

Register Today!
Go to
ContinuingEducation.ncsu.edu

The Park and Recreation Maintenance Management School

The Two-Year Certificate Program **Fills quickly every year. Register NOW!**

January 25–29, 2009

Attend this course and you will learn

- Maintenance and Operating Objectives/Policies
- Planning/Organizing the Maintenance Program
- Elements of Park and Recreation Maintenance
- Supervising Maintenance Personnel
- Maintenance and Operating Problems
- Facility and Structure Maintenance
- Maintenance Plan Development Projects
- Grounds Maintenance
- Maintenance of Vehicles and Equipment
- Site Amenity Maintenance

The Graduate Seminar

An Advanced, Unique, and Powerful Program Designed for Graduates of the Maintenance Management School

January 25–29, 2009

Limited to 25 participants.

Wilson Lodge at Oglebay Resort and Conference Center
Wheeling, West Virginia

Co-sponsored by

National Recreation & Park Association
and
North Carolina State University
Department of Parks, Recreation and
Tourism Management and the

Hosted by



Oglebay Resort and
Conference Center



What Others are Saying About Similar NC State Programs at Oglebay

“The best part...is the networking of people in the career field. The opportunity to meet “like minded” people from around the country that work in parks & recreation is inspiring. You will leave this course empowered and ready to share valuable ideas and tools with your organization.”

— John Oros,
Director of Operations &
Natural Resources,
Geauga Park District,
Chardon, OH

REGISTER TODAY! Registration is limited. Register on-line at ContinuingEducation.ncsu.edu,
Call 919.515.2261, or Fax 919.515.7614 .



The Park and Recreation Maintenance Management School

Why You Should Attend

The Maintenance Management School is a comprehensive two-year professional development program especially designed for park and recreation personnel. This year the school will celebrate 37 years of service to the park and recreation profession.

This intensive learning experience is especially tailored to the needs of park, recreation and conservation personnel who manage park and recreation maintenance programs. This program is conducted by the Department of Parks, Recreation and Tourism Management and the Office of Professional Development at North Carolina State University and the National Recreation and Park Association (NRPA).

How to Earn Your Certificate

The program is divided into two phases—five days each year for two years. Phases I and II are offered simultaneously. You must attend both phases to qualify for CEUs from North Carolina State University and to receive a certificate of successful completion from NC State. A graduate seminar with qualifying CEUs is also conducted during the program.

You have a maximum of three years between the completion of the first and second year curricula. Attendance is required for all scheduled sessions and school activities for both first and second year students.

At the end of each year, you will take an exam on the information presented. A minimum score of 60 for each phase is required for certification.

The Robert E. Sternloff Scholarship

The Board of Regents awards scholarships to the highest scorers on the final examination at the end of both school years and for the highest grade accumulated in both years. Scholarships are to be used for the second year and Graduate School respectively and are for tuition only. The scholarships are in honor of Dr. Robert Sternloff's contributions to the Maintenance Management School as its Director for over 25 years. Lodging, travel, meals, time away from the job and other incidental costs must be arranged by the recipients.

First Year Curriculum

As a first year student you will become aware of effective professional techniques of maintenance management. Study is directed at the improvement of your professional maintenance management practices.

Attend and You'll Learn About

- **Maintenance and Operating Objectives/Policies**
History, principles, philosophy
- **Planning/Organizing the Maintenance Program**
Maintenance in the total administrative structure; organizing the maintenance department; job planning; maintenance work schedules and records; the maintenance manual; budget and cost analysis of maintenance
- **Elements of Park and Recreation Maintenance**
Grounds maintenance; erosion control and soil compaction; lawn care and maintenance of specialized turf areas
- **Supervising Maintenance Personnel**
Employee motivation and ethics; the supervisor as a trainer; employee evaluation; leadership and supervision; discrimination and sexual harassment
- **Maintenance and Operating Problems**
Environmental health concerns; legal liability aspects of maintenance practices; site security
- **Facility and Structure Maintenance**
Construction materials, doors, windows, walls, floors, roofs; play area design and maintenance; facility and program accessibility

**REGISTER TODAY! On-line at [ContinuingEducation.org](#)
Call **919.515.2261** or Fax your registration form**

January 25–29, 2009

Second Year Curriculum

You will acquire a broader knowledge of maintenance management and further develop your specific skills for effective operations. A major part of the second year course is devoted to the actual development of an effective maintenance plan for your specified area.

