

MONTHLY REPORT

To:	Mayor Stratthdee and Members of Council
From:	Community Services
Date of Meeting:	26 September 2017
Subject:	DCS 20-2017 September Monthly Report (Community Services)

RECOMMENDATION

THAT DCS 20-2017 September Monthly Report (Community Services) be received for information.

DEPARTMENTAL HIGHLIGHTS

Aquatics

- Aquatics had a successful summer both indoors and outdoors. Even though we didn't experience a hot summer, there were over 10,000 swimmers that attended the quarry this summer. The new cliff jump was a very popular new addition, along with the water trampoline.
- The "Quarry after 6" promotion was also new this summer. This program did see an increase in attendance during the evenings.
- Water running program was well attended with positive feedback.
- Canteen sales and admission sales were strong and on track for overall revenue expected.
- 3,580 swimmers came through the aquatics centre in the month of August.
- Aquafit training was held for all lifeguards in preparation for the fall and winter programs.
- Working with Facilities on items that need to be addressed in the pool during maintenance shut down.

Community Services

- Organized and cleaned the canteen so that it is ready for the fall season- working with Facilities for further updates to the indoor canteen.
- Updated the Food and Beverage training handbook.
- Customer service focused training was a summer expectation with weekly staff meetings creating lists of how we can impress customer, better communicate between departments and creating/refining new processes.
- Met with Facilities department to develop expectations for cleaning and allocating responsibilities between canteen, lifeguards, Friendship Centre, Recreation and operations.

Child Care

- September is a busy month for Early Learning Services. The summer school age program is closed and the startup of the school age programs and Nursery School has begun. Along with this the transition of many children out of the centre to school, or into a new classroom at the centre.
- Child Care – The centre is busy with new children registering and some of our children have transitioned into new rooms. Staff have been collaborating with each other to ensure a smooth transition for the children and families.

- School Age Program – Children and staff are settling into a new routine now that we have started a new school year.

Museum

- Melodies at the Museum summer concert series saw great success this year. There were over 700 people in attendance between the 5 concerts.
- Summer staff participated in the Harrington Heritage Festival on August 12 with an activity tent and display.
- Three years of artifact donations were accessioned by summer staff. The Museum is now caught up with artifact accessioning for the first time in several years.
- Staff completed research and exhibit design on medical instruments, to open in the Technology Gallery and “What’s in a Name” to open in the Citizens of St. Marys Gallery this fall.
- The Friends of the St. Marys Museum met on August 15 and decided to direct a substantial donation towards a digitization project.
- Staff participated in a group tour operator tradeshow at the Stratford Festival on Sunday, August 20. Approximately 35 regional tour operators met with staff and received information packages regarding group tour opportunities in St. Marys.
- Staff participated in the Front Porch Show on Sunday, August 20.
- A new storage unit for rolled quilt storage has been installed in the textile room and quilts are being transferred with the assistance of Facilities staff.

Recreation

- Had successful first year of Camp PRC. In total we had 1000 children. In July we had 433 and August we had 567. This shows that the new changes were received well. In 2016 we had 907 in total so there was a growth of 93 children this summer.
- Tennis summer camps had 16 participants.
- Kitchen Camps had 35 participants.
- Have 6 recreation programs starting in September for all age groups.

Senior Services

- Lots of program and event planning going on. Programs are filling up and lots of new faces are coming through the doors including:
 - Events we are planning for
 - Scrap-a-thon sept 23 85 registered to scrap for 12 hrs
 - Scrapbooking Garage Sale new event sept 23
 - Thanksgiving Lunch- Oct 6
 - Craft Show - Nov 4

Youth Services

- Added 4 new after school programs so there is a program on every day.
- Have implemented new membership cards for youth.
- Have implemented a new registration sheet with all the new terms and conditions.
- The youth centre opened this summer for the first time, it was used a total of 214 times, 111 in July and 103 in August.

