

THE OGLEBAY FOUNDATION'S


**AMERICAN**

**IDEAL**

WINTER 2020







Community involvement has been the chief factor in the development of Oglebay as a self-sustaining enterprise and is one of the finest examples of what can result if we put the ***American Ideals*** to work.

– Courtney Burton, Jr.  
*Grandson of Earl & Sallie Oglebay*

**OGLEBAY FOUNDATION STAFF:**

Eriks Janelins – President & CEO - [ejanelins@oglebayfoundation.org](mailto:ejanelins@oglebayfoundation.org)

Randy Worls – Chairman Emeritus - [rworls@oglebayfoundation.org](mailto:rworls@oglebayfoundation.org)

Michael Hires – Director, Annual Giving & Communications - [mhires@oglebayfoundation.org](mailto:mhires@oglebayfoundation.org)

Kathryn Kelly – Director, Grants & Proposals - [kkelly@oglebayfoundation.org](mailto:kkelly@oglebayfoundation.org)

Cathy Voellinger – Office Manager & Executive Assistant - [cvoellinger@oglebayfoundation.org](mailto:cvoellinger@oglebayfoundation.org)

*The Oglebay Foundation is a 501(c)(3) non-profit corporation devoted to inspiring donors to invest in Oglebay and Wheeling Park. The foundation raises strategic support through donations from private individuals, corporations, and foundation giving. In 2019, the foundation provided \$2.6 million supporting ongoing programs and projects in the parks. For more information, visit [www.oglebayfoundation.org](http://www.oglebayfoundation.org).*

ERIKS E. JANELSINS  
President & CEO

DAVID M. WEAVER  
Chairman

LISA ALLEN  
Vice Chairman

CARTER A. KENAMOND, M.D.  
Secretary/Treasurer

D. LYN DOTSON

JOSEPH C. EDDY

SUE SEIBERT FARNSWORTH\*

JOSEPH N. GOMPERS

WILBUR S. JONES, JR. \*

R. GREGORY MCDERMOTT

DAVID H. MCKINLEY

G. OGDEN NUTTING\*

CHAD H. REMP

KATHY PORTER SHAPELL

JOAN C. STAMP

G. RANDOLPH WORLS  
Chairman Emeritus

Emeritus Board Members:

RONALD L. HOBBS\*

DONALD H. HOFREUTER, M.D. \*

GARY E. WEST

\*Board Members who established the  
Oglebay Foundation in 1996



ERIKS E. JANELSINS

President & CEO

Office: 304-243-4160

Email: [ejanelins@oglebayfoundation.org](mailto:ejanelins@oglebayfoundation.org)

Dear friends,

Your **2019 investments in the park are still paying dividends.** Much of the groundwork for these projects is being laid so the improvements will become visible this spring. Other projects are coming to fruition right before our eyes.

The Good Zoo is in the early stages of several exciting new initiatives that will be rolled out over the next couple of years. This spring you'll be able to observe two new and one enhanced animal habitat. If you're eager to see your investments in action, the **Family Farm Yard** area around the red barn has an added burst of color and upgrades to improve our animals' health and well-being.

Learn about Marge and Jack Conway's children in **MAKE NO SMALL PLANS.** This family of 100+ is making plans to descend upon Oglebay this July for their annual reunion. Mary Conway Sullivan shares family memories of nearly 70 years of park experiences.

In our story **THE ELEGANT EXTRA**, food and beverage director, Kevin Blake walks us through the amazing new Champagne menu we'll be featuring at the lodge this year. It also allows us to highlight our partnership with the Museums of Oglebay Institute and how their preservation of Oglebay's history is important to the park and our guests' experience.

Enhancements to the tennis facilities are scoring in 2020. Read about the updates we're working on for this spring in our article **FOR THE LOVE OF THE GAME.**

Finally, **HELPING THEM GROW**, outlines new training and continuing education opportunities that foundation board member Joe Eddy and his wife, Debbie, funded to keep park associates prepared to meet the needs of our overnight guests and day-visitors.

