

MONTHLY REPORT

To:	Mayor Strathdee and Members of Council
From:	Community Services
Date of Meeting:	27 February 2018
Subject:	DCS 04-2018 February Monthly Report (Community Services)

RECOMMENDATION

THAT DCS 04-2018 February Monthly Report (Community Services) be received for information.

DEPARTMENTAL HIGHLIGHTS

Community Services (general):

- Customer Service Development:
 - Continuing work on Service Excellence for PRC operations.
 - All staff PRC meetings will be held in February.
- Policies and Procedures:
 - Senior Services is currently working on updating the Volunteer Handbook to reflect minor changes and formatting.
 - Updating Child Care Wait List Policy to reflect new centralized wait list program now in operations for Perth County, this includes updating all parent handbooks, and staff policies and procedure manual.
 - Updating Guest Services staff handbook.
 - Finalize Food and Beverage handbook.
 - Updating Museum Policies and Procedures.
- Legislative Compliance:
 - The Home Support Services Multi Sector Service Agreement has been received and will be signed back to the LHIN in early March. This Agreement outlines Home Support Services requirements as a Health Service Provider.
 - Early Learning Services has completed required actions for Ministry of Education Compliance Order File Number 17-203600332.

Aquatics:

- 3760 swimmers through the Aquatics Centre in January.
- 307 swimmers registered for early spring lessons.
- Promotions of Advanced Aquatics Courses- developing a flyer for mass email distribution for course registration and including employment opportunities.
- Booking in the Swim To Survive Plus classes for May/June and training instructors on course content.
- Applying for the Stratford Community Foundations Grant- due Feb 23, 2018
- Working on ideas from instructors from the Feb 11 training to enhance the water safety portion of the swim lessons - taking items from our think tank to implement.
- Securing spring training dates for recertification's (Standard First Aid, Water Safety Instructor's, National lifeguard, waterfront & pool) and training at the Aquatics Centre and Quarry.

- Working with the Museum on a historical plaque for the quarry.

Guest Services:

- Working with the Communications Department on Sponsored Swim/Skate letters- this will be emailed out to service groups/local businesses, and available on Town's website.
- Final revisions for the Spring Summer Community Guide, entering all spring/summer content into Max Galaxy ready for registrations and partnering with Communications Department for promotions.
- Organizing the PRC 10th birthday party- plans are underway for a family fun afternoon showcasing and celebrating our amenities and topping it off with an evening concert.
- Working on sponsorship packages (arena boards, rooms etc).
- Updating ice agreements and entering preliminary ice allocations meeting late March.

Child Care:

- Child Care Centre
 - Staff are working on room set, to follow the Ministry of Educations expectations for quality child care learning environments
 - Have implemented staff prep time, staff use this time to prepare learning opportunities for children based on the interest in the classroom. Research current best practices in learning outcomes to help develop skills for the children in our care.
 - Canada Summer Jobs and Summer Experience Program grant applications.
 - Preparation for full day summer programs underway.
- Before and Afterschool
 - Preparation for Full Day March Break, registrations, advertising, and staffing
 - The following is a comparison of fees in the school age program to show the revenues pre and post rate change for comparable months in 2016 and 2017:

Months	2016	2017
September	17,169.66	20,916.24
October	20,009.56	19,963.10
November	20,542.89	20,858.06
December	15,557.99	19,544.32

This new model of care has a decrease of 1.5 staff so the costs of operating are less.

Museum:

- Planned and promoted upcoming photography seminar and Heritage Fair.
- Started booking acts for Melodies at the Museum and vendors for Canada Day Celebration.
- A Timeline of Toys exhibit opened.
- War Medicine exhibit opened in the Richard Holt Military Gallery.
- Submitted two Young Canada Works (YCW) grant applications (archival and curatorial).
- Received additional funding to extend YCW internship contract until the end of March.
- Met with Reed Needles regarding Christmas exhibit partnership between library, station gallery and museum.
- Accessioning all 2017 artifacts donations.
- Reorganizing textile storage area.
- Canada Summer Jobs and Summer Experience Program grant applications.
- Young Canada Works Building Careers in Heritage (internship) grant application.
- Stratford-Perth Community Foundation grant application.
- St. Marys Heritage Fair, February 23, 2018.

Recreation:

- Youth Recreation:
 - All of the equipment from our Canadian Tire Jumpstart grant arrived. We received 20 laser tag sets, 12 bubble soccer balls, extra soccer and baseball equipment.
 - Met with the communication department about the departments needs and how best to promote recreation. Staff are looking at developing a quarterly recreation news flyer.
- Adult Recreation:
 - Planning new adult recreation programs for March. Currently setting dates with the Hood Archery to have them come back out.