Attend and You'll Learn About

- **Maintenance Plan Development Projects**
- **Maintenance and Operating Problems**
Public relations; minimizing user conflicts; risk management; computer applications in park maintenance; contract maintenance management; productivity analysis
- **Grounds Maintenance**
Maintenance of shrubbery, trees, park nursery; pesticides; herbicides; trail development and maintenance
- **Maintenance of Vehicles and Equipment**
Equipment and fleet preventive maintenance
- **Supervision and Management Personnel**
Safety and risk management; career development; public image and customer service
- **Site Amenity Maintenance**
Fencing and fence maintenance; signs and sign maintenance; stains, paint and other surface coatings; wood use and chemical preservation of wood

The Graduate Seminar

January 25–29, 2009

An annual program available to graduates of the Maintenance Management School.

The Graduate Seminar is offered in conjunction with the 2009 Maintenance Management School. The Seminar is an intensive learning experience addressing a limited number of current issues important to professionals managing people and systems in a park and recreation environment. Emphasis is placed on small group interaction to ensure an experiential learning environment. Your instructor is P. Morris West, a professional trainer, who has expertise in organizational behavior and development.

Attend and You Will

- Confirm your personality type and how it influences your management style.
- Observe and process team dynamics while participating in a live project.

- Identify and understand your communication style and how you interact with 15 other styles.
- Define your problem solving method and determine where you may fall short.
- Learn how creativity influences your problem solving and why your greatest strength is often your greatest weakness.
- Network with a group of peers from across the nation and compare concerns/solutions.
- Meet with the regents for a maintenance management field update.
- Evaluate your stress level and use the training week to de-stress, detach, and discover which personalities have a higher percentage of stress-related health issues.
- Participate in a “non-rigid,” relaxed, hands-on training.

The Graduate Seminar is limited to 25 participants.



OGLEBAY RESORT AND CONFERENCE CENTER

Once the summer estate of a wealthy industrialist, Oglebay is now 1,650 picturesque acres of year-round recreational opportunities and excellent overnight accommodations. Nestled in the hills surrounding Wheeling, WV, Oglebay is just 60 miles from Pittsburgh International Airport and features the 212-room Wilson Lodge, 49 cottages, 72 holes of golf, fine and casual dining, seven specialty shops, stables, fishing, two museums, a zoo, and more. The resort is home to several seasonal festivals, including the internationally acclaimed Oglebay Winter Festival of Lights, which runs annually from November 1 through New Year's.



With over 20,000 square feet of meeting and dining space, the conference facilities at Wilson Lodge

offer flexibility, versatility, and the latest technology, all in a safe and secure setting. At Wilson Lodge there's more to do than sleep, meet, and eat! Browse through the Resort Shop, challenge a colleague to a game of billiards, take a dip in the pool, work out in the fitness center, visit the spa for a massage, or just relax in the jacuzzi. Oglebay has hosted and conducted management schools for over 30 years for a variety of professional associations, and it's no surprise that these groups, and individuals, return year after year.

Visit Oglebay on the web at www.oglebay-resort.com for complete information.

www.maintenance.ncsu.edu,
call to 919.515.7614

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Registration Statement

For maximum effectiveness, registration will be accepted on a first-come, first-served basis. As this school typically fills to capacity by early November; registrants are encouraged to send their applications in early. A check, purchase order, or credit card number along with the registration form constitutes a registration. For cancellations after December 1, 2008, 50% of the total fee will be retained. No refunds will be given for cancellations after January 1, 2009. However, substitutes may be made at any time. Foreign registration fees must be paid by an official bank check or money order payable in U.S. dollars; no personal or foreign checks will be accepted. You will receive your confirmation via e-mail. Depending on your Internet service provider and/or your personal e-mail settings, e-mails from NC State University in regard to this registration process may be considered unsolicited and not be delivered to your inbox. If you do not receive an e-mail confirmation from NC State University, please check your spam file if you have one, or you may contact us at 919.515.2261 with any questions about your registration status.

If you are a person with a disability and desire any assistive devices, services or other accommodations to participate in this activity, please contact us at **919.515.2261** or **ContinuingEducation@ncsu.edu** to discuss accommodations at least two weeks prior to the school.