Spring is coming, the days are getting longer, the sunrises and sunsets have been spectacular. While it may feel like the dark and gloomy days of winter, there is **plenty of color to experience** here, if you just know where to look. 🌱

See you in the parks,



# THEN&NOW

## ////////// Oglebay Through The Years



WHEELING SYMPHONY ORCHESTRA CONCERT



OGLEBAY INSTITUTE ANTIQUES SHOW AND SALE

Oglebay continues to be the crown jewel of municipal parks anywhere in the world. Your investments in the Oglebay Foundation ensure that Oglebay will be here for generations to come.

**Submit your family photos to  
[foundation@oglebay.com](mailto:foundation@oglebay.com)**





“Our family has always enjoyed the parks, and we feel it’s important to include the Oglebay Foundation in our estate plans.”



Information about specific support options available at

304-243-4166 • [OGLEBAYFOUNDATION.ORG](https://oglebayfoundation.org)

# THE ELEGANT EXTRA

Oglebay Institute Mansion Museum's Champagne saucers purchased by Earl and Sallie Oglebay in 1899. From left: Murano enameled glass with gold, Czech Republic ruby cut-to-clear, and English rock crystal.

More than 4,000 bottles of bubbly were sold at Oglebay in 2019.



From left: Kevin Blake, Oglebay director of food and beverage; Holly McCluskey, Oglebay Institute curator of glass; Christin Byrum, Oglebay Institute director of museums; Kara Yenkevich, Oglebay Institute curator of collections.

# OGLEBAY'S 2020 CHAMPAGNE MENU

Champagne turns an event into an occasion. It adds that little polish that makes everyone stand up straighter. It's been compared to tasting the stars in the sky and called poetically one of the elegant extras life has to offer. Former Oglebay Institute Mansion Museum Director John Artzberger once said, "Earl Oglebay offered everyone who came to Waddington Farm a choice between vintage Champagne or a quart of milk, telling his guests it didn't matter which they chose, because both cost him the same."

While we can't document Artzberger's quote, we do know the Oglebay family purchased fine stemware made by the best glass houses in Europe while they were on their grand tour of the Continent in 1899. "Among the pieces is a set of delicate blown glass tableware with red and blue enameled decoration and embellished with rims of 24 carat gold that Mr. Oglebay purchased at the famous island of Murano in Venice. While they traveled in what is now the Czech Republic, the family bought a set of lead crystal glassware made of ruby cut-to-clear decoration that was very popular in the day. Mrs. Oglebay's favorite was an elegant lead crystal set known as 'rock crystal' engraved with Mrs. Oglebay's monogram, that her husband had specially ordered from England," Oglebay Institute's Curator of Glass Holly McCluskey explained.

Oglebay is extending its Champagne offering this year. Kevin Blake, Oglebay's director of food and beverage, selected the following Champagnes for our 2020 menu.

**Perrier-Jouët Grand Brut** is delicate, elegant and balanced. The striking freshness and vivacity of the floral and fruity fragrances take root, before giving way to subtle notes of vanilla and butter, lending the wine a fruity and consistent character.

**Perrier-Jouët Rosé Belle Epoque** has a light, bright salmon pink color with traces of yellow in the glass. The bouquet is delicate, floral and fruited peonies followed by strawberry, raspberry and orange. The palate has a fresh, refined attack with subtly crisp notes of fresh pomegranate and pink grapefruit.

**Veuve Clicquot's Yellow Label Brut** reflects the quality of their superb vineyards and the consistent nature of their House style. The predominance of Pinot Noir provides the structure that is so typically Clicquot, while a touch of Pinot Meunier rounds out the blend. Chardonnay adds the elegance and finesse essential in a perfectly balanced wine.

**Bollinger Brut Special Cuvee** has a golden color, distinctive of black grape varieties and very fine bubbles. On the nose, it has a beautiful aromatic complexity, ripe fruit, and spicy aromas, with hints of roasted apples, apple compote, and peaches. On the palate, there is a subtle combination of structure, length, and vivacity. The bubbles are like velvet. Flavors of pear, brioche and spicy aromas and notes of fresh walnut.

