



DEPARTMENT MISSION STATEMENT

We bring our community together in our facilities and parks to inspire healthy lifestyles through high-quality programs, extraordinary customer service and constant efforts of improvement. We serve our community through stewardship and protection of our natural, environmental, physical and historical resources.



LODGE LIFE VALUES

We provide extraordinary customer service.

We know our guests names, and greet them individually with a smile.
We respect our guests and we are honest when responding to their inquiries.

We as a team empower each other.

By trusting and coaching each other to make decisions and take actions.
By believing that each individual is an important contributor.
By demonstrating our appreciation for those contributions
By treating each other with respect and honesty.

We bring the community together.

We create activities and places to play, learn, share and challenge ourselves.
We provide the best instructors.
We include everyone.

We create experiences worth repeating.

We choose a positive working attitude everyday.
We ensure that staff members are fully trained.
We provide a safe and clean environment at all times.

We constantly improve.

By understanding our customer's expectations.
By learning and making change.
By managing safety, risk and resources and the security of our guests and staff.
By investing in people and products to produce growth and sustainability