OUTSTANDING ISSUES AND PROJECT LIST

Aquatics

- Cleaning up coffee stains across the building
- Lifeguard training- Sunday September 24

Community Services

- Continuing to implementing the outcomes from the customer service training so that staff can improve the overall service, raising the bar from meeting expectations to exceeding in all departments.
- Training two new hires in the indoor canteen.
- Training the Guest Services Coordinator- one year contract for a maternity cover
- Both ice pads operational and in the full swing.
- Meeting with both the Lions Club and Rotary Club to finalize contracts for Cadzow Park to bring back to Council.
- Recreation and Leisure Master Plan public open house scheduled for October 4, 2017 at the PRC.

Child Care

- A number of new staff policies will be reviewed this month surrounding Emergency Management Policies and Procedures. As well as other annual policies.
- Developing a Parent Committee for the Child Care Centre. This committee will be a way that parents can talk about areas for improvement and will allow parent volunteers to sit down with staff on a regular basis. The goal is to have this program up and running by the end of this year.

Recreation

- Implementation of the new recreation programs that are starting this fall.
- Running a phone survey for Camp PRC to see how both parents and youth found it.
- Additional staff training being planned.

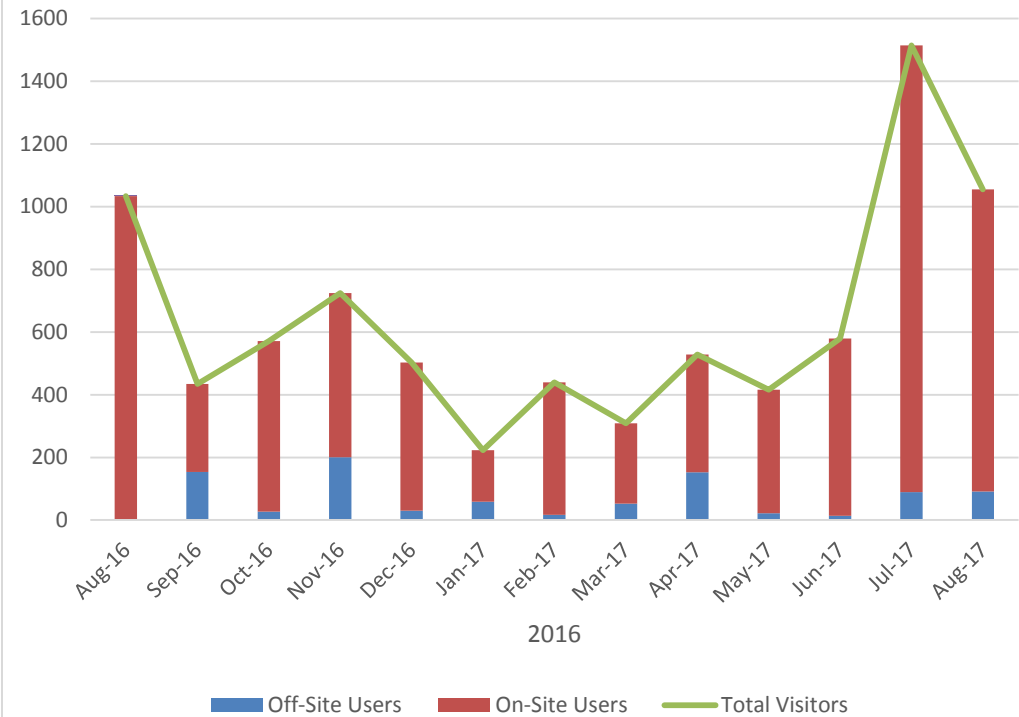
Senior Services

- Currently working with the YMCA as a partner to offer 2 group fitness classes within the YMCA facilities.
- DSA and NSA agreements will be coming to Council shortly.
- Friendship Centre's EPC grant has been confirmed. A one-time special grant was approved to improve marketing and promotions. FC will be working with Corporate Communications on this initiative.

