

IPRA TODAY

Welcome Message from President Todd Redenius



Thank you for giving me the opportunity the next two years to serve as your president. I look forward to working with our Board of Directors, staff, and membership to continue moving IPRA forward in the advancement of parks, recreation and conservation initiatives. First and foremost, it would be remiss if I did not thank our Past President Ben Page for his service and accomplishments in addition to our board members who just completed his/her term of service:

Treasurer Angie Cole, Director at Large Matt Salvatore, Director at Large Faron Von Nostrand, and NRPA Great Lakes Regional Council representative Terry Hoffman. All of these individuals gave of his/her time and talents to our association. Furthermore, to our committee chairs, special-issue committees, and members that served on committees – your efforts toward completion of our action plan have been much appreciated.

Special congratulations should be given to our 2011 award recipients; Mr. Donald Tripp (Slattery-Trueblood Professional), Mr. Ryan Penning (Dr. Carole Hanson New Professional) and Mr. Larry Makoben (Claude Ahrens Community Service). As I listened to the awards presentation and looked around the banquet room, it reminded me of how many talented members we have within IPRA. I am asking each of you today to contribute your talents to our association when called upon. I believe our association is positioned for greatness IF AND ONLY IF the membership is called to action and responds to that call. So remember that “call to action” when asked by me or another board member to be involved in working on an IPRA issue, helping with an event or in being of service to our association.

My staff (Ankeny) knows I am not big into the term **Innovation**, but rather the term **Simplify**. Therefore, my “platform” for the next two years is a simple one indeed:

- **Simplify our Board and Committee Structure** – This is parks and recreation, not rocket science, so there is no need for unnecessary red tape. We have redundancy right now we can get rid of.
- **Partnerships** – This is a cornerstone to what we do every day in our own departments. Let’s work to enhance our existing IPRA partnerships and reach out to prospective new partners.
- **Engage Members** – Staff and board members will work to engage every member of our association and expand our services to the membership.

There are various strategies that board and staff will implement to be successful in these three endeavors. More to come in future updates – so look for regular monthly updates from me, in addition to the weekly “Wednesday Words” from IPRA staff.

Again, thank you for the opportunity to serve such a great Association. Please feel free to call or an email me anytime on any IPRA issue at 515-963-3571 or tredenius@ankenyiowa.gov. Now, together, let’s get to work and produce results!



June 2011
Volume XI, Issue 12

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Board of Directors Update

Your association's board of directors met on Thursday, May 12, at the state office in Grinnell. President Todd Redenius convened the first meeting at 10:30 am. Members present were Vice President Sherri Proud, Treasurer Doug Bylund, Directors-at-Large Matt Beatty, Janet Ellerbrock, Doug Foley, Scott Hock, Michael Moran and Chad Weir. New board members attending their first meeting were Sherri Proud, Scott Hock, Michael Moran and Chad Weir.

There was a lengthy agenda of items to consent, report and discuss. Association is in sound financial condition as the fiscal year comes to a close on June 30. Redenius welcomed everyone via an email blast as well as an upcoming front page article in June's newsletter. There has been much success over the past two years. IPRA should build upon this success to strategically place ourselves for long term financial stability through sound business practices and providing outstanding member services.

Executive Director Steven Jordison presented his detailed report for the time period of February 1 to May 1. This was the busiest time period not only for IPRA but alongside our partner Iowa Amateur Softball Association. His report can be found at the tail-end of the board minutes.

IPRA is heavy with governance structure with some sixteen committees. Moving forward we need to re-think how we do business in a time/workload efficient manner. Restructuring will focus on providing core services in conjunction with ad hoc or specific issue task forces. Moran has volunteered as the first specific issue taskforce chair by tackling our governance formation.

Reaching out to old and new partners will take center place as elevating the presence of IPRA will become a top priority. Currently, IPRA has strong collaborative efforts with Iowa Amateur Softball Association and Iowa Foundation with Parks and Recreation (IFPR). Three high profile partnerships come with IFPR; conference/workshop fellowships, Iowa League of Cities exhibit hall and NRPA Congress fellowship. Most recently, IPRA is furthering our relationship with the Ahrens Foundation (Grinnell).

