



VRPS Southwest Service Area Presents:

BAG OF TRICKS

Wednesday, March 28 • 9:00 am to 3:00 pm at Wytheville Community Center

Serving the public requires wearing a lot of hats. We'll provide you with a bag of the latest tips and tricks geared toward getting and retaining customers, getting them to work for you, and keeping them safe inside your facilities.

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- 1) GET 'EM THERE
 - 2) KEEP 'EM SAFE
 - 3) PUT 'EM TO WORK

Active Shooter Response - 0.2 CEU

Led by the Wytheville Police Department, our morning session will focus on civilian response to active shooter events. Based on techniques developed for Advanced Law Enforcement Rapid Response Training (ALERT), your staff will learn about history, effective response, medical issues, rescue operations and conducting proper drills to prepare your organization for the worst.

Table Talk

Lunch will shift to current topics and trends in recreation. Based on your registration, we'll divide the group into six hot issues covering various job functions within our industry.

Afternoon Session - 0.1 CEU

Choose between two hot topics presented by the pros at Roanoke County Parks, Recreation and Tourism. Find out what's trending in the world of **marketing**, and learn how strategic branding and a comprehensive social media plan can bring more customers through your doors OR, kick-start your **volunteer program** and maximize your capital improvement dollars through a passionate and engaged community workforce.

Facility Tour

Wrap up the day with a tour of the Wytheville Community Center, featuring over 100,000 square feet of space including a fitness area, gymnasium and climbing wall.

\$20 per person / \$10 students
Register online by March 23
www.VRPS.com