

MEDIA RELEASE

For Immediate Release

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Service Excellence in Recreation and Parks

The Saskatchewan Parks and Recreation Association (SPRA) is pleased to announce that 11 communities and 1 organization will pilot the new Service Excellence Program in Saskatchewan. Pilot communities and organizations include North Battleford, Nipawin, Wynyard, Shaunavon, Carlyle, Langham, Gravelbourg, Wakaw, Hepburn, Kyle, Vibank and the Boys & Girls Club of Saskatoon.

The intent of the Service Excellence Program is to support continuous improvement in the quality of recreation and parks services, to promote commitment to the emerging competencies and practices that are essential for service excellence, and to encourage organizational response to the priority benefits identified by the communities they serve.

Pilot communities will engage in a self-directed evaluation of their parks and recreation delivery processes by working through an organizational assessment tool and action plan. This process will allow communities to analyze and refine the programs and services being delivered within their community. The duration of the pilot program will be approximately six months.

“I am very pleased by the response received for pilot communities,” said SPRA President Darrell Lessmeister. “The eagerness of communities to participate in the program is a testament to their dedication towards improving the delivery of parks and recreation in their communities and enhancing the quality of life of those they serve.”

Pilot communities will participate in a workshop that will orientate coordinators in each community to the process of working through the Service Excellence Program. This workshop will take place January 18, 2013 in Regina.

For additional information on the Service Excellence Program, contact Morgan Grainger at (306) 848-0274, or mgrainger@spra.sk.ca.

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SPRA is a non-profit member organization dedicated to enhancing quality of life in the Province. SPRA provides parks and recreation services and support to Saskatchewan communities and advocates on behalf of the recreation and parks field at the local, provincial and national level. SPRA is funded by the Saskatchewan Lotteries.