



Community Services Report

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Report To: General Government Committee

Date of Meeting: March 25, 2019

Report Number: CSD-002-19 **Resolution:** #GG-178-19

File Number: **By-law Number:**

Report Subject: 2018 Year End Review

Recommendation:

1. That Report CSD-002-19 be received for information.

Report Overview

The Community Services Department is responsible for planning, implementing and evaluating municipal recreation, leisure programs and facilities. This report provides Council with an overview of the activities associated with the Department over the course of the 2018 calendar year.

1. Background

- 1.1 In 2018 the Community Services Department was restructured by strategically realigning various responsibilities to create three service sections. The Facilities Services, Recreation Services and Client Services portfolios all combine to provide state of the art programs and facilities in a safe and welcoming environment.

2. Recreation Services Section

- 2.1 The Recreation Services Section provides a wide variety of programming opportunities and drop-in activities to residents. The section's key areas of program delivery are aquatics, fitness and wellness, youth, adult recreation, as well as older adult programs and services.

3. Aquatics

- 3.1 The Municipality operates three indoor aquatic facilities (Alan Strike Aquatic and Squash Centre, Courtice Community Complex and the Diane Hamre Recreation Complex). These facilities operate year round, seven days a week, and offer a wide variety of recreational swimming and aquatic instructional programs for the community. Additionally, there is a seasonal outdoor pool (Orono Park Pool) which operates daily for recreational swimming for both the community and municipal camp programs.
- 3.2 The Aquatic Division provides a number of part time employment opportunities and currently employs approximately 90 staff, the majority of which are students and young adults. These positions offer employees valuable skills and experience in areas such as customer service, leadership, health and safety, conflict resolution and responding to emergency situations. Aquatic staff are required to achieve and maintain, on average, six certifications for employment (Bronze Medallion, Bronze Cross, Water Safety Instructor etc.). Upon hire, staff undergo intensive training (25-30 hours) and complete quarterly in-service training throughout the year.
- 3.3 In 2018, the Municipality, along with many others across the province, experienced a shortage of qualified applicants for various aquatic positions. This staffing shortage ultimately impacted programming levels in the summer and fall resulting in a slight reduction of programs and services that aligned with available staff resources. The "Be A Lifeguard" campaign was launched in the fall of 2018, and moving forward will focus on marketing aquatic employment opportunities to a more diverse range of candidates (youth, students, adults, stay at home parents, recent retirees, former lifeguards). This

campaign will continue to evolve in 2019 and staff will continue to look for ways to attract and retain qualified and committed individuals for our aquatic team.



Instructional Aquatic Programs

- 3.4 Community Services currently offers approximately 80 hours of aquatic instructional programming each week. Weekly programming includes preschool/youth/adult swimming lessons and aquafit. Additionally, the Department offers a large variety of advanced aquatic programs, including first aid, swimming instructor, and lifeguard certifications.
- 3.5 Registered aquatic programs continue to be popular, particularly at the Courtice Community Complex and Diane Hamre Recreation Complex, where tot pools exist. In 2018, approximately 10,000 individuals participated in a swim program. While 2018 registration numbers were marginally lower than 2017, this was a direct result of the current staffing shortage.

Aquatic Program Registration Statistics (Swimming Lessons)

Pool	2016	2017	2018
Alan Strike Aquatic and Squash Centre	1,295	1,207	1,173
Courtice Community Complex	3,516	3,930	3,983
Diane Hamre Recreation Complex	4,384	4,886	4,738
Total Number of Users	9,195	10,023	9,894

Recreational Swimming

3.6 Recreational swimming remains a popular and affordable activity for all ages. On average, the Municipality offers 110 hours of public, adult and lane swimming each week. Depending on the facility, swims are offered as early as 6 a.m. and run until 9:30 p.m. daily. This provides residents the opportunity to participate at a municipal pool, at a time that best suits their swimming ability and schedule.