Youth Services:

- Youth Centre:
 - New projector arrived and is now being used by youth.
 - An Instagram page for the youth centre has been started to better communicate with youth. It is titled, 'St Marys Youth Centre'.
 - Communicating with representatives from the town of Wilmot about a youth council.
 - United Way has approached the Town to see if the Youth Centre can be used as an example in promotions as to how you can help your local community.
- Youth Engagement:
 - Attended DCVI to address all grade 7, 8 and 9 students about using the youth centre on weekend.
 - DCVI students have approached Ciaran about helping coach their soccer team.
 - Three garbage cans have been delivered to DCVI, these garbage cans are for the art classes to paint murals on them. Once painted they will be distributed to parks in town.
 - Parks and Recreation Ontario have reached out to Ciaran as they see our progress to date with youth and the growth. They will be offering a Youth Engagement workshop for adults to learn how to engage youth within our community.
- Perth 4 Youth project:
 - Working with Lacey Smith, the Recreation Programmer for the Township of Wilmot to discuss their youth council. Vicki Lass for OMAFRA has credited them with having the most active youth council she knows.
 - Engaging in the OMAFRA 'Municipal Youth Engagement' project
 - Assessing eligibility for 'Playworks Youth Friendly Community'

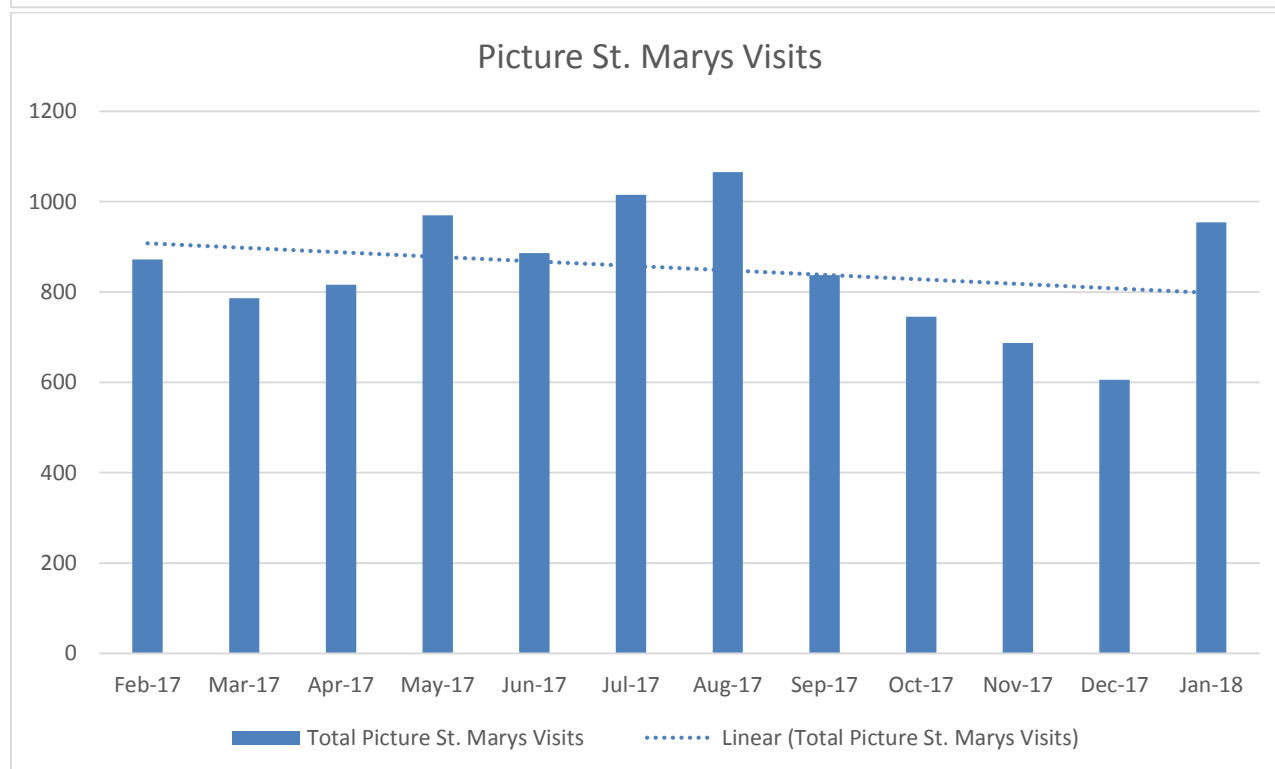
