



JULIENE R. HEFTER
MSOLQ, AqP, AFOI

- Aquatic and Parks and Recreation Expert Witness and Consultant
- Professional Speaker
- Trainer and Educator
- Organizational Assessment Provider

Juliene R. Hefter, is the founder of Safety First Aquatics, LLC. She developed the company to "Create Safety One Step at a Time" whether it be through educational offerings or consulting purposes.

Juliene received her Bachelor of Science in Recreational Leadership from the University of Wisconsin, LaCrosse and holds a Master of Science in Organizational Leadership and Quality from Marian College.

She has a long and illustrious career in aquatics and park and recreation administration, has served in a number of leadership positions with both state and national organizations. Her distinguished career includes being the recipient of many awards. She was recently named to the "Top 25 in Aquatics" (for the second time) by Aquatics International and recipient of the International Swimming Hall of Fame Paragon Award.

• References are available upon request



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—Aquatics—



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MAY - OCTOBER:
2073 Esker Dr.
West Bend, WI 53095

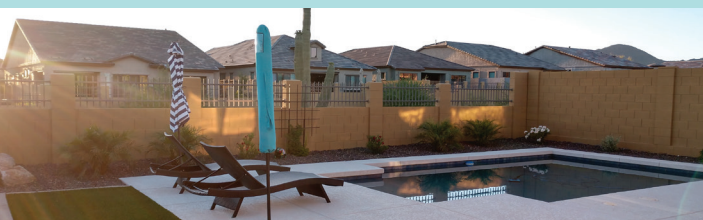
NOVEMBER - APRIL:
2066 N Canelo Hills
Mesa, AZ 85207

***Your Premier Aquatic Safety And
Educational Company Leading
Aquatic Professionals To Create
Safe And Updated Environments***



OUR MISSION

Safety First Aquatics, was founded in 2000, and we are now one of the nation's leading aquatic consultants in the area of providing educational sessions, expert witness consulting and aquatic facility consulting. Our firm includes one of the most sought after and recruited public speakers in the area of customer service, staff training, lifeguard training, aquatic facility management and aquatic management and risk management. Our firm's owner, draws upon more than 30 years of experience in the management, operation and supervision of aquatic facilities. Our involvement in these projects has ranged from developing staffing plans, EAP's and manuals, training and supervising staff in all facets of aquatics operations and management as well as marketing and operations services.



PRESENTATIONS

We provide training sessions for the following topics. If you do not see a specific topic please contact us and we will be willing to assist you with any type of staff training, motivation or safety topic. We are able to present to small groups as well as large audiences. Most sessions are set up for either 75-90 minutes or up to a full day training as requested. Aquatic Facility Operator (AFO) and Practical Pool Management Plus (PPM+) courses are two day courses.

SAMPLE AVAILABLE TOPICS:

- AFO and PPM+ Courses
- Aquatic Management Policies And Procedures
- Aquatic Team Building
- Being Respected As A Supervisor Not An Equal
- Bullying In The Workplace
- Creating And Implementing Team Building Games And Activities
- Customer Service: It's All About You
- In-service And Audits
- Marketing And Promotions
- Networking 4 Knowledge 4 Novices
- Presenting Agency Benefits To Your Community And Board
- Public Perception
- RESPECT Drowning Prevention Campaign
- Sexual Harassment
- Sponsorship/Sponsorship Workshop
- Staff Training Made Fun
- Stress Happens: How To Tame It And Enjoy Life
- Sweaty Palms: The Neglected Art Of Public Speaking
- Taking Learning To Implementation

Sample proposals are available for all topics listed. We are also able to incorporate various topics into an overall 6-8 hour training for seasonal and part time aquatic staff upon request.

EXPERT WITNESS SERVICES

We offer a wide variety of services to help prepare your case for trial. Whether your case involves a catastrophic injury such as a spinal cord injury resulting from a diving accident, or drowning at a pool or beach, let our water safety experts help prepare you for trial.



SUPPORT SERVICES OFFERED:

- Pretrial Discovery Review and Assistance
- Site Evaluations
- Strengths and weaknesses
- Testimony

The most important decision you may make with regard to your case may be whether to bring in an expert witness. With my strong expert testimony and case analysis, you will arm yourself with the tools needed to win a fair settlement or jury verdict.

CONTACT US TODAY:

262.894.9772

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