Recreational Swimming Participant Statistics

Pool	2016	2017	2018
Alan Strike Aquatic and Squash Centre	15,795	15,103	16,269
Courtice Community Complex	37,696	36,160	38,470
Diane Hamre Recreation Complex	50,140	50,128	48,163
Orono Park Pool	5,255	4,001	4,866
Total Number of Users	108,886	105,392	107,768



4. Fitness and Wellness

4.1 The Community Services Department offers fitness programs and activities at several municipal recreation facilities. The Fitness Training Centre is located within the Courtice Community Complex and is a fully equipped fitness centre. Group fitness programs are offered at the Courtice Community Complex, Diane Hamre Recreation Complex, Alan Strike Aquatic and Squash Centre, South Courtice Arena, Garnet B. Rickard Recreation Complex, Bowmanville Indoor Soccer facility, and the Kendal Community Centre. All fitness programs and activities are conducted by Certified Fitness professionals.

Courtice Fitness Training Centre

- 4.2 The Courtice Fitness Training Centre is open to members and drop-in participants seven days a week. There is a wide variety of strength and cardio machines, as well as weight / functional (ex. balls, bands) equipment for participants to use. Other programs and services available include group fitness classes, one-on-one, and small group personal training.

Group Fitness

- 4.3 Group fitness continues to grow in popularity. Fitness programs are available to members, registered, and drop-in participants. The Fitness Division monitors industry trends and participant feedback when planning future programs and locations. Currently group fitness classes are offered at the Courtice Community Complex, Alan Strike Aquatic and Squash Centre, Diane Hamre Recreation Complex, Garnet B. Rickard Recreation Complex, South Courtice Arena, and Kendal Community Hall.

Active Living Memberships

- 4.4 Community Services provides a variety of memberships to meet the range of needs of Clarington residents. Memberships include Swim/Skate, Squash, Group Fitness, and Fitness (Basic and Plus options). Membership terms vary depending on the type purchased, with options such as Annual, 3 month, and 6 month.

Grade 5 Action Pass

- 4.5 Clarington has been a partner in the Durham Region Grade 5 Action Pass program, which was introduced in 2008 to all grade 5 students in Durham Region. The pass provides free drop-in access to students for public swimming and skating and runs October 1 of the year the student is in grade 5 until August 31 of the following year.

With rising childhood obesity rates, this initiative was introduced to address the growing concern over the number of children leading a sedentary lifestyle and not meeting daily physical activity guidelines.

	2015/2016	2016/2017	2017/2018
Number of Grade 5 students	1,240	1,326	1,142
Number of Students with an Action Pass	394	466	353
Percentage of Grade 5 students with an Action Pass	32%	35%	31%



Membership Retention and Club 150

- 4.6 The Fitness Division offers programs throughout the year to keep members accountable for their own fitness and encourage membership retention. “Club 150” is a tracking program that assists participants in planning and tracking their daily, weekly and monthly goals in minutes of physical fitness. Studies show 150 is the total minutes of physical activity recommended weekly for gaining and maintaining optimal physical fitness, and individuals with clear, written goals are significantly more likely to succeed. Other popular activities offered by the Division include Amazing Race and Race Across Canada. Staff continue to help participants achieve their goals, encourage member retention and increase participation on a monthly basis.

Clarington Walks

- 4.7 Research shows that taking a minimum of 10,000 steps per day is the benchmark for a healthy lifestyle. The Community Services Department offers the Clarington Walks opportunity to all members of the public at a number of our recreation facilities. Maps with walking routes and distances have been created and posted for each facility. Participating facilities are: Bowmanville Indoor Soccer Centre, Diane Hamre Recreation Complex, Courtice Community Complex, Garnet B. Rickard Recreation Complex, and South Courtice Arena. Where appropriate, facilities have designated times and spaces for indoor walking. All facilities have the option to walk the hallways at any time. The Clarington Walks program continues to grow in popularity, especially during the winter months when outdoor walking can pose risks and challenges for individuals.