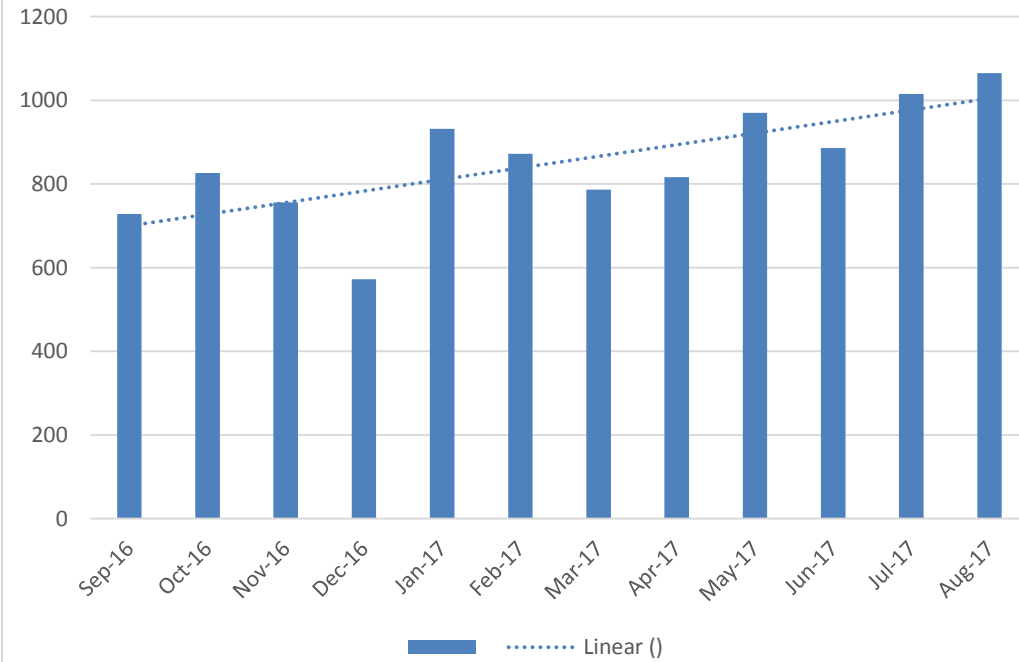
Youth Services

- Arranging meetings with the schools so that staff can promote the youth centre.
- Developing a survey for parents and youth.
- Attending parent's night in Little Falls School, at this event staff will have a booth setup with youth centre information.
- Liaising with the school board to add a stop at the PRC so children from Holy Name can stay on a bus and attend the youth centre if they wish.