Tuition

Tuition is \$449 per person, annually. This fee covers instruction, text, study materials, a certificate of completion and social and banquet activities. The tuition for the Graduate Seminar is \$449.

Travel

Oglebay Park is located off Interstate 70, exit 2A. Shuttle service is available from the Greater Pittsburgh Airport. Information regarding reservations for shuttle service (\$60 each way) will be provided upon receipt of school registration.

Accommodations

Participants will stay in Wilson Lodge: \$113 single, \$143 premium single, \$85 double per person per night, Modified American Plan, plus 12% tax. These rates include full country breakfast and luncheon buffets each day Monday through Thursday. Gratuities for

these meals are also included in the price. All taxes are extra. The Thursday evening banquet is included in your tuition.

Lodging reservation forms will be immediately sent to you upon registration. Early arrivals (Friday or Saturday) will be charged \$143 single or double. Meals are not included for early arrivals.

Any questions regarding lodging should be directed to Wilson Lodge at 304.243.4000.

Continuing Education Units (CEUs)

After satisfactorily completing both phases of the school, individuals will be awarded 4.8 CEUs. The Graduate Seminar participants will earn 2.2 CEUs after successful completion. For more information on CEUs and how to obtain your record, please visit our website:

ContinuingEducation.ncsu.edu.

Your Guarantee of Satisfaction

We realize how valuable your time and money are and that you and your organization expect to get a return on your investment. We promise that you will be completely satisfied with your learning experience or we will make it right—guaranteed!