**Moët & Chandon White Star** is an elegant golden straw yellow with amber highlights. Its aromas are radiant, revealing bright yellow-fleshed fruits (apple, pear, yellow peach), honey, floral nuances (lime blossom) and elegant blond notes (brioche and fresh nuts). The palate is seductive, richly flavorful and smooth combining generosity and subtlety, fullness and vigor, followed by a delicately fresh crispiness (fruit with seeds), to reveal the magical balance of Champagne.



**Billecart-Salmon Brut Reserve** is known for its fine bubbles which rise slowly and its strawcolor. A nose of ripe pear with some touches of cut hay. Full fruit, but clean in the mouth. This cuvée contains 40% Pinot Meunier, 30% Pinot Noir, 30% Chardonnay. All wines from the best sites in the department of the Marne, from more than twenty top vineyards in Champagne. The overall composition of this cuvée has not changed much for almost fifty years.

**Billecart-Salmon Brut Rosé NV** has a persistent mousse, with fine bubbles rising slowly. Pale salmon pink in color, with a shade of gold. A nose of red fruits and fresh pear. Delicate fruit on the palate, elegant, and showing great finesse.

**Louis-Roederer Crystal Brut** has an amber hue with green and orange tints. Fine, even and lively sparkle. Complex and intense bouquet disclosing candied citrus, yellow fruit, Williams pear, pollen, and toasted almond. Crystal's delicately seductive bouquet shows intensity and well-honed precision. The wine is powerful, full yet tight, on entry to the palate.

***"Champagne's mystique is tied to how serving it elevates the mood. The act of popping open the bottle makes everything feel more like a celebration," Blake observed.***

The surprising thing about Champagne is how well it pairs with food. Sushi, salmon, shellfish all come to mind. Other interesting options include charcuterie platters with salami, prosciutto, and paté, almonds, antipasti, triple cream cheeses like brie, egg dishes, or a high/low pairing with potato chips or buttered popcorn.

However you decide to indulge, there is always an occasion that calls for Champagne. The next time congratulations are in order, make your way to Oglebay and raise a glass (or two) in celebration! 🍀





---

**TASTE OF OGLEBAY**

---

# **W:NE TOUR**

**4 TROLLEY STOPS**  
**16 UNIQUE WINES**

**MARCH**

**21**

**2020**



**Tickets on sale now at [oglebay.com](http://oglebay.com)**

# MAKE NO SMALL PLANS

*With a group this large, planning for summer 2020 has already begun!*



**MARGE AND JACK CONWAY OF CLEVELAND, OHIO** started bringing their nine children to Oglebay in the early 1950s. Today their extended family continues the annual tradition of gathering here. This family has watched the growth and development of Oglebay for nearly 70 years.

As the family has grown, so has the number of cottages necessary to house them. As the photo demonstrates at one point during their weeklong stay at the end of July, 63 family members gathered together; Mary Conway Sullivan says, "We're at 100 family members and growing, but with work schedules there is a fluid number of people in the 12 cottages at any one point during the week."

While the logistics for this many people is daunting at best, the family's love of Oglebay is motivation enough to continue this family tradition. Ultimately, bringing everyone together makes the effort worthwhile. The

family has reserved their block of cottages through 2022 – the furthest out Oglebay allows!

We asked Mary to share some of her memories of Oglebay. "There were times where the cottages felt like clown cars. I have a distinct memory of my brother Mark sleeping on the picnic table." Having experienced the continued growth and improvement in Oglebay's cottages, Mary observed the most significant cottage upgrade in her memory was air conditioning, "A game changer!"

The Conway family observes several traditions including:

- \* *Kids Olympics*
- \* *Men's Golf Open*
- \* *Women's Golf Open*
- \* *Pool Party*
- \* *Dance Party*

"Oglebay grocery trips to Kroger stand out in my mind," Mary shared. "Going is an event unto itself. Each family





The entire family loves the Garden Bistro on the Hilltop. It's delightful to watch the sunset over the lake and gardens. The staff is lovely; it's such an enjoyable experience and they serve Great Lakes Brewing Beers, owned by Mary's brothers Pat and Dan.



**"We all grew up learning to play golf on the professional courses of West Virginia; I'm not saying we're any good, but my family has always loved playing golf because of the memories we have made at Oglebay."**  
**- Mary Conway Sullivan**

group is somewhat self sufficient. We each drive down the hill, drop a couple hundred dollars and we're back a couple days later. We're used to running into each other in the produce section."