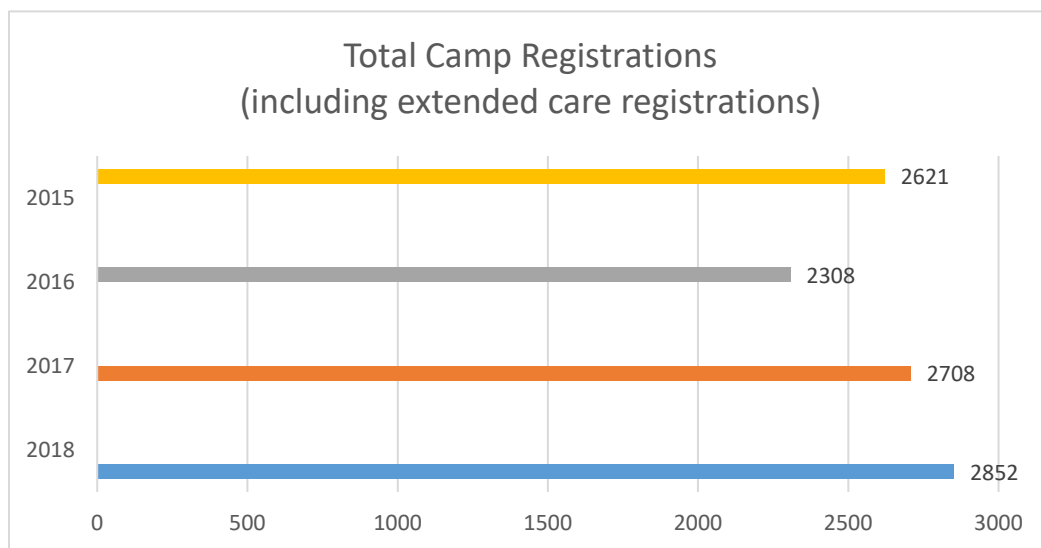
5. Recreation Programming

- 5.1 The Department offers a variety of recreation programs and services at various municipal recreation facilities, local schools, and park locations throughout Clarington. Recreation programs provide both registered and drop-in opportunities for preschool, children, youth and adults.

5.2 The Recreation portfolio employs approximately 100 part time recreation staff annually. For many of these employees this will be their first job. The staff team is made up primarily of high school, college, and university students. All recreation staff take part in seasonal training, including topics such as health and safety, WHMIS, customer service, leadership, program planning and accessibility.

Summer Camps

5.3 For a number of years, Community Services has offered summer camp programs to our residents. These camps serve a wide range of children and youth from 4 to 16 years of age. In 2018, there were a variety of camp opportunities including: Leadership Camp, Counsellor in Training, Trip Camp, Sports Camp, Road Hockey Camp, Kinder Camp, Lego Camp, Theatre Stars Camp, Dance Camp, Fishing Camp, Scooter Camp, Arts Camp, Eco Camp, Junior Chef Camp, French Camp, Dodgeball Camp, Soccer Camp, Ice Hockey Camp, Outdoor Adventure Camp, Youth on the Go Camp, and new additions in 2018 were Outdoor Sports Camp, and Super Cool Science Camp.



*Please note 2015 had 10 weeks of camp, all others had 9 weeks



- 5.4 Camp programs continue to experience growth and most camps reach the maximum registration prior to the start of the camp. Summer camp offerings are reviewed and revised annually to ensure a variety of camp opportunities and locations each year.
- 5.5 In the summer of 2018, our camps employed a total of 40 students as camp supervisors and counsellors. They brought a wide range of knowledge, experience, leadership, and enthusiasm to the team. All staff received 44 hours of pre-camp training in leadership development, team building, health and safety, customer service, program planning, behaviour management, conflict resolution, risk management, and administrative responsibilities. They were also required to be certified in the High 5 Principles of Healthy Child Development, Standard First Aid and CPR “C” as well as providing an acceptable Criminal Background Check.
- 5.6 Camp programs provide children with special needs the opportunity to participate in a summer day camp experience along with their peers. Integration Counsellors are hired to provide support to children with identified needs requiring assistance while at camp. Support provided varies from 1:1 to small group. In 2018, we had 36 children with identified exceptionalities; many of these campers attended multiple weeks of camp throughout the summer. In the 2018 season, 36 children attended a total of 74 weeks of summer camp. It should be noted that this service continues to see a steady increase in requests annually, both in the number of children, as well as the number of weeks of camp, along with the complexity of needs. Moving forward, staff will be researching best practices in the area of supporting families and children with identified needs for summer camp opportunities, as well as year round programming.
- 5.7 Community Services continues to partner with the YMCA Early Years staff to deliver a Mobile Playground program in Clarington. The program operates at 10 park locations from early July to the end of August. YMCA Early Years Centre and Community Services Department each provide one van and two staff to the program. The Community Services staff delivered playground programs for children 6 to 12 years of age. The YMCA staff provided games and activities for children 0 to 6 years of age. The