St. Marys Museum Visitors

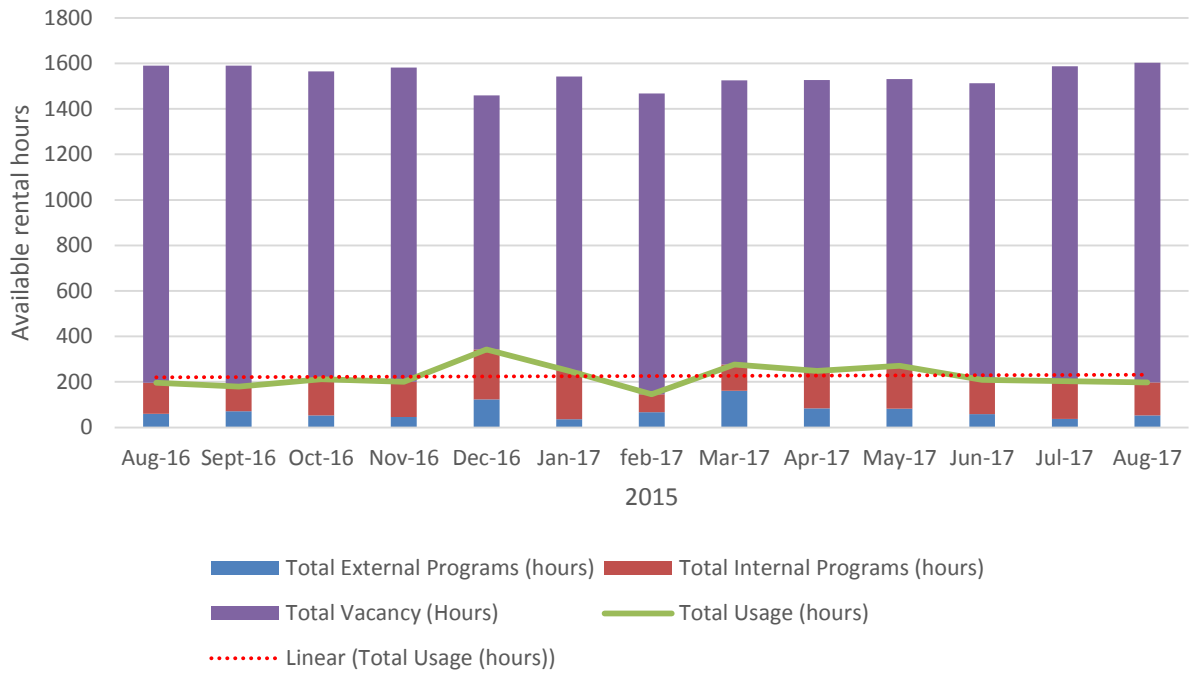


Picture St. Marys Visits



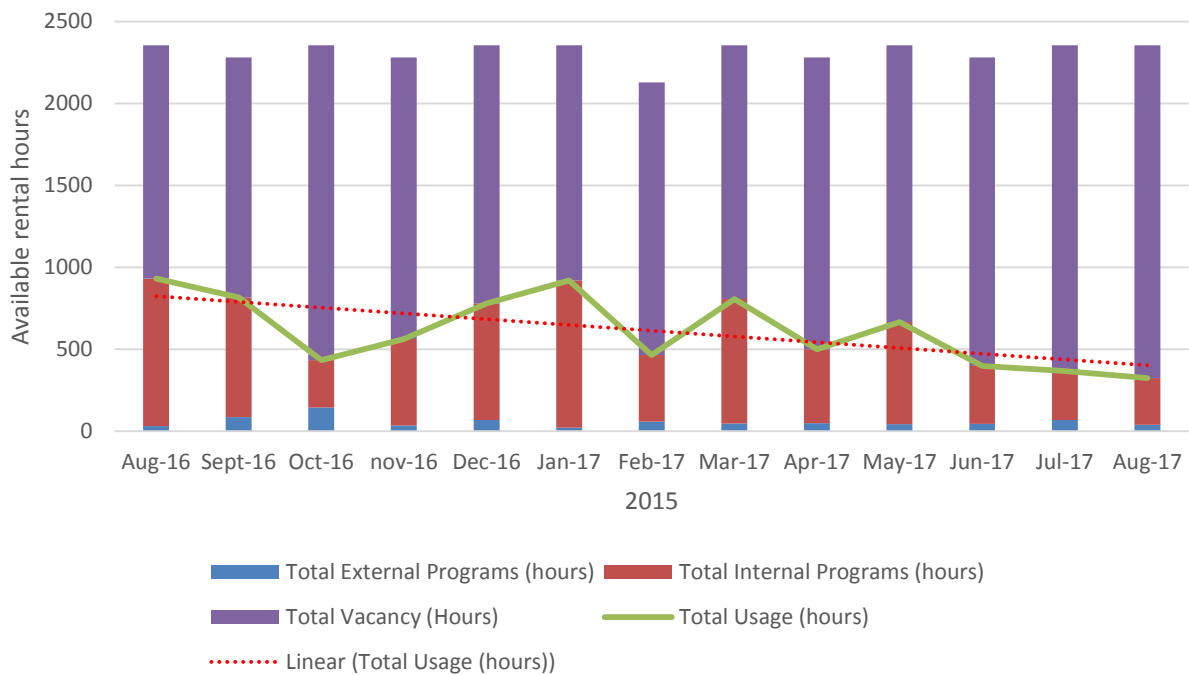
Community Centre Total Hall Usage

(Includes 1/3, 2/3, and Full hall)