January 2011 then board of directors reaffirmed our commitment to retain the state office. Like any structure which is nearly a century old, there are needed exterior and interior repairs. Using the certified office inspection report from Spring 2010, staff along with the board, will create, then implement, a long term capital repair plan of action.

Please visit www.iapra.org, under the navigation tab "Board" for a copy of the May 2011 minutes, association action plan, current bylaws/manual of procedure and much more.

Board terms:

President - Todd Redenius (Ankeny) 2013

Vice President - Sherri Proud (Coralville) 2013; then becomes president 2013-2015

Treasurer - Doug Bylund (Indianola) 2013

Director-at-Large - Matt Beatty (Muscatine) 2012

Director-at-Large - Janet Ellerbrock (Lytton) 2012

Director-at-Large - Doug Foley (Manchester) 2012

Director-at-Large - Scott Hock (Urbandale) 2014

Director-at-Large - Michael Moran (Iowa City) 2014

Director-at-Large - Chad Weir (Marshalltown) 2014

Cooking Outdoors

Barbeques and Campfires ...outdoor traditions for decades



Charcoal Grills come in sizes for single picnic sites to large party group areas. Open grate and covered grills. Three grate adjustment designs. There is a Pilot Rock grill for any campsite, shelter house, picnic area, patio, and backyard.



Campfire Rings offer both the pleasure of the campfire and the ability to cook. Rings sizes for individual sites to large group areas. Multiple grate designs, heights, and features. Wheelchair accessible firerings, too.



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Cooking outdoors ... a tradition with Pilot Rock.



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University of Iowa Community Credit Union Recipient of Corporate Support Award

Corporate Support Award recognizes an organization that has contributed to the field of leisure services and has created a positive atmosphere within the community, county or state. This year's recipient is the University of Iowa Community Credit Union.

According to Brad Barker of Vinton Parks and Recreation, "The Vinton branch of the University of Iowa Community Credit Union (UICCU) is a shining example of an entity that not only sets the standard of success in its respective field of financial institutions, but continues to raise the bar for all local businesses through the way they enthusiastically interact with and give back to the community."



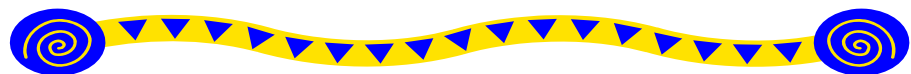
Rae Dugan, UICCU Branch Manager, Vinton, accepting Corporate Support Award from Brad Barker, nominator.

With the help of UICCU, the Vinton Parks and Recreation's annual Bike Safety Rodeo has become an enormous family event! Throughout this event, UICCU actively gathers volunteers, offers advertisements and provides prizes and meals for participants. UICCU also supports other programs and events that include Party in the Park Festival, Special Populations Casino Day and being a leisure guide and a youth sports sponsor.

"Although the branch in Vinton only arrived just a few years ago, the number of positive contributions they have already made to our community over this time is commendable," states Sandy Lyons, Vice Chairperson of Vinton Parks and Recreation Department Board.

Accepting the Corporate Support Award representing the University of Iowa Community Credit Union is Rae Dugan, Vinton's Branch Manager, accompanied by her husband Terry.

(Text was quoted from the presentation made by Steve Grimes, Director, Bettendorf Parks and Recreation, at the IPRA Spring Conference Awards Banquet held in Davenport, Iowa, April 12, 2011.)



IPRA State Fair Day is Thursday, August 18. All those interested in assisting with the day's activities are asked to contact Nick Schenck at nschenck@adeliowa.org or 515.993.4525 to volunteer.



Lay Organization Award Presented to Marshalltown Dog Park Committee

Lay Organization Award is given annually to recognize a group of lay people outside of our profession who have supported and contributed to the strengthening of programs and resources of leisure services by an outstanding contribution to the parks, recreation and conservation movement within their community, area, county or state.