drop-in style programs offers a less structured option to our day camps for participants and caregivers at no cost.

Public Skating

- 5.8 In 2018, Community Services had over 11,000 participants attend our public skating programs throughout the Municipality. The South Courtice Arena skating statistics are higher than the other two facilities as there are two weekly skating times (Tuesday and Friday) at that location and one at the Garnet B. Rickard Recreation Complex (Sunday) and one at Darlington Sports Centre (Saturday).

Facility	2016 Participants	2017 Participants	2018 Participants
South Courtice Arena	6,363	6,239	7,008
Garnet B. Rickard Recreation Complex	3,342	2,832	2,943
Darlington Sports Centre	2,143	1,836	1,203
Total	11,848	10,907	11,154

6. Older Adults (55+)

- 6.1 Entering into its third year, the Community Services Department has been providing direct programming for older adults living in Clarington. A wide range of leisure opportunities to promote wellness, personal growth, and fitness have been offered. The programs offered will help older adults stay engaged and keep active within the community as both participants and as volunteers. Current programming includes registered programs, drop-in programs, workshops, and special events.

Registered Programs

- 6.2 The Community Services Department offers a large variety of 55+ registered programming. These include active living classes (fitness, yoga, aquafit), general interest classes (art, music, quilting), and computer classes (iPad, tablet and laptop). Programs are offered at multiple locations, including the Courtice Community Complex, Diane Hamre Recreation Complex, Alan Strike Aquatic and Squash Centre, Garnet B. Rickard Recreation Complex, Bowmanville Indoor Soccer facility, and South Courtice Arena.
- 6.3 In fall 2018, 55+ introduced a group fitness membership option for people to attend multiple fitness classes a week. We have seen great success in this area and have sold approximately 100 memberships from September to December. We anticipate this area will continue to grow over the coming years.

Registered Program/Event Participant Statistics

Activity	Active Living (Fitness)	General Interest (Art, music)	Computers	Workshops (Cooking, wellness)	Luncheons	Special Events
Duration	10 week session	10 week session	2-5 week session	1 day	1 day	1 day
2016	643	152	184	237	328	647
2017	1,261	187	161	266	642	1,001
2018	1,165	199	158	373	831	2,057

Drop-in Activities

6.4 Offering a range of low cost and low commitment drop-in opportunities is an important aspect of older adult programming. We continue to offer a wide range of drop-in activities, including games such as cribbage and euchre, to more physically active activities such as table tennis, biking and the very popular sport of pickleball. In the fall session of 2018, we added volleyball to the offerings at the Diane Hamre Recreation Complex. Due to the popularity of our registered ukulele class, we have offered a ukulele drop-in at the Courtice Community Complex.

Drop-in Activity Statistics

Activity	Euchre	Open Activity	Open Jam	Pickleball	Table Tennis	Bingo	Volleyball
2016	312	726	147	1,839	141	70	N/A
2017	590	957	191	2,482	183	92	N/A
2018	1,827	1,677	290	4,209	227	141	210



Volunteers

- 6.5 Volunteering provides many benefits to older adults, creating a strong sense of purpose by helping others, and maintaining social connections. Volunteers within the 55+ Older Adult Centre are a valuable and integral part of our drop-in programs and special events offered throughout the year. In 2018, 1,240 volunteer hours were logged by 33 volunteers. Staff are actively recruiting volunteers and the program is expected to expand in the coming years.