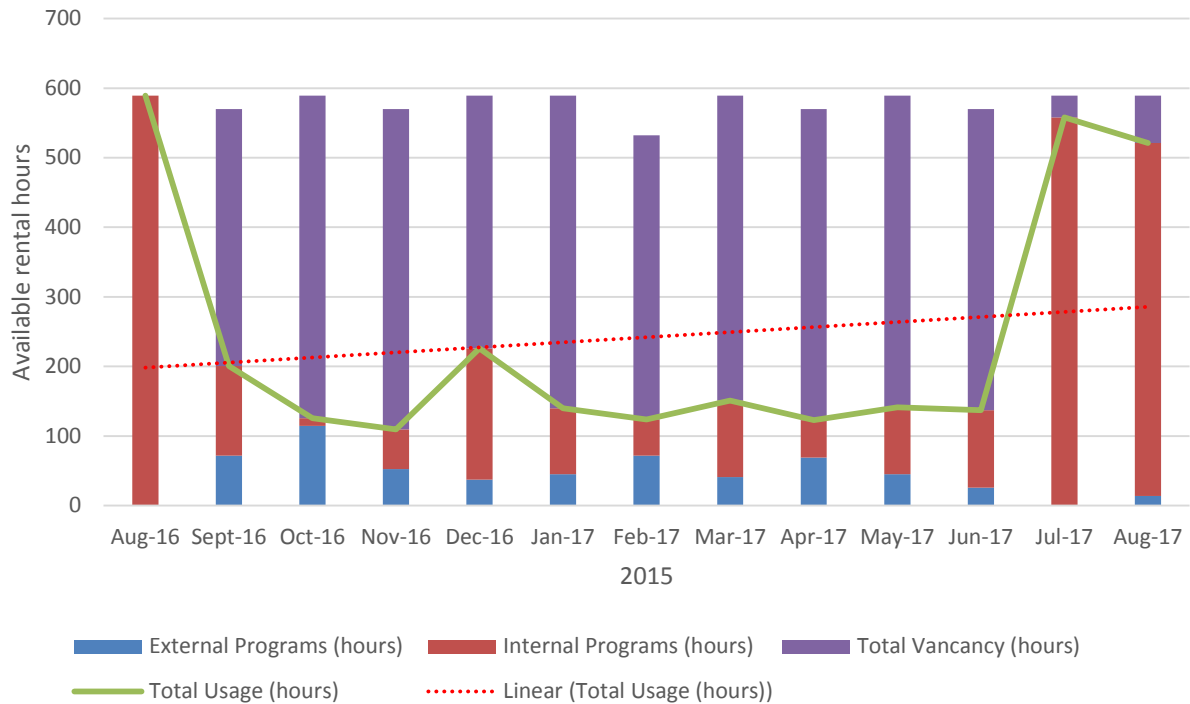


Fiendship Centre Total Usage

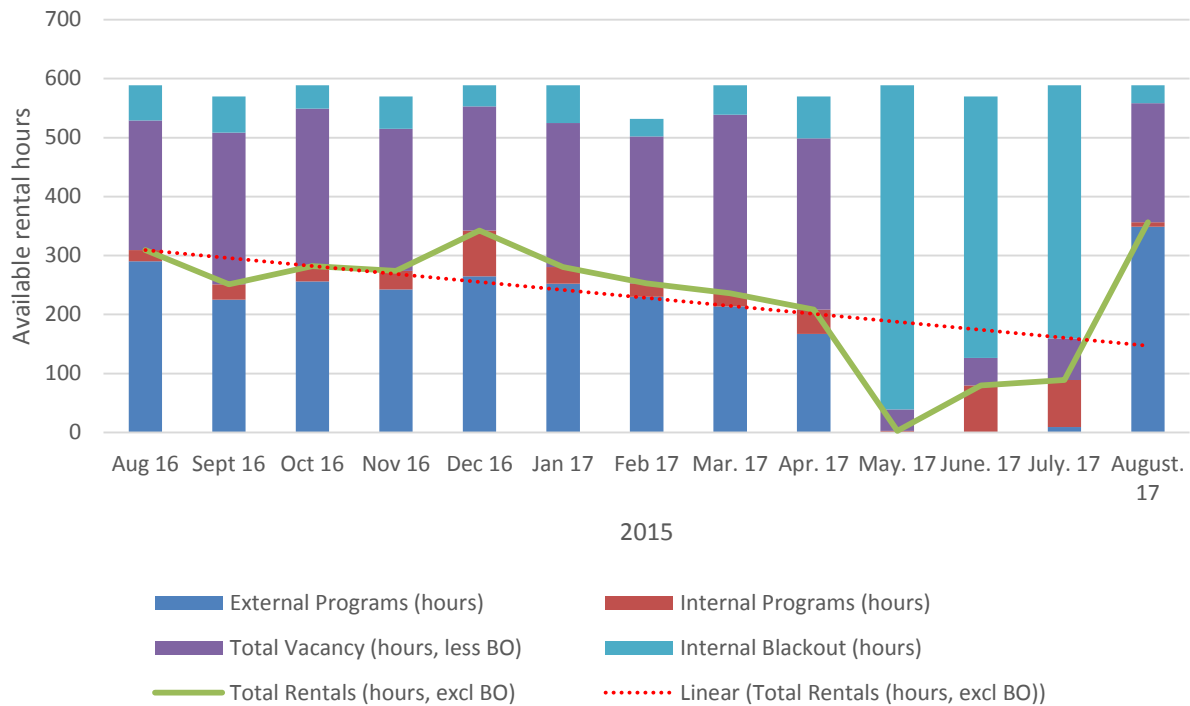
(Multi Purpose Room, Main hall, Meeting Rooms A, B & C)