The park obviously benefits when such a large group stays overnight, but the family's love of Oglebay has been the catalyst for hundreds of their friends to come, stay, and experience the magic of this place for themselves. There is virtually no way to calculate the extent of this family's recommendation of Oglebay to others.

Mary observed, "The trees outside of Goldenrod Cottage are huge! I remember when they first planted

those back in the late 70s." She continued, "We're really fortunate, coming to Oglebay is second nature to us, because our parents created this tradition. Every family should consider traditions. It's never too late to start one. We recently have started a dance party at the Caddie Camp: just beer, pizza and a great Spotify play list. Our dinner party at the end of the week started as gathering of whomever is still in town: just sweep out the refrigerator and bring whatever food is left so nothing gets wasted."

In addition to their annual reunion, in 1995 the family made a gift in honor of their parents' 50th Wedding Anniversary. The Marge & Jack Conway Garden is along the red brick pathway just past the Garden Bistro. As the family continues to grow, the fourth generation of Conways is starting to gather at Oglebay to celebrate their family. As the plaque on their garden reads, may their "happy memories truly bloom forever." 🌿

# PLANS

## Making a Difference IN THE PARKS

Charitable planned gifts offer a tremendous opportunity for you to provide valuable financial support, receive a benefit in return, and leave a tremendous legacy.

Wheeling Park was created through 170 leadership gifts made in December of 1924, and 96 years later the community continues to benefit from the visionary philanthropy of civic leaders who purchased Wheeling Park and created the Wheeling Park Commission.

Through a bequest, Earl Oglebay left a legacy of 750 majestic acres, gardens, historic farm buildings, a tradition of quality hospitality, and a vision for a future of first class recreational opportunities that has grown into the park we all know today.

You don't have to be rich to leave a legacy. There are several giving strategies that can be used to fund the things you love.

An estate gift is one of many ways you can make a difference in the parks. Randy Worls and Eriks Janelsins can guide you or your financial advisor on the giving vehicle that makes the most sense for your circumstances.

Some of the ways you can make a gift include:

- Retirement Account Beneficiary
- Life Insurance
- Charitable Remainder Trusts
- Life Estates
- Bequest

Knowing how to leverage the options available to you can make the difference in what you decide to fund. Knowing that your gift will continue to impact this community long into the future may be the greatest gift of all.

### THE GOOD ZOO

Wheeling native Helen Prince demonstrated her love of children, music and animals with the creation of the Helen J. Prince Foundation. During her lifetime, Ms. Prince donated hundreds of thousands of dollars to support the Good Zoo. Her foundation is funding the new Red River Hog Habitat.

### PLATFORM TENNIS COURTS

Wheeling native and U.S. Navy veteran Chris Freeman is using a donor advised fund at Raymond James Financial Services to invest in platform tennis. When asked about his generous donation Freeman shared, "Forty years ago a group of platform tennis enthusiasts built the courts at Oglebay. While they have long since stopped playing, many of us continue to benefit from their generosity and enjoy the opportunity to play this sport. Now, it's time for me to step up and pass it forward so this sport is here for future generations."