This year's recipient is the Marshalltown Dog Park Committee. In January 2009, this committee started fundraising; and by June of 2010, a new dog park was opened.



This committee not only identified 15 possible local sites for the park, but also studied eight dog parks across Iowa. This committee has done everything from promotional fliers, fundraising, design and construction to setting the rules for the park. The committee raised almost \$40,000 for this 3.5 acre park and continues to raise funds to keep the park maintained. No city tax dollars were used to build this park.

Quotes from committee members include: "This was a perfect example of private-public partnership." and "The park is a dream come true."

Please welcome from the Marshalltown Dog Park Committee past co-chairpersons, Bill and Nancy Earney, and current chairs, Kara Wildman and Janelle Hawk.

(Text was taken from the presentation made by Duane Randall, Director, Vinton Parks and Recreation, at the IPRA Spring Conference Awards Banquet held in Davenport, Iowa, April 12, 2011.)



Save the Date!!! Friday, Aug 12, 2011 Iowa Foundation for Parks & Recreation Golf Outing

- Brown Deer Golf Course—Coralville
- 18 Holes
- Lots of Fun!
- Lots of Prizes
- Raffles
- Silent Auctions
- Great Food
- All proceeds help strengthen parks & recreation statewide.
- This is for all skill levels of golfers.

If you are interested in playing, donating to the event or just want more information e-mail Duane Randall at vprdrandall@vintoniowa.net

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NRPA Congress Room Block Information

Park and Recreation professionals from around the globe will converge in Atlanta, Georgia from November 1-3, 2011. Iowa Park and Recreation Association room block has been assigned to the Hyatt Regency Atlanta. The hotel is located in the heart of downtown Atlanta next to the PeachTree Center.



Room rate is \$179 (single or double). Reservations must be made no later than July 29. After this date, all unsold rooms will revert to general sales. Members are responsible for making his/her own reservations.

Here is how to book your room!

Go online to <http://www.wynjade.com/nrpa11/states>

-Click on "click here" to reserve your hotel room for NRPA 2011

-You will be instructed to provide a USER NAME and PASSWORD. Please ensure ALL attendees booking rooms into your block have the following USER NAME and PASSWORD:

USER NAME: iowa
PASSWORD: parks

ALL individual names must be reserved into your block prior to **July 29, 2011 EOB**. Any rooms remaining in your block after July 29, 2011 will be released for general sale.

CHANGES / SUBSTITUTIONS/ CANCELLATIONS: If you or your delegates require any type of modification or cancellation to their reservation you can do so online at <http://www.wynjade.com/nrpa11/states> by clicking on "modify a reservation". Please have your WEB ID accessible (can be found on your confirmation), as it is required to make changes to your record. In addition, modifications and changes can be sent in via email or fax to 972-349-7715.

Any requests for additional rooms will be honored, based upon availability. **In order to confirm your most current information, you must continue to make all inquiries and changes with NRPA Housing/Wyndham Jade and not the hotel.**

Should you have any questions, please call one of the numbers listed below:

Domestic Toll-Free: 888-385-8041
International: 972.349.5897
E Mail: nrpa@wyndhamjade.com
Fax: 972-349-7715



Aquatic Management Workshop is a SPLASH!!

Pool Tech Midwest, Inc. and IPRA made a commitment to elevate the level of professionalism in our annual aquatic management workshop. Juliene Heftner has presented numerous times at NRPA Congresses and national aquatic workshops in addition to serving as a trial expert witness. Her passion, dedication, and expertise made a huge impact on the nearly 80 persons in attendance.



Full-time and part-time staffers from around Iowa gathered at the Lakeside Center in Ankeny on May 16 to listen and learn from four Heftner presentations, an onsite tour of Cascade Water Park (Ankeny), followed by a quick “colors” personality training session. Heftner’s sessions included: Lifeguarding: How do we want the public to perceive us, Respected as a supervisor, not an equal, Staff training made fun in aquatic facilities, and finally, a special treat designed for full-time staff, Aquatic management in aquatic facilities.

