

PARKS AND RECREATION BOARD MEMORANDUM

FROM: The Office of the City Manager **DATE:** August 4, 2025
SUBJECT: NRH₂O Family Water Park Update
PRESENTER: Stephanie Hee-Johnston, NRH₂O General Manager

GENERAL DESCRIPTION:

Staff will report on activities at NRH₂O Family Water Park.

REVIEW OF EVENTS

World's Largest Swimming Lesson

On Thursday, June 26, along with the NRH Centre, NRH₂O hosted the World's Largest Swimming Lesson with over 50 participants. With participating waterparks and pools from around the world, this event helps spread the word that "swimming lessons save lives". NRH₂O is one of two locations that have been participating in WLSL since its inception in 2010.



Golden Guard

Only a small percentage of the tens of thousands of lifeguards audited by *Ellis & Associates* worldwide receive the prestigious Golden Guard Award — and one of NRH₂O's very own, Kree Jones, earned this incredible honor! A Golden Guard is recognized by an E&A International Staff Auditor for consistently *exceeding the 10/20 Protection® scanning standards* while exemplifying rescue readiness, professionalism, and top-tier on-duty performance. These also, lifeguards stand out not just for their



scanning, but also for their guest interactions, teamwork, and overall safety leadership. E&A conducts three unannounced audits of the NRH2O facility each season to ensure they are upholding the highest standards in aquatic safety — and NRH2O is proud to share that the most recent audit was rated "Exceeds" overall! That makes this recognition even more meaningful. The guards never know when auditors are watching, so to stand out in those moments proves the excellence and dedication the NRH2O team brings every single day.



Christmas Providers

NRH2O is partnering with Christmas Providers to collect canned chicken, canned tuna, and peanut butter for the families in the adopt-a-family program. Those who donate July 21-25 and July 28-August 1 will receive discounted tickets to the water park and all donated items will go straight to Christmas Providers.

Teachers and Staff

NRH2O loves teachers! The park will be offering free admission for teachers, administration, and support staff July 21-22 and 28-29. Discounted tickets will be available for friends and family. Guests will need to show their staff ID to receive the free ticket and discounted admission.



Drone Show

The park will light up the sky with its shark-themed drone show on Saturday, July 26! Local vendors, like Aqua Tots and Pudgy Penguin, and will be set up throughout the park starting at 7 p.m. and our resident DJ, DJ Noble, will be spinning tunes before the show starts!

Dive-In Movie

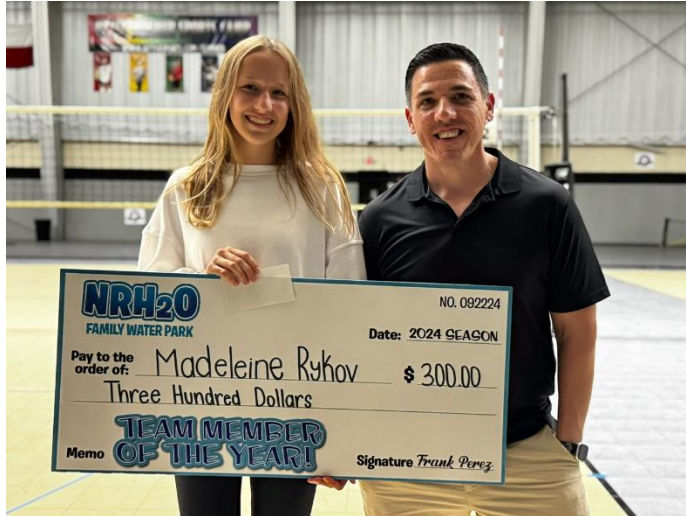
Due to inclement weather on July 12, our dive-in movie, *Despicable Me 4*, is rescheduled for August 1. Guests can float in the wave pool and watch this fan favorite under the stars. General admission will be \$19.99 after 5 p.m., the children's area will close at 9 p.m., attractions will close at 10 p.m., and the wave pool will remain open until the movie is over.





End of Season Event

NRH2O will be hosting an End of Season event for seasonal team members this month, awarding the top team members in safety and guest services. This is a fun way to wrap up the season with food, prizes, and a lot of appreciation.



Doggie Beach Bash

NRH2O will be partnering with the NRH Animal Services Center to host the annual Doggie Beach Bash on Sunday, September 28. This is a favorite for the pups, as they get to splash in all the pools while benefitting the NRH Animal Adoption and Rescue Center. In 2024, there were over 2,000 people and dogs!