### WHEELING PARK POOL

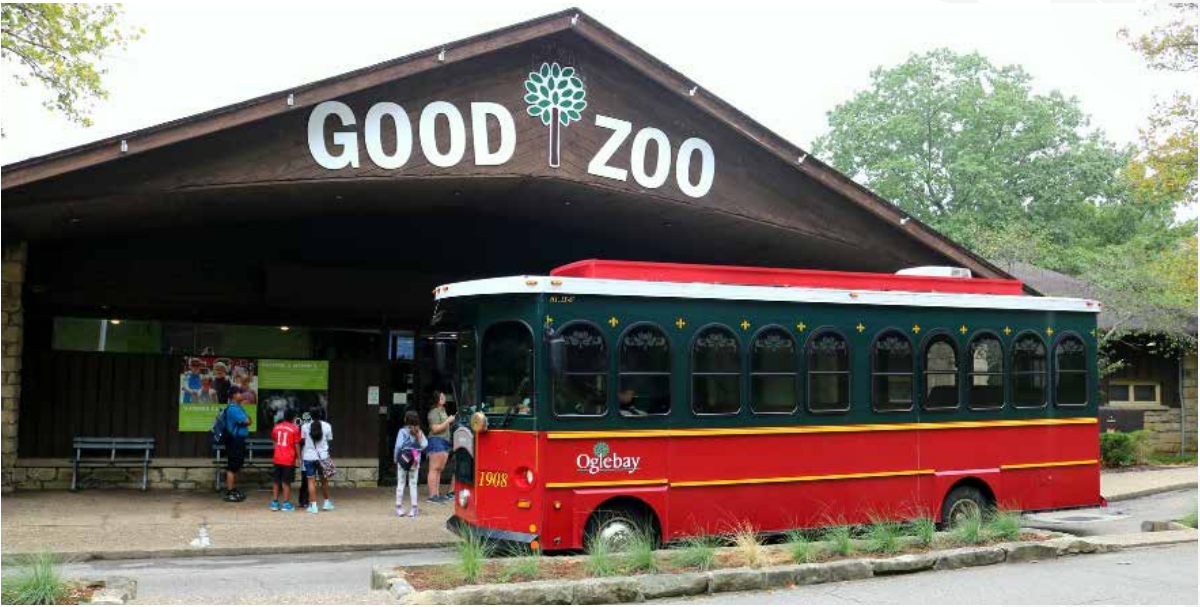
For 42 years, Doug Wayt has been swimming laps in Wheeling Park's pool every morning between Memorial and Labor Days. He and his wife Susanna are using IRA distributions to fund investments to help maintain the pool they love. 🌱



**EARL W. OGLEBAY**  
LEGACY SOCIETY

For information on ways to join the Earl W. Oglebay Legacy Society, please contact Eriks Janelsins or Randy Worls at the Foundation today: 304-243-4166 or [foundation@oglebay.com](mailto:foundation@oglebay.com). 🌱







# THE GOOD ZOO IS GREAT & GETTING BETTER EVERY DAY!

*coming Spring 2020*

*"Education, conservation and animal welfare are at the core of the Good Zoo's mission. These new and enhanced habitats will educate guests about the important role all animals play in the balance of the environment while giving hands-on, practical experience to our West Liberty University Zoo Science students on best practices when managing endangered species."*

Dr. Joe Greathouse, director of the Good Zoo

Visitors become members who make investments to improve, expand and develop the Zoo for future generations. Become a member today!

Good Zoo Memberships may be purchased online [oglebay.com/good-zoo/membership](http://oglebay.com/good-zoo/membership) or by calling 304-243-4100.



## **Facts about Red River Hogs**

- Red river hogs have two sets of tusks.
- Piglets 'play dead' when startled!
- They are fast runners and really good swimmers.

*The new Red River Hog Habitat is possible through a generous donation from the Helen J. Prince Foundation.*



## **Facts about Cheetahs**

- Cheetahs are the fastest land animal and can accelerate from 0 to 60 mph in 3 seconds.
- Cheetahs have been clocked at 113 mph.
- Adult cheetahs cannot climb trees because their claws are too weak.





### ***Facts about Red Wolves***

- The red wolf is the second-most-endangered North American mammal.
- Wolves cared for at the Good Zoo have the potential to be reintroduced to the wild as part of the U.S. Fish and Wildlife Service's Red Wolf Recovery Program.
- Red wolves used to roam the entire eastern seaboard and south central United States. Today the wild population numbers about 25 in eastern North Carolina.



# GOOD ZOO PROGRESS

*Thanks to the generosity of our donors, Oglebay's Good Zoo has started a multi-phased plan of upgrades scheduled for 2020.*

*"The first phase is focused on the Family Farm Yard area by the red barn," Greathouse shared. "The asphalt has been replaced with a soft surface in the goat, llama, and donkey habitats. This change improves the animals' health and well-being, specifically their joint and hoof care. Additional upgrades include a new larger barn for multiple llamas and alpacas as well as a larger habitat for the goats that includes new climbing structures for their enrichment."*







**GUESTS WILL EXPERIENCE IMPROVED EDUCATIONAL SIGNAGE,** and as the weather improves, updated programs that will provide information on agriculture, where food comes from, and the care of companion farm animals.