Join These Agencies Who Have Sent Their Employees

Ackworth Parks & Recreation	City of Grove City	Columbus Parks & Recreation Department	Liberty Township	Strongsville Recreation Complex
Albany Park & Recreation Department	City of Hamilton	County of Loudoun	Look Memorial Park	Suffolk County Parks
Arlington County	City of Hampton	Cranberry Township	Lorain County Metroparks	Summit County Parks & Recreation
Athens-Clarke County Department of Leisure Services	City of Harrisburg	Culpeper County	Lynchburg Division of Parks & Recreation	Sylvania Recreation Corp.
Baltimore County	City of High Point	Cumberland County	Macon County Conservation District	The Pierce Cedar Creek Institute
Bartlett Parks & Recreation Department	City of Hillsboro	Davy Crockett National Forest	Mandarin Park District	Three Rivers Park District
Battle Creek Outdoor Education Center	City of Jacksonville	DeKalb County	Marshall County Schools	Toledo Metropolitan Park District
Beaufort County	City of Kannapolis	Delaware State Parks	Martin County Parks & Recreation	Town of Alton
Bedford County	City of Kenosha	Delhi Charter Township	Maryland National Capital Park & Planning Commission	Town of Apex
Bermuda Parks Department	City of Kettering	Department of the Army	McHenry County Conservation District	Town of Aurora
Berrien County Administrative Center	City of Kirkwood	Doe River Gorge	Mecklenburg County	Town of Brookline
Bethlehem Township	City of Lansing	Downers Grove Park District	Metro Beach Metropark	Town of Bethlehem
Blount City Parks & Recreation	City of Laredo	City of East Hampton Parks & Recreation	Metro Parks Summit County	Town of Chapel Hill
Brandon Mississippi Parks & Recreation Department	City of La Vergne	Elmhurst Park District	Miamisburg Parks & Recreation	Town of Clarkstown
BREC	City of Lima	El Paso County	Mill Creek Metroparks	Town of Colchester
Briarcliff Manor Parks & Recreation Department	City of Little Rock Parks & Recreation	Escambia County	Monmouth County Park System	Town of Collierville
Bridgeton Parks & Recreation	City of Lowell	Fairfax County Park Authority	Moraine State Park	Town of East Hampton
Brookline Parks & Open Space	City of Lynchburg	Fauquier County Parks & Recreation	Morris City Park Commission	Town of Elkin
Brunswick County	City of Manassas	FDEP/Florida Park Service	Minneapolis Park & Recreation	Town of Essex
Buck Creek State Park	City of Marietta	First Landing State Park	MNCPPC	Town of Farmington
Calvert County Parks & Recreation	City of Mason	Five Rivers Metro Parks	Monmouth County Park System	Town of Fletcher
Campbell County Parks & Recreation	City of Miami Beach	Florida State Parks	Mt. Prospect Park District	Town of Greenburgh
Canaan Valley Institute of Science & Technology	City of Milford	Forest Preserve District	Muhlenberg Township	Town of Leesburg
Canton Township	City of Mt. Pleasant	Forsyth County Parks	NASPD	Town of Mt. Pleasant
Carrolton Parks & Recreation Department	City of Muscatine	Fort Washington State Park	Naperville Park District	Town of Newcasttle
Catawba College	City of Myrtle Beach	Fox Valley Park District	National Park Service	Town of Normal
Centerville-Washington Park District	City of Newark	Franklin County	Natural Lands Trust	Town of North Hempstead
Champaign County Forest Preserve District	City of Norfolk	Frederick County	NC State University	Town of Surfside Beach
Chapman State Park	City of North Richland Hills	Geauga Park District	New Castle County Government	Town of Tonawanda
Charleston County Parks	City of O'Fallon	Genesee County	Newton Parks & Recreation Department	Town of Victor
Chester County	City of Ohio	Girl Scouts MI Trails	New York City Parks Department	Town of Webster
Chesterfield County	City of Olathe	Girl Scouts of Kentuckiana	Noblesville Parks & Recreation	Town of Wellesley MA
Cincinnati Parks	City of Oldsmar	Glendale Parks & Recreation	Norfolk Parks & Forestry	Twin Lakes State Park
City of Ann Arbor	City of Paducah	Glowing Embers Girl Scouts	North Castle Parks & Recreation	United City of Yorkville
City of Asheville	City of Pittsburgh	Gray Area Project's LLLC	Ocean City Recreation & Parks	University of Wisconsin
City of Atlanta	City of Portland, Maine	Green River Parks & Recreation	Oconee County Board of Commissioners	Urbana Park District
City of Beaver Creek	City of Portsmouth	Greene County Parks & Recreation	Oglebay Park	US Army Corps of Engineers
City of Bloomington	City of Prescott Parks & Recreation	Greenville Recreation & Parks	Ohio Department of Natural Resources	Valdosta PRCA
City of Boca Raton	City of Raleigh	Hampton Recreation & Parks	Orange County	Vermont Department of Forestry
City of Bowling Green	City of Reynoldsburg	Hemlock Overlook Center for Outdoor Education	Paducah State Parks	Vermont State Parks
City of Boynton Beach	City of Richmond	Hennepin	Palm Beach County	Vernon Parks & Recreation Department
City of Bridgeport	City of Roanoke	Henry County Parks & Recreation	Park District of Franklin Park	Village of Corrales
City of Bridgeton	City of Rochester	Hoover Parks & Recreation	Pasco County	Village of Croton-on-Hudson
City of Carson	City of Rock Springs	Howard County Parks & Recreation	Peaks Landscaping	Village of Irvington
City of Charlottesville	City of Rockville	Hudson Mills Metropark	Pennsylvania State Parks	Village of Palmetto Bay
City of Chesapeake	City of Rocky Mount	Huron-Clinton Metropolitan Authority	Peoria Park District	Village of Park Forest
City of Cincinnati	City of Sandusky	Indian Acres of Thornburg, Inc.	Perry County Park District	Village of Royal Palm Beach
City of Clearwater Florida	City of Savannah	Indian Trail Improvement District	Pigeon Forge Parks & Recreation	Village of Wellington
City of Cleveland Heights	City of Sharonville	Indianola Parks & Recreation	Pinellas County Park Department	Virginia Beach Parks & Recreation
City of Coralville Parks & Recreation	City of Sioux City Iowa	Iredell County	Plainfield Township Park District	Wake County Parks, Recreation, & Open Space
City of Corinth	City of St. Louis Parks	Irmo Chapin Recreation Commission	Prince William County Park Authority	Warren County Parks & Recreation Department
City of Cuyahoga Falls	City of St. Pete Beach	John Bryan State Park	Red River Waterway Commission	Washington County
City of Delray Beach	City of St. Petersburg	John F. Kennedy Center	Reston Association	Washington Township
City of Detroit	City of Statesville	Kalamazoo County	Richmond, Virginia Recreation & Parks	Wauconda Park District
City of Dublin	City of Suffolk Parks & Recreation	Kensington Metropark	Ridgefield Parks & Recreation	West Bloomfield Parks & Recreation
City of Dunedin	City of Tampa	Kent County	Roanoke City	Waukegan Park District
City of Eastpointe	City of The Colony	Kings Gap Environmental Ed. Center	Rowan County	West Bradford Township
City of Eau Claire	City of Titusville	Kissimmee Parks & Recreation Department	Saginaw County	West Whiteland Township
City of Elkhart	City of Toledo	Knox County	Salisbury Parks & Recreation	Wheaton Park District
City of Fayetteville	City of Trotwood	Lafayette Parks & Recreation	Sampson County	Wheeling Park Commission
City of Florence Parks & Recreation	City of Troy	Lake County	Shikellamy State Park	Whitfield County Recreation Department
City of Frankfort	City of Vandalia Parks & Recreation	Lake Naomi Club	Spalding County	Wilmington Parks & Recreation
City of Franklin	City of Vestavia Hills	Lake Erie Metropark	St. Charles & Recreation	Winnebago County Forest Preserve District
City of Fredericksburg	City of Virginia Beach Parks & Recreation	Lancaster Parks & Recreation	St. Clair County	Winnetka Park District
City of Gaithersburg	City of West Bend	Largo Recreation & Parks Department	St. Lucie County	Wood County Park District
City of Gardner	City of Westlake	Lebanon Recreation Department	St. Mary's County	Woodridge Park District
City of Gastonia	City of Wyoming	Lee's Summit Parks & Recreation	Stafford County	Worcester County
City of Germantown	Cleveland Metroparks	Leesburg Parks & Recreation	Stanley Park	Worthington Park & Recreation
	Cobb County Parks & Recreation	Leon County	Star County Park District	Yost Strodski Mears
	Colchester Parks & Recreation	Lexington Parks & Recreation	State of Michigan	
	County of Roanoke		Statesboro-Bulloch County Parks	
	Columbus & Franklin County Metro Parks			