Special Events

- 6.6 June is Seniors Month in Ontario. The Community Services Department held seniors' month events to recognize seniors' accomplishments and contributions to the community. On June 28, 2018, a "Celebrating Seniors Month" barbecue was held at the South Courtice Arena. The no-cost event featured interactive displays from community agencies, live entertainment by Rockin with Elvis and Eric Lambier, free barbecue, and draw prizes. Over 300 people took part in this event.
- 6.7 Special events with meals continued to be very popular in 2018. A Mardi Gras Dinner and Dance was held in February, featuring entertainment by the Ragtime Jazz Band. In May, a Spring Fling Dinner and Dance and October, a Halloween Dinner and Dance was held at the Garnet B. Rickard Recreation Complex with the Lincolnaires. Fashion Shows in spring and fall were very well received with Fashions by Nygard and modeled by some 55+ participants.
- 6.8 A Christmas Luncheon was held on December 14 at the Garnet B. Rickard Recreation Complex. Entertainment was provided by Eric Lambier. A delicious, traditional turkey meal was served. A wonderful time was had by all 213 attendees and volunteers.
- 6.9 The Municipality received a grant through the Ministry for Seniors and Accessibility, and the Older Adults Centres Association of Ontario to host a free Older Adult Information and Active Living Fair at the Courtice Community Complex. The event took place on Saturday, November 10. A total of 36 exhibitors (14 non-profit and 22 for-profit) took

part in the Trade Show. Educational workshops were scheduled throughout the day. Healthy snacks and lunch were also provided, along with door prizes. The event was very well received.

7. Client Services Section

- 7.1 The Client Services Section was established through a structure review within the Community Services Department in 2018. As a result of the re-structure, Customer Services and Community Development were brought under the Client Services umbrella. The focus of this section is customer service and support to both recreation services and facility services, as well as community support through assistance to community groups and sustaining volunteerism. Emerging as a support mechanism to all areas of Community Services, including Standard Operating Procedure creation, to Rates and Fees development and other business practices, Client Services provide a number of functions within the Department.

8. Customer Services

Customer Service Desks

- 8.1 Community Services operates five full service customer service desks in our various recreation centres. Our front line customer service team provides more than 400 hours of support each week to residents of Clarington through emails, phone calls and in-person interactions, as well as internally providing administrative support to the Department.
- 8.2 They are the hub of our recreation centres and an access point for residents to take part in swim, skate, fitness and recreation opportunities in Clarington. Staff are on-site to assist residents with activity registration, permitting indoor recreation space, fitness centre memberships, etc. Our team provides a wealth of knowledge on services in our Department and the greater Clarington community, often fielding questions about external events, opportunities, and resources.

Point of Sale Processing

- 8.3 In 2018, over 88,000 point of sale (POS) transactions took place at our customer service desks, for a total value of \$657,869 in debit, credit and cash transactions. These transactions account for services such as drop-in program admissions, swimming pool pro-shop sales, garbage bag tags, Durham Region Transit ticket sales, and more.

Month	Number of POS Transactions	Value of Transactions Processed
Jan-18*	9,605	\$91,932
Feb-18*	9,078	\$84,358
Mar-18*	9,525	\$83,038
Apr-18*	7,097	\$71,134
May-18	5,508	\$48,323
Jun-18	4,776	\$39,408
Jul-18	8,427	\$42,744
Aug-18	6,797	\$38,688
Sep-18	5,522	\$36,418
Oct-18	6,238	\$42,584
Nov-18	7,394	\$34,445
Dec-18	8,063	\$44,793
Totals	88,030	\$657,869

*From January through April, sales in our arena concessions and vending services were processed through our point of sale terminals, accounting for the increase in those months.

Active Net – Stats (Registration)

- 8.4 During each of the registration seasons our customer service team assists Clarington residents with both in-person (front desk) and online enrollments. With the change to Active Net software in 2017 came the addition of our new, more customer friendly, beActive online registration system, and we continue to see a trend toward more and more online registrations. The customer service team provides support for online transactions by assisting customers in account set-up, navigation of the website, and troubleshooting issues that may arise.