*"Our talented team provided over 1,020 education programs for families, schools, and regional hospitals in 2019. The educational outreach and physical enhancements at the zoo are being done to keep the zoo current and relevant," said Eriks Janelins, Oglebay Foundation president and CEO.*

As the year progresses, the Good Zoo will provide greater detail on the upgrades scheduled for this year. Some of the changes will be more visible than others, but the goal is to help the zoo grow and develop programmatically to keep pace with its growing membership. Currently Good Zoo membership is just under 9,000, a 15% increase from last year.

*"The generosity of individual donors makes the ongoing growth and development of the Good Zoo possible," Janelins added. "The community's financial investment in the Oglebay Foundation allows us to match funds to strategic priorities for the benefit of everyone."*

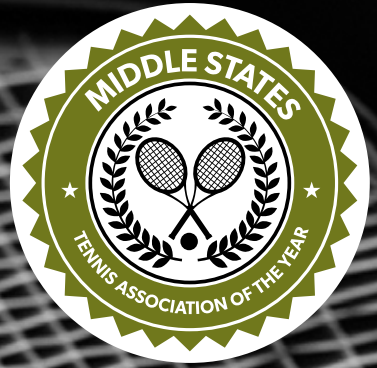
In cooperation with West Liberty University Zoo Science major, the Good Zoo provided training for over 95 future animal care or conservation professionals in 2019 in the form of internships, apprenticeships, and experiential opportunities for undergraduate and graduate students.

Partnerships with the West Virginia Division of Natural Resources, Williams Companies and The Wilds in Cumberland, Ohio, have played major roles in the development of the Good Zoo's conservation efforts. Additionally, in partnership with Williams Companies, the Good Zoo unveiled the West Virginia Conservation Center in 2019. This new facility aims to educate guests about West Virginia's native wildlife including bobcats and eastern hellbender salamanders.

West Virginia's native pollinators have also found a new habitat at the Good Zoo's pollination garden which opened in 2019 in partnership with Williams Companies.

*"Through our conservation efforts, the Good Zoo team has tagged more than 250 monarch butterflies as part of Project Monarch Watch," said Greathouse.*

**The Good Zoo's winter hours are daily 11am – 3pm. More information about the Good Zoo is available at [oglebay.com/good-zoo/](https://oglebay.com/good-zoo/).** 🌱



## WHEELING-OGLEBAY TENNIS CLUB

### 2020 Activity Dates

**FEB  
13**

**OVAC High School  
Kick-off**  
Wheeling Park's  
Indoor Tennis Facility

**APR  
11**

**Elementary Play Day**  
Wheeling Park's  
Indoor Tennis Facility

**MAY  
4-31**

**Millie Mulhern  
Youth Tennis (Spring  
Session)**  
Wheeling Park's  
Hilltop Courts

**JUN  
11-14**

**Jack Dorsey Senior  
Memorial Tennis  
Tournament**  
Oglebay's Tennis  
Center

**JUN-JUL  
15-10**

**Summer Camps at  
Oglebay**  
Oglebay's Tennis  
Center

**JUL  
23-26**

**Bordas and Bordas West  
Virginia Open**  
Oglebay's Tennis Center

**SEP-OCT  
8-4**

**Millie Mulhern Youth  
Tennis (Fall Session)**  
Wheeling Park's  
Hilltop Courts

Dates subject to change.



# FOR THE LOVE OF THE GAME

*Tennis updates are coming in Spring 2020*

There is a strong tennis tradition that started with Oglebay's first courts being built in 1939. The J. Sumner Jones Tennis Shelter was added in 1953. The Wheeling-Oglebay Tennis Club (WOTC) started hosting the WV Open in 1962. The indoor tennis air-dome was built in Wheeling Park in 1998, financed by the local tennis community. This year significant improvements are being made to our tennis facilities and will be completed by Spring 2020.

Tennis is available year round in Wheeling. The indoor tennis offered at Wheeling Park ensures that enthusiasts can maintain their swing as the mood strikes from September through April each year.