The Park and Recreation Maintenance Management School

January 25–29, 2009

The Graduate Seminar

January 25–29, 2009

Wilson Lodge at Oglebay Resort and Conference Center • Wheeling, West Virginia

NC STATE UNIVERSITY

Office of Professional Development

Box 7401

Raleigh, NC 27695-7401


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How to Enroll

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ContinuingEducation.ncsu.edu

 **Fax...**
Your registration to:
919.515.7614

 **Mail...** Your registration to:
Registration Coordinator
NC State University
Office of Professional Development
Box 7401
Raleigh, NC 27695-7401

 **Call...**
919.515.2261

 **For more information...**
E-Mail...

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If you receive more than one brochure, please pass the extra along to an associate.

If addressee is no longer employed, please forward to his/her replacement. Call 919.515.2261 to update your record.

ATTENTION:

Mailroom personnel or addressee-- please re-route if necessary!

REGISTRATION FORM

Park and Recreation Maintenance Management School • FMMS09
January 25–29, 2009 **Fee: \$449 per year**

(Please Check One) First Year
 Second Year - First year completion date: _____
 The Graduate Seminar - MMS graduation date: _____

Your Priority Code **F 8 4 0 W B** To help us serve you better, please enter the code from your mailing label. Enter this code even if label is addressed to someone else. **Thank You!**

First Name _____ Middle Initial _____ Last Name _____ Date of Birth* _____ / _____ / _____
m m d d y y y y

Job Title _____ Badge Name _____

Organization _____

Mailing Address _____
(to send confirmation, invoice/receipt, and monographs)

City _____ State _____ Zip _____

Work Phone _____ Fax _____

Email _____

Name & Title of Manager Approving Training _____

* In lieu of SSN, your date of birth is required as a personal identifier for internal record keeping by this university.

Please duplicate this form for multiple registrations. You may wish to make a copy for your records.

Payment must accompany registration and be received by the first day of the program. Faxed registrations without a credit card # or a purchase order # will not be accepted.

The easiest way to guarantee your place is to pay with a credit card.

How to Pay Payor: Company Self

Please charge my credit card

MasterCard VISA Amex

Corporate card? Yes No

Account # (Please list all numbers) _____

Exp. Date _____
(Required)

Total Amount \$ _____

Cardholder's Name (Please print) _____

Cardholder's Signature (required) (seal) _____

Check enclosed (U.S. banks only) (do not fax)
(Payable to NC State University)
Please write name(s) of the participant(s) on the face of your check.

If you wish to pay by purchase order, please fax or mail your purchase order to **919.515.7614** along with this registration form.

IDT (NC State University employees only)

OUC # _____

Project (FAS) # _____