Season	Front Desk Enrolled	Online Enrolled
Winter 2018	2,246	2,407
Spring 2018	2,984	2,786
Summer 2018	1,523	857
Summer Day Camp 2018	808	2,044
Fall 2018	3,133	3,102
Totals	10,694	11,196

Facility Permitting

2018 Hourly Indoor Soccer/Outdoor Lacrosse Rental Statistics

- 8.5 Rental usage from Darlington Soccer Club has rebounded from the 2017 reporting. This is reflected in the year-end rental revenue actuals.

Category	2016 hours	2017 hours	2018 hours
Youth Soccer	1,038	989	1,134
Adult Soccer	138	164	141
Other	101	103	127
Lacrosse Bowl	255	110	149
Total	1,532	1,366	1,551

2018 Hourly Swimming Pool Rental Statistics

- 8.6 In 2018 we saw an increase in daytime school board rentals including from their swim teams. The Clarington Swim Club reduced their pool rentals times with some early morning weekday hours turned back for their 2017/18 season.

Category	2016 hours	2017 hours	2018 hours
Swim Club	596	635	580
School Boards	117	59	83
Other	116	84	90
Total	829	778	753

2018 Hourly Ice and Floor Rental Statistics

- 8.7 The demand for prime season/prime time ice remains very strong and consistent year over year. Any minor fluctuation year to year in total hours is the result of the demand for “shoulder” season ice and late night ice rentals. It should be noted that some of our major ice users continue to permit ice outside of Clarington for prime time ice not available here.

Category	2016 hours	2017 hours	2018 hours
Minor Hockey – Boys	5,676	5,502	5,419
Minor Hockey – Girls	1,976	1,996	2,066
Figure Skating	665	609	710
Speed Skating	121	106	48
Adult Hockey	1,018	1,010	970
School Boards	203	101	166
Other	796	649	974
Lacrosse / Other Dry Pad	1,072	1,246	878
Total	11,527	11,219	11,231

Financial Assistance Program

- 8.8 Community Services is committed to removing barriers, increasing access and participation in recreation activities among Clarington residents. Staff administer financial assistance through a variety of subsidy programs including external opportunities like Canadian Tire Jumpstart and internal programs like Financial Assistance Program (FAP), and the Membership Access Program (MAP).
- 8.9 The Canadian Tire Jumpstart program was created in 2005 by Canadian Tire Foundation for Families, and works in partnership with the Community Services

Department. The program's goal is to provide financially disadvantaged children, 4 to 18 years of age, with the opportunity to participate in sports and recreation activities through providing funding to those children to offset registration costs. 2018 saw a continued increase in the number of applicants and the amount of funding distributed to the residents of Clarington.

- 8.10 The Department administers our internal Financial Assistance Program. The aim of the program is to assist individuals or families currently receiving social assistance through Ontario Works or Ontario Disability Support Program Income Support. Eligible residents can receive financial assistance of 50% of the cost of program registrations or membership fees. In 2018, fee assistance in the amount of \$6,783 was provided to 39 members of the community to help minimize the barrier to access recreation and fitness opportunities in Clarington.
- 8.11 The Membership Access Program strives to remove barriers and increase recreation opportunities for individuals with a permanent disability. Clarington residents who meet the criteria for fitness memberships and who have a permanent disability are eligible for MAP. This entitles the individual to a reduced fee for fitness memberships. As this program relates to a permanent disability, once an individual is confirmed eligible for this program, it remains available to them indefinitely; there is no re-application process to gain the discount. In 2018, the Municipality assisted 36 individuals to gain access to our fitness memberships by providing \$3,270 in membership fee assistance.