The WOTC directs several programs that offer play time both on and off the court. There are monthly round robins, followed by pot luck socials. All players are welcome regardless of skill level because they are matched for games based on their experience. The Wheeling Park Commission offers scheduled doubles and drop-in-tennis. Players can also choose to compete in US Tennis Association League plays year-round with mixed doubles indoor and Men's and Women's Leagues during outdoor play.

What makes all of these activities possible is the number of courts available. Oglebay has eight har-tru outdoor courts, two hard courts, two paddle tennis courts, two quick-start courts a pickleball court and a hitting wall; Wheeling Park offers six har-tru outdoor courts on the hilltop and four indoor courts.

These facilities enable the WOTC to host a Super Cat II National Tournament, The Men's Jack Dorsey, Sr. Memorial. The tournament draws players from across the country. The top players in age groups from 35 to 90 (in 5 year increments) come every June to compete. The competitors earn points toward their national ranking. They also host the West Virginia Open at Oglebay with local law firm Bordas & Bordas sponsoring a total prize purse of \$5,000 every July.

Three certified tennis professionals are available for private lessons and group clinics. The WOTC offers camps year round to encourage people to play. The adult beginners' camp meets every Thursday during the winter months from 6-8pm. This year we've been joined by a first-timer who's 70 years old, so no excuses!

The OVAC High School Kick Off is held in February before area schools start their practice season. It's an afternoon of tennis for all Ohio Valley teams in cooperation with the West Liberty University's Men's Tennis Team. The high school students enjoy learning strategy from the college team with drills and ball feeds.

There's the Millie Mulhern Youth Tennis Camp every Spring and Fall. WOTC members feed balls and coach kids of all ages and levels through high school during free practice sessions two days a week, followed by competitive matches every Sunday.

Debbie Pickens who manages the WOTC, started playing tennis at 39 years of age and loves it. "Tennis is the sport of a lifetime. It welcomes anyone at any level. If no one is available to play, you can use the hitting wall or a ball machine to practice," she shared.

To keep the tennis tradition at Oglebay and Wheeling Park strong, the Oglebay Foundation is raising over \$135K to invest in our tennis facilities this year. The improvements include: platform tennis, a new pickleball court, a new tennis shelter, a second hitting wall, improved walkways and fence repairs. Construction will begin in late winter to make the improvements available when the outdoor season begins in May. 🌱

**FOR INFORMATION ON WAYS TO DONATE,  
CONTACT ERIKS JANELSINS AT**

**EJANELSINS@OGLEBAYFOUNDATION.ORG OR  
CALL 304-243-4160.**

LIGHT UP NIGHT

HOSPITALITY RECEPTION





OGLEBAY INSTITUTE'S

# 66<sup>th</sup> Annual Antiques

Show & Sale

*More than  
50 Dealers  
from 10  
States!*

**10am – 5pm, Sat., April 4**

**11am – 4pm, Sun., April 5**

**Wilson Lodge, Oglebay**

- American
- English
- Primitive and Period Furniture
- Prints
- American Art
- Folk Art
- Western Art
- Pottery
- Quilts
- Jewelry
- Rugs
- Baskets
- Pewter
- Silver
- Glass
- China
- Decorative Items
- Books

## Friday Preview Events:

Including the Preview Party at the Glass Museum and the popular Dessert with Antiques at Wilson Lodge

Overnight accommodations available. Call or book online:

**800.624.6988**  
**www.oglebay.com**

*Sponsored by:*



**JOE R. PYLE**  
COMPLETE AUCTION & REALTY SERVICE



**HUGHES**  
DESIGN and  
GIFT GALLERY

A close-up photograph of a woman lying down, receiving a massage. Her eyes are closed, and she has a serene expression. A hand is visible on her shoulder, applying pressure. The background is blurred, showing what appears to be a spa setting.