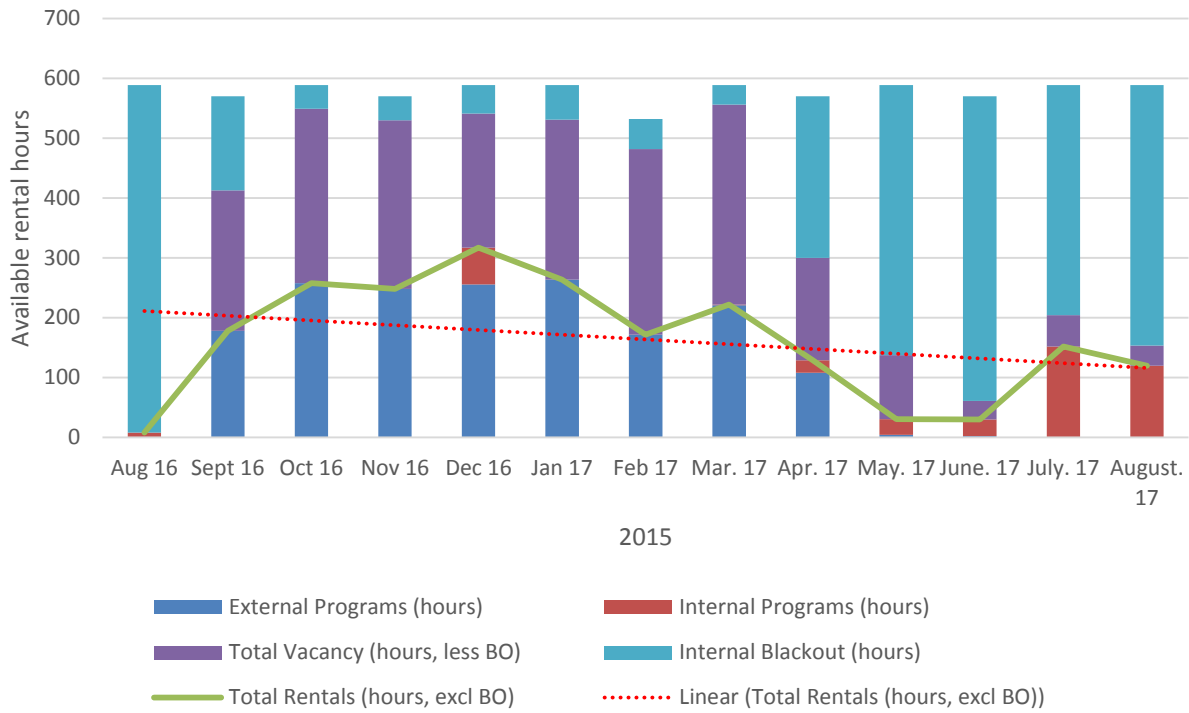
Endzone Room Total Usage



Blue Rink Total Usage



Rock Rink Total Usage



SPENDING AND VARIANCE ANALYSIS

Nothing at this time.

REVIEWED BY

Recommended by the Department

Stephanie Ische

Stephanie Ische
Director of Community Services

Recommended by the CAO

Brent Kittmer

Brent Kittmer
CAO / Clerk