9. Community Development

Special Events

- 9.1 Special events bring our community members together, connect our neighbours and foster civic pride in Clarington. Throughout the year we offer a variety of special events including New Year's Eve and Canada Day.
- 9.2 Canada Day 2018 was a celebration complete with jumping castles, musical entertainment, a Canada cake, BBQ and fireworks. The event saw over 5,000 people enjoying the festivities at the Garnet B. Rickard Recreation Complex. Additional funding was received through sponsorships from Enbridge Gas Distribution and Ontario Power Generation, as well as through the Government of Canada's Celebrate Canada Fund.
- 9.3 Clarington rang in 2019 with a family friendly celebration at the Garnet B. Rickard Recreation Complex. Over 1,000 people took part in the festivities which included public skating, an inflatable obstacle course, carnival games, crafts, a balloon drop and much more. This year a sensory break zone was provided for guests who needed a break from the excitement and stimulation of the evening. Quiet activities were offered to guests and their caregivers, which included calming sensory activities and darkened rest areas. This new area was developed and supported through consultation with our partners at Autism Home Base Durham and Lakeridge Health.
- 9.4 Clarington Blooms is an annual program which recognizes our residents, businesses, churches and schools in Clarington, who put time and effort into making Clarington

beautiful. For 20 years, the event has been organized in cooperation with the Bowmanville, Newcastle and Orono horticultural societies. After a hiatus in 2014, the program was relaunched in 2015 in an effort to encourage greater participation. However, numbers have steadily declined and staff are conducting a review of the program which may include some relevant updates, including a focus on clean communities and environmental impact of gardening.

- 9.5 Each year, the Community Services Department, in partnership with staff from the Mayor's Office, Communications and external agencies hosts fundraising events such as the Clarington Mayor's Love of Art Gala and the Clarington Mayor's Golf Classic on behalf of the Mayor's Office. In 2018, the Gala event raised \$27,780.99 each for the Visual Arts Centre of Clarington and A Gift of Art Gallery. The Bowmanville Hospital Foundation was the beneficiary of the 2018 Golf Tournament and they received \$34,190.08. Both events have been quite successful over the years, providing much needed funds to organizations in our community.



Clarington Mayor's Golf Classic



Clarington Mayor's Love of Art Gala

- 9.6 In Clarington there are numerous not-for-profit community organizations that provide recreation and sport opportunities for the community. In an effort to share these resources with the community, the Community Services Department hosts the annual Clarington Sport & Leisure Fair at the Garnet B. Rickard Recreation Complex. The event includes information booths, demonstrations and interactive activities from our various groups along with a free public skate. The fair is always well attended with several hundred people visiting throughout the afternoon.

Volunteerism

- 9.7 ClaringtonVolunteers.ca was developed and launched in November 2018 with a goal of increasing awareness and engagement through volunteering in our community. This platform provides opportunities for residents to connect with volunteer opportunities offered by local community organizations. Access to the service is free for both organizations and volunteers.
- 9.8 To date there are 34 registered organizations who have joined the website with 59 opportunities posted and 86 connections have been made with Clarington residents. For example, at the recent Clarington Sport & Leisure Fair, the volunteers representing the Visual Arts Centre of Clarington were connected with the opportunity through ClaringtonVolunteers.ca.
- 9.9 Staff continue to promote the program to organizations and our residents to build further capacity in our volunteer community.

Community Development

- 9.10 Through Community Development, we work closely with the community by building relationships with various community groups and organizations. Together, we work to overcome gaps, provide services and events that engage and empower our residents.
- 9.11 Based on feedback from community partners, staff worked with local trainers to develop a lineup of workshops and opportunities which addressed some training needs and provided a forum for networking and support among Clarington's volunteer community. We offered workshops on topics such as creating persuasive funding proposals, Smart Serve certification and social media overview for community groups. We look forward to continuing to offer relevant opportunities in our 2019 training plan.

10. Facility Services

- 10.1 Facility Services is responsible for the operations and maintenance of the seven indoor recreation facilities managed by the Community Services Department, as well as the outdoor pool in Orono Park and the lacrosse bowl in South Bowmanville. In addition to the day-to-day operations of the facilities, we are responsible for preventative maintenance and capital works programs including repairs, upgrades and replacements necessary to maintain facilities and equipment to desirable standards.