# Ranked Among **America's** Top 100 Spas

Call 304-243-4130 For Reservations

**West Spa**  
*at Oglebay*





"Do what you can, with what you  
have, where you are."  
-Theodore Roosevelt



# HELPING THE NEW TRAINING TOOLS



## EMPLOYEES BY YEARS OF SERVICE

60+	1	20+	34
50+	2	10+	63
40+	7	6-9	61
30+	18	0-5	373



# THEM GROW S AND OPPORTUNITIES

**OGLEBAY HAS A TRADITION OF HOSPITALITY**, the friendly and generous reception and entertainment of guests, visitors, or strangers. Records show that Earl and Sallie Oglebay were known to welcome and entertain friends, family and guests lavishly. Today, our park associates work to ensure that every overnight guest and day-visitor has an equally warm welcome and great Oglebay experience.



Ideally, we strive to do more. We want to exceed the expectations of our guests. To achieve this goal, Oglebay Foundation board member Joe Eddy and his wife, Debbie, have provided the funding for two new training programs. “These programs are designed to foster excellence in our associates as well as to encourage their ongoing success,” said Karen Hess, Wheeling Park Commission vice president of human resources.

**THROUGH THE CUSTOMER’S EYES** – which all new and current park employees will be required to complete – develops the concept of customer-centric

service in a four-hour course. When employees focus on the customer’s perspective and provide service with this perspective in mind, their level of service is higher and more impactful.

**EXCELLING AS A MANAGER OR SUPERVISOR** will be required of all associates who are supervisors, assistant managers and managers. This course is designed to develop skills including problem-solving and coaching skills, so our frontline team is empowered to do their jobs more efficiently. With this new program, newly promoted employees will have a framework to help them succeed and excel. Employees will complete eight hours of training over two days.

“There is no greater investment an employer can make in their business than to offer employee training and continuing education opportunities,” says Joe Eddy. “Giving park associates the necessary tools to improve each guest experience has a guaranteed return on investment, for both the park and the employees. It truly is a win-win.”

As of this writing, the Wheeling Park Commission employs 559 year-round associates. This number grows with the addition of seasonal help. During this past summer, we grew to 646 associates. **PROPORTIONATELY, THIS NUMBER OF EMPLOYEES MEANS WITH 2,400 ACRES THERE IS ONE EMPLOYEE FOR EACH 4+ ACRES OF LAND.**

“There is always room for improvement and giving our associates tools to develop new skills or polish existing ones, offers a great opportunity for all of us to be our best,” says David Lindelow, Wheeling Park Commission president and CEO. “Our team of employees is our most valuable asset, and investing in them makes sense.”

The incredible team members who support the parks are dedicated to providing the level of service that our guests and visitors expect. It’s why so many of our guests come back year after year, and why so many of our associates have spent their careers here at Oglebay and Wheeling Park. 🌿

---

**OGLEBAY.COM/CAREERS**

*Blooms*

**OGLEBAY  
BLOOMS**

*A SPRING KALEIDOSCOPE  
OF 250,000 TULIPS!*

**APRIL 10 - MAY 3  
FROM \$149 PER NIGHT**

  
**Oglebay**  
WHEELING, WV

**OGLEBAY.COM**



# WE WANT TO KNOW!

"The spa was absolutely wonderful."

Kortney, October 27

"Visiting Wheeling? I couldn't recommend a better place to stay!"

HillLesha, August 15



"Beautiful park and everything it offers is awesome!"

Janie, January 1

"Everything ❤️ ❤️ ❤️ This place has everything."

Bobbi Jo, August 13

"Check-in was fast, and the staff were SO nice and helpful."

Andrea, December 30

"The cabins have been upgraded and we loved it!"

Carol, December 22

"The zoo is so well thought-out and gives you a great interactive experience with the animals."

Kelly, August 12

"A beautiful place with great staff. Perfect for a family gathering."

Janet, December 21

"The gardens are beautiful, the food is delicious, the staff is friendly and the grounds are breathtaking."

Nikki, August 10

WE'RE SO GLAD TO HEAR FROM YOU, VIA EMAIL, SOCIAL MEDIA, OR IN PERSON. WHATEVER FORM OF COMMUNICATION WORKS FOR YOU, WORKS FOR US!

LET US KNOW HOW WE'RE DOING AND WHAT WE CAN DO FOR YOU.

FOUNDATION@OGLEBAY.COM  
304-243-4166



