

# AQUATICS ACADEMY:

## WSI/LG LEADERSHIP



**DATE:** MAY 19, 2022  
**LOCATION:** Wethersfield Community Center  
**TIME:** 5:30 - 8:30 PM

## REGISTRATION INFORMATION

**Aquatics Academy: WSI/LG Leadership** is a pre-season training opportunity for your aquatics team (Lifeguards, WSI, Supervisors)! Participants will develop and build critical skills needed to help them achieve success and bring your aquatics department to the next level. **All participants will leave with a certificate of completion.**

**Town/Org:** \_\_\_\_\_ **Contact:** \_\_\_\_\_

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

## ATTENDEES:

Fee is \$12 pp member dept./\$15 pp non member dept.  
If registering more than 10 participants, please use additional forms.

|        |     |
|--------|-----|
| 1.     | 6.  |
| 2.     | 7.  |
| 3.     | 8.  |
| 4.     | 9.  |
| 5.     | 10. |
| TOTAL: |     |

## PAYMENT OPTIONS:

☐ **Check** (payable to: "CRPA," 135 Day St., 2nd Floor, 2H, Newington, CT 06111) ☐ **Invoice** ☐ **Credit Card**

### CANCELLATION & REFUND POLICY:

Payment must be received by **5/13/22**. There will be no refunds for cancellations after **5/13/22**. Cancellations must be received in writing via email to [info@crpa.com](mailto:info@crpa.com) or [val@crpa.com](mailto:val@crpa.com). Registrants that do not participate in the meeting without cancelling prior to this date will be billed the **full amount**.

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

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## WELCOME REMARKS: 5:30 - 6:00 PM

Introductions from the CRPA Aquatics Section Co-Chairs: Bailey Dailey, Recreation Supervisor for Winding Trails, and Courtney Hewett, Director of Parks and Recreation for the Town of Plainville.

## BREAKOUT SESSIONS: 6:00 - 8:30 PM

### Lifeguarding 101: What to Expect So You Know How to Protect

**Winding Trails Leadership Team**

Is this your first year as a lifeguard? Join us as we talk about what to expect as a first-year lifeguard. This will be a round-table session, where you will learn tips and tricks for your first summer. Bring all of your questions and learn from experienced lifeguards how to be the best lifeguard you can be!

### Don't be Nervous, We'll Help You with your In-Service: "Upping" your In-Service Game!

**Joshua Charette**, Recreation Supervisor, Town of Manchester Dept. of Leisure, Family & Recreation

**Samantha Charette**, Recreation Lead, East Windsor Parks & Recreation

Join us as we discuss strategies and ideas for developing meaningful and impactful in-services for aquatics staff. Geared towards head lifeguards, we will provide examples of a variety of in-service activities that help reinforce skills and keep staff engaged. We will also designate some time to swap ideas and discuss common mistakes when planning in-service!

### Swim Lessons: What to Expect So You Can Connect

**Lead Swim Instructors and WSIT from The City of Bristol**

Are you a new Water Safety Instructor, or looking for some great tips for your lessons? Join us for a session on what to expect as a new Swim Instructor. Learn tips about how to deal with the unexpected within a lesson, and how to communicate effectively with parents.

### Customer Service for Teens

**Winding Trails Leadership Team**

Are you the youngest person in the room? Want to learn how to gain the respect of parents at your waterfront? This session will cover the fundamental elements of customer service and how they can be applied to the aquatics profession. Parks and recreation is a demanding service industry that interacts with the public on a daily basis. This session will help teenage staff earn respect from the adults they are interacting with at their facilities. The importance of generating customer interest and creating loyal customers is crucial! We will discuss methods for handling complaint resolution, interacting with parents, and having the best attitude for good service so you are not only listened to, but respected, as well.