There was so much excellent information three IPRA members who were in attendance have graciously offered to host a regional mini-camp. Doug Bylund, Ryan Maehl, and Katie McKinnon will each give a synopsis of Heftner’s presentations (along with hand-outs) followed by an open discussion forum. Full-time staff, as well as part-time pool staff, are welcome to attend FREE of CHARGE! Coffee, juice and snacks will be provided.

Mark your calendars:

- Each site begins at 8:30 am and ends by 10:30 am.
- Tuesday, May 31 - **Indianola City Hall**
- Wednesday, June 1 - **Rosedale Rapids Aquatic Center Fort Dodge**
- Thursday, June 2 - **Rec Center/Family Aquatic Center North Liberty**

What an outstanding way to start not only your day but the outdoor pool season!

For more information about Ms. Heftner, please visit her website at www.safetyfirstaquatics.com.



Five Star Staff Service

In the world of instant media, one bad moment in service can spread like wildfire via Facebook, Twitter, text or email. How do we avoid a troublesome tweet? Each customer touch in person or electronic is a “moment of truth”. There could easily be two, three or four “moments of truth” during each customer interaction. Every step in the interaction chain should be pleasant, cheerful, honest, ethical and inspirational. Local municipal budgets are stretched thin thereby forcing us, as parks and recreation professionals, to cultivate raving fans willing to go to bat for us when our cuts are emanate.

Can it be as simple as the Golden Rule?

Good customer service begins with how we treat staff. Employees, even young lifeguards, expect to be told if their performance is good or bad. They expect to be respected. They expect to be listened to. They expect their supervisor to hold others accountable if they are not pulling their “weight”. Don’t you, as a supervisor, expect the same from your boss? Give a smile, receive a smile. It can be as simple as that. Here are some ways to start the cycle.

Welcome: Do customers hear a cheerful voice when they call, or the voice of an employee who doesn’t care. Do you welcome your staff as they enter the facility with a smile?

Understanding: Do customers feel like you hear “their side of the story” when they have concerns or questions. Do employees feel like they can tell you about their concerns without being punished? Do you avoid misunderstandings by paraphrasing what a customer or employee shares?

Valued: Do customers leave feeling good about their money spent? Do employees feel the work they do has purpose? Do employees feel that you appreciate their efforts - even if you can’t pay them “what they are worth”?

Cheers to more “positive posts” this summer!

(Contributed by McKenzie Kiger, Recreation Supervisor, Clive Parks and Recreation.)



Concession workers gain first-hand knowledge of “customer service”.



1534 Penrose Street
Grinnell, IA 50112

Phone: 641.236.3917
FAX: 641.236.6779
www.iapra.org

IPRA Today is produced by the IPRA
Publications Committee Chair, Mindi
O'Hern, rechbt@ci.humboldt.ia.us

Layout design by Cathy Shutts,
cshutts@pcpartner.net



Association of Aquatic Professionals

National Recreation and Park Association has reformed all sections, branches, and regions into network groups. Currently, there is an Aquatics Network group where anyone (member or non-member) can join in this open dialogue forum. Visit www.nrpa.org to join.

Along with changes to NRPA governance and structure, NRPA has chosen to eliminate its annual National Aquatics Conference. In lieu of this change, a large contingent of aquatic professionals grabbed a ring bouy by creating a national association of aquatic professionals. Focus of the group is drowning prevention, educational opportunities, in addition to hosting an annual conference and institute. Membership is extremely reasonable (\$25 to \$40) with the national conference fee as low as \$225 (including meals).

Mark your calendar now for the first annual conference and exhibit hall March 13-16, 2012 in Austin, Texas!

Visit www.aquaticpros.org for additional information.



IPRA Calendar of Events

June

- 8 IFPR meeting—Grinnell
- 8-10 NRPA Council of State Executive Directors summer mtg.—Atlanta
- 13 CEU/Aquatic Update—Fort Dodge
- 14-15 Certified Pool Operator's Course—Fort Dodge
- 23 IPRA Board meeting—Grinnell

July

Park and Recreation Month

- 4 State Offices Closed—Independence Day
- 29 NRPA Congress room block reservation deadline