- 10.2 Supporting the Facilities Manager, the section is staffed by four Facilities Supervisors and four Lead Hands. The Supervisors share the management of our seven indoor facilities, lacrosse bowl and the outdoor pool. Along with the 23 full time unionized staff, the section requires approximately 80 part time staff to help operate the facilities.
- 10.3 With the development of the Client Services section of the Department, 2018 was a transition year for coordination of facility allocation and rentals to this new area. Facilities staff will remain involved in upcoming years with Client Services taking the lead, with the shared objective of providing the regular and occasional facility rental users the best in customer service.

Energy Conservation

- 10.4 In 2018 our total utilities costs were in excess of 1.6M, with hydro being the major contributor. Through various conservation measures, including replacement and upgrades to major mechanical systems, the 2019 proposed budget total for utilities has been reduced by \$170,000 from the 2018 approved budget.
- 10.5 Although the Energy Management Steering Committee has been replaced by the Inter-Departmental Working Group on Climate Change, facility staff continue to meet regularly with representatives from our energy providers to stay informed on potential incentive programs and to gain insight on emerging conservation trends.
- 10.6 In late 2017, we installed a de-oxygenated water system for our ice flooding operations at South Courtice Arena. This system removes oxygen from the source water which allows us to use warm water instead of hot water. This has reduced our natural gas usage and we are seeing these results in our utility bills, in addition to the \$10,000 incentive we received from Enbridge Gas. Kudos to the facility staff at South Courtice who identified the technology, researched the systems and were involved through installation, and now, on monitoring ice quality and energy usage impact. Feedback from our ice users has been very positive and staff have experienced no negative effects in our ice operations. Based on this success we will be looking to add these systems to our other municipal arenas.

Capital Projects

- 10.7 Each year, the Department prepares a detailed capital budget submission that includes the replacement or refurbishment of equipment and repairs or upgrades necessary to keep our facilities safe, well maintained and enjoyable for our customers. The objective of this preventative program is to extend the life cycle of our facilities and equipment, at the same time as controlling unplanned breakdowns that are both costly and inconvenient for these customers.
- 10.8 To assist in preparing this program, we undertake a number of facility building condition audits. These audits are completed by engineers. In addition to assessing the building envelope, these reports provide a condition status for mechanical and electrical systems, roofing systems, life safety, building code compliance and accessibility, etc.

The reports make recommendations for remedial repairs and replacements, both in the short and long term.

- 10.9 Staff consider the findings and recommendations in these studies when preparing upcoming capital budgets and forecasts. This information is also shared with Finance for capital asset management purposes.
- 10.10 The Department is also represented on the recently formed Asset Management Working Group. The objective of this group is to “discuss and determine asset management strategies that will maximize benefits, manage risk and provide satisfactory levels of service to the public in a sustainable manner.”
- 10.11 As part of the annual capital program, the Department completed the replacement of the arena floor on Pad A at Garnet B. Rickard Recreation Complex. After a number of years of in-floor brine leaks, this replacement will extend the useful life of the arena floor for 30 plus years. We also managed a minor renovation for Community Care Durham as they expanded their office space at the Rickard Complex. With the approval of two pilot youth centre projects, renovations were undertaken at South Courtice Arena and Diane Hamre Recreation Complex to accommodate these initiatives.



Workplace Health and Safety

- 10.12 Workplace health and safety continues to be a top priority for all staff in the Department. In addition to the day to day focus on safety we have developed strong training

programs and worked very closely with the Health and Safety Coordinator throughout the year.


- 10.13 In 2018, a review of existing refrigeration plant safety procedures was undertaken. This resulted in the improvement of the ammonia warning light system in the facility for both staff and customers, revisions to operating procedures and the addition of personal ammonia detection units that are worn by staff at all times when they are in our refrigeration rooms. With the lessons learned from the tragedy in the arena in Fernie, B.C., our facilities remain safe for both staff and the public.

11. Conclusion

The Community Services team is very proud of the work we do to provide the best level of service we can to our community. We continue to see growth in many areas of our programs and services and we will strive to identify new quality recreational opportunities that will promote a healthy lifestyle for our growing and diverse community.

12. Strategic Plan Application

The recommendations contained in this report conform to the Strategic Plan.



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There are no interested parties to be notified of Council's decision.