat recovery resources, among many other services.

Along with the increased complexity of these facilities comes a much more complex management structure that requires much more expertise – the basis of this Summit. Becoming a successful senior manager in this demanding environment requires a diverse skill set.

In my opinion, this diverse skill set works both ways. Senior management needs expert training and advice from experienced professionals, AND professionals need to gain experience through learning from senior management pitfalls. This Leadership Development Summit will provide conference attendees with this knowledge through networking and professional-specific training.

One of the strengths RFANS is recognized for in the facility industry is training. In our sector's current skilled labour squeeze, RFANS, in representing our members, approached the Provincial Government and partnered with the Department of Community, Culture, Tourism, and Heritage to create training opportunities such as this conference to help fill those skilled training voids. Other RFANS training programs include Second Class Refrigeration Ticketed Operator, Certified Pool Operator Training (CPO), Playground Inspector Certification, Sports Turf Management and Maintenance Course.

I would like to thank every delegate and presenter for attending our inaugural RFANS Leadership Summit.

- *Bob Quigley, President*

About the Summit

The objective of the Leadership Summit is to skillfully develop high-performing individuals in the recreation facility industry so that they can better manage and lead their teams and organizations. The training will address core competency development, provide practical guidance using real-life scenarios, and provide time for reflection and learning from others.

Anyone looking to thrive in this field needs a detailed knowledge and understanding of the principles of facility management. Join facility managers from the Atlantic Region for a two-day summit with some of the best leaders and educators in facility management.



Thank you to the Department of Communities, Culture, Tourism, and Heritage for their continuous support. Because of your contribution, the Recreation Facility Association of Nova Scotia continues to offer training, programs, and educational resources throughout the province.

Schedule at a Glance

Tuesday Evening – November 12, 2024

Time - TBA Social Event and Networking Opportunity

Wednesday – November 13, 2024

8:00am Welcome

8:30am “Rebuilding Resilience: Navigating Facility Restoration and Community Viability” - Ed Nix, BF Lorenzetti & Gloria Haydock, IBC

10:00am Break

10:30am “Navigating HR Challenges in the Modern Era” - Jodi Posavad, Grassroots HR Consulting

12:00pm Lunch

1:00pm “Arenas: A New Ice Age? The Future of Recreation Facility Development in Atlantic Canada” - Anna Jessome, Acre Architects & Robert Allen, MJMA Architecture and Design

2:30pm Break

3:00pm “Shifting the Ice: Arenas as Catalysts for Change in Canadian Hockey Culture” - Brad Taylor & Mike Field, Hockey NS

Time - TBA Social Event and Networking Opportunity

Thursday – November 14, 2024

8:30am “Chilling the Future: Managing Arena Refrigeration Systems for Long-Term Viability” - Art Sutherland, Accent Refrigeration

10:00am Break

10:30am “Adaptive Facilities: Preparing for Emergencies and Beyond” - Matthew Cottingham and Ancel Langille, Canadian Red Cross

12:00pm Closing



Recreation Facility
Association
of Nova Scotia

Breakdown of Sessions

PRE SUMMIT – November 12, 2024

Social Event and Networking:
Tuesday evening

DAY ONE – November 13, 2024

Session One:
8:30am -10:00am

Ed Nix, BF Lorenzetti & Gloria Haydock, IBC

“Rebuilding Resilience: Navigating Facility Restoration and Community Viability”

In recent years, the recreational industry has witnessed an alarming increase in the number of devastating incidents causing damage to recreational facilities. This surge in natural disasters and unforeseen events has triggered a corresponding surge in insurance claims, a stark departure from the once-held belief that these facilities were virtually indestructible. The landscape has changed, and it is imperative for industry professionals to adapt.

Our conference session, *“Rebuilding Resilience: Navigating Facility Restoration and Community Viability,”* delves deep into the process of restoration and explores its profound implications for the future of recreational facilities and their integration within the community.

Key Topics:

1. **The Changing Landscape:** We'll examine the evolving risks and vulnerabilities that recreational facilities face in today's climate, from extreme weather events to unforeseen accidents.

2. **Understanding Restoration:** Experts will provide insight into the intricate process of restoring facilities to their former glory, emphasizing the role of cutting-edge technology, sustainable practices, supply chain limitations and adaptive design.
3. **Community Impact:** A resilient facility is more than just bricks and mortar; it is an essential part of the community. Learn how restoration efforts can positively or negatively affect community engagement and well-being.
4. **Legal and Insurance Implications:** Gain knowledge on navigating the complex world of insurance claims and the legal aspects of facility restoration, ensuring a smoother transition back to normalcy.
5. **Sustainability and Resilience:** Discover how sustainability practices can be integrated into restoration efforts, creating eco-friendly and resilient facilities for the future.
6. **Best Practices and Case Studies:** We'll share success stories and best practices from those who have managed to restore and revitalize recreational facilities, providing valuable insights for your own projects.

Join us for an engaging and informative session where you'll connect with industry experts, learn about cutting-edge strategies, and leave with a deeper understanding of how to restore recreational facilities and enhance their viability within the community.

About the Speaker:



Ed began his insurance career in 1991, working with a family run Brokerage subsequently Regional and International Brokerages joining BFL CANADA in 2017 promoting and developing BFL CANADA's presence in the Atlantic Region building specialties in Public Entity, Municipal Risks, and complex Commercial accounts. Ed works closely with clients at all stages of the insurance process including risk management reviews to claims support and advocacy.

When not thinking about risk, Ed enjoys the outdoors including Scuba diving, motorcycling, cycling, and hiking adventures. Having raised three children to adulthood, he humbly acknowledges no amount of training and experience prepares parents for their lifetime role.



Gloria Haydock, Manager, Consumer and Industry Relations, Insurance Bureau of Canada (IBC), has over three decades of experience in the property and casualty insurance industry. With her extensive industry knowledge, Gloria acts as a bridge between consumers and the industry, providing information and support to the public while sharing emerging trends and issues with IBC's executive team.

She has a Chartered Insurance Professional designation from the Insurance Institute of Canada (IIC); a Six Sigma, Green Belt certification from McGill University; and a diploma in English

Studies from Dawson College. Gloria has worked as an instructor with IIC and held various volunteer positions including Co-Chair, Cobequid Community Health Board; and Director, Vice-President, Nova Scotia Chapter, IIC.

A Halifax resident, Gloria also works as a commissioner of oaths and an administrative justice of the peace for the Province of Nova Scotia. In her spare time, she enjoys jumping in puddles with her grandchildren.

Session Two

10:30am – 12:00pm

Jodi Posavo, Grassroots HR Consulting

“Navigating HR Challenges in the Modern Era”

In today's ever-evolving workplace landscape, human resources (HR) professionals and facility managers are facing a myriad of complex challenges that demand innovative solutions and proactive strategies. This conference session, *“Navigating HR Challenges in the Modern Era,”* is designed to equip HR and management professionals with the knowledge and tools needed to thrive in this dynamic environment.

Key Topics:

1. **Workplace Accommodations:** Understand the legal and ethical aspects of workplace accommodations and delve into best practices for ensuring employees of all abilities can thrive in your organization.
2. **Policy Development and Implementation:** Effective HR policy development is crucial in managing a diverse and inclusive workforce. This session will provide insights on policy creation, implementation, and compliance to promote fairness and equity.
3. **Managing the Millennial Workforce:** Millennials bring unique expectations and needs to the workplace. Gain insights into their motivations, work styles, and how to effectively manage, engage, and retain this valuable generation of employees.
4. **Succession Planning in the Modern Era:** Succession planning has become more complex with evolving workforce dynamics. Learn innovative approaches and strategies to identify, develop, and retain future leaders, ensuring organizational continuity and growth.

About the Speaker:



As a consultant, I have been around enough to know that your HR requirements are as unique as your business, so all my solutions are tailored to fit your specific needs. My consulting services range from as little as an hour a month to more frequent in-house, hands-on support.

As the Founder and Lead Consultant at Grassroots HR, Jodi Posavad knows first-hand the challenges that many organizations face when it comes to human resources. From downsizing and succession planning to start-ups with rapid growth and everything in between, Jodi offers people-focused solutions that work.

With over 20 years of experience on both the corporate side and as a consultant, Jodi brings a high-level of professionalism, integrity, and authenticity to all her work. Known by many of her clients as a trusted partner for all things HR, Jodi offers everything from ad hoc advice and project-based initiatives to more rigorous on-site support. She focuses on helping to identify your key challenges and customizing solutions to fit your capacity and budget.

Outside of business hours, Jodi extends her passion for people and development as an active volunteer in her local community of Halifax, Nova Scotia. She currently serves as a Board Member for both Junior Achievement of NS and Nourish Nova Scotia.

Session Three **1:00pm – 2:30pm**

Anna Jessome, Acre Architects & Robert Allen, MJMA Architecture and Design **“Arenas: A New Ice Age? The Future of Recreation Facility Development in Atlantic Canada”**

With ever-changing trends and the ongoing growth of our communities, recreational facilities are at an exciting crossroads, and perhaps none are more impacted than arenas. This conference session, *“Arenas: A New Ice Age? The Future of Recreation Facility Development in Atlantic Canada,”* will lead you through history, trends, challenges, and opportunities shaping the future of community recreation facilities.

Key Topics:

1. **History of Ice in the Maritimes:** A look at the role of arenas in Atlantic Canada, how they have evolved over the years, and how recent demographic shifts are impacting current projects.

2. **Recent Trends in Recreation Facility Planning and Design:** Examine the latest trends in arena design. Learn how to create facilities that are scalable, adaptable, and cater to the evolving needs of your community.
3. **Sustainability and Inclusivity:** A look at how to approach a large user of energy and set energy and carbon reduction goals early. Learn from examples of how arenas and multi-use recreation facilities can reduce the barriers to participation.

Join us for this conference session where we will share experiences and envision the future of recreational facilities in Atlantic Canada.

About the Speakers:



A Partner at MJMA, Robert Allen has dedicated his career to sport and recreation architecture. Many of his projects are recognized as models for a new form of hybrid, all-season community recreation that bring together different user groups, integrate interior and exterior wellness programs, and create true community hubs. Robert's extensive experience on arena projects has allowed him to amass a comprehensive working knowledge of current industry standards, products, equipment, costs, and methodologies. He has been involved in the design and construction of more than 25 arenas over his career to-date at MJMA.



Anna Jessome is an Architect with Acre Architects where their vision is to change the world by creating 100 transformational stories by 2030. She has worked in both the Saint John and Halifax offices of Acre and is committed to positive growth and development in the Atlantic Region. Anna's focus at Acre is Community Impact. She believes recreation facilities hold the greatest opportunity for communities to engage with all their members and to welcome them with opportunities for social growth, personal health, and a sense of well-being. Before joining Acre, Anna was the Atlantic Sports and Entertainment Practice Leader for a national architectural firm and a Design Team Lead with the Nova Scotia provincial government.

Session Four

3:00pm – 4:30pm

Brad Taylor & Mike Field, Hockey NS

"Shifting the Ice: Arenas as Catalysts for Change in Canadian Hockey Culture"

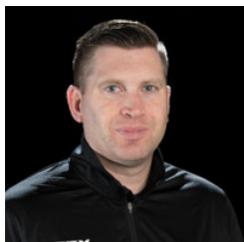
Hockey is more than just a sport in Canada; it's a deep-rooted cultural phenomenon. However, Canadian hockey culture is undergoing a substantial transformation. The question arises: What role can arenas play in fostering an environment that supports this change, and how can they collaborate with grassroots associations to influence a shift in thinking? Join us for the conference session, "*Shifting the Ice: Arenas as Catalysts for Change in Canadian Hockey Culture*," to explore the opportunities, challenges, and strategies for driving positive change within the nation's beloved sport.

Key Topics:

1. **Understanding the Changing Hockey Culture:** Delve into the evolution of Canadian hockey culture and gain insights into the challenges and opportunities it presents.
2. **Arenas as Community Hubs:** Explore the multifaceted role of arenas as community hubs and discover how they can serve as epicenters for cultural change and inclusivity.
3. **Collaborating with Grassroots Associations:** Learn about the potential for arenas to partner with grassroots hockey associations to influence a shift in thinking, promote diversity, and enhance accessibility.
4. **Youth Development and Inclusivity:** Discuss strategies for nurturing youth talent while fostering inclusivity and equal opportunities for all young athletes.
5. **The Power of Hockey for Social Change:** Understand how hockey can be leveraged as a powerful tool for broader social change, including addressing issues like diversity, equity, and gender inclusion.
6. **Case Studies and Success Stories:** Draw inspiration from local examples and success stories of arenas and associations that have successfully instigated positive change within the Canadian hockey culture.

Join us for this enlightening conference session where you'll connect with hockey culture experts and arena leaders. Together, we'll explore innovative ways for arenas to lead the charge in transforming Canadian hockey culture, making it more inclusive, diverse, and reflective of the evolving values of our communities. Be part of the conversation that shapes the future of this iconic Canadian tradition.

About the Speakers:



Brad Taylor is the Technical Director for Hockey Nova Scotia with over 20 years of experience in the sport industry – specifically working in hockey for 17 years. As the Technical Director, Brad focuses on development programs, coach education, diversity & inclusion, and supporting minor hockey associations. Previously he was employed with Hockey Canada as the regional development representative, was the Manager of Athlete Services for the 2011 Canada Winter Games Host Society, to where he is

now with Hockey Nova Scotia.

Brad has volunteered with the Atlantic Coaches Conference as an organizing committee member, as the 2023 Host Committee Member with World Juniors, and as a Minor Hockey Coach.



Mike Field is the Executive Director for Hockey Nova Scotia with more than two decades of experience in hockey governance in Nova Scotia and has surveyed as the branch's interim executive director since December 2022 but also held the position in both 2004 and 2018. He began as Member Services Coordinator in January 2002 and was later promoted to Member Services Manager in 2008.

For more than two decades he has brought stability and leadership to the branch office. A respected voice in the province's hockey community, Mike has gained a reputation for his professionalism and dependability with league administrators, association executives, coaches, officials, and players alike. Over the years, he has built strong and lasting relationships with Hockey NS' vast network of hockey associations and volunteers. His commitment to leading, developing, and promoting positive hockey experiences for all players is evident to anyone who works with him.

Social Event and Networking:
Wednesday evening

DAY TWO – November 14, 2024

Session One:
8:30am -10:00am

Art Sutherland, Accent Refrigeration

“Chilling the Future: Managing Arena Refrigeration Systems for Long-Term Viability”

Arenas stand as prominent community assets, offering spaces for sports, entertainment, and cultural events. However, as arena refrigeration systems near their end-of-life, critical decisions must be made to guarantee the long-term sustainability of these facilities. The questions arise: Is a complete overhaul the only solution, or can strategic component

replacements provide a viable, sustainable option? To address these vital issues, we present the conference session, "*Chilling the Future: Managing Arena Refrigeration Systems for Long-Term Viability.*"

Key Topics:

1. **Evaluating Refrigeration System Lifecycles:** Gain insights into understanding the lifespan of arena refrigeration systems and the indicators that signal the need for action.
2. **Overhaul vs. Component Replacement:** Explore the pros and cons of opting for a complete overhaul of the refrigeration system versus replacing specific components, considering budgetary constraints and environmental sustainability.
3. **Sustainability and Energy Efficiency:** Learn about the latest innovations in refrigeration technology, including eco-friendly options and energy-efficient solutions, to reduce operational costs and environmental impact.
4. **Key Considerations for Arena Managers:** Delve into the essential factors arena managers should examine when assessing their refrigeration systems, from budgetary planning to compliance with safety and environmental regulations.
5. **Maintenance and Performance Optimization:** Discover best practices for ongoing maintenance to extend the life of refrigeration systems and maximize their performance, reducing downtime and operational disruptions.
6. **Case Studies and Success Stories:** Learn from real-world examples of arenas that have successfully managed their refrigeration systems, offering practical lessons and inspiration for your own projects.

This conference session invites arena managers, refrigeration experts, and community stakeholders to engage in a crucial discussion about preserving these vital community assets. Together, we will uncover innovative approaches to ensure the long-term viability of arena refrigeration systems, striking a balance between functionality, sustainability, and financial prudence. Join us as we embark on a journey to "Chill the Future" and secure the future of our arenas.

About the Speaker:



President and CEO of Accent Refrigeration for the last 30 years, Art has led a team of professionals who are truly passionate about reducing energy consumption in our communities. Our projects, which span the globe are diverse, exciting, and effective.

Session Two

10:30am – 12:00pm

Matthew Cottingham and Ancel Langille, Canadian Red Cross

“Adaptive Facilities: Preparing for Emergencies and Beyond”

In today's world, recreation facilities are increasingly called upon to serve as pillars of support during emergencies and in their aftermath. These facilities play a vital role in community resilience, often having to adapt rapidly to dynamic and uncertain situations. To address this critical need, our conference session, *"Adaptive Facilities: Preparing for Emergencies and Beyond,"* will explore the multifaceted challenges and innovative strategies to ensure recreation facilities are well-equipped to respond effectively.

Key Topics:

1. **The Role of Recreation Facilities in Emergencies:** Understand the evolving role of recreation facilities during emergencies, whether as shelters, operation bases, or post-emergency relief support. Learn about the vital contribution they make to community well-being.
2. **Adaptive Preparedness Planning:** Explore best practices for emergency preparedness, including building versatile plans that can be customized to suit the specific nature of each situation. Learn how to engage with local emergency management agencies and develop collaborative partnerships.
3. **Lessons from Real Emergencies:** Gain insights from real-world examples and case studies showcasing successful adaptations by recreation facilities during emergencies, drawing inspiration for your own preparations.

Join us for this illuminating conference session where you will connect with experts, share insights, and develop a roadmap for recreation facilities to become adaptive, responsive, and resilient in the face of unexpected challenges. Together, we'll explore innovative strategies to ensure that recreation facilities are not only safe havens during emergencies but also valuable community assets throughout their lifecycle.

About the Speakers:

SPEAKER BIOS COMING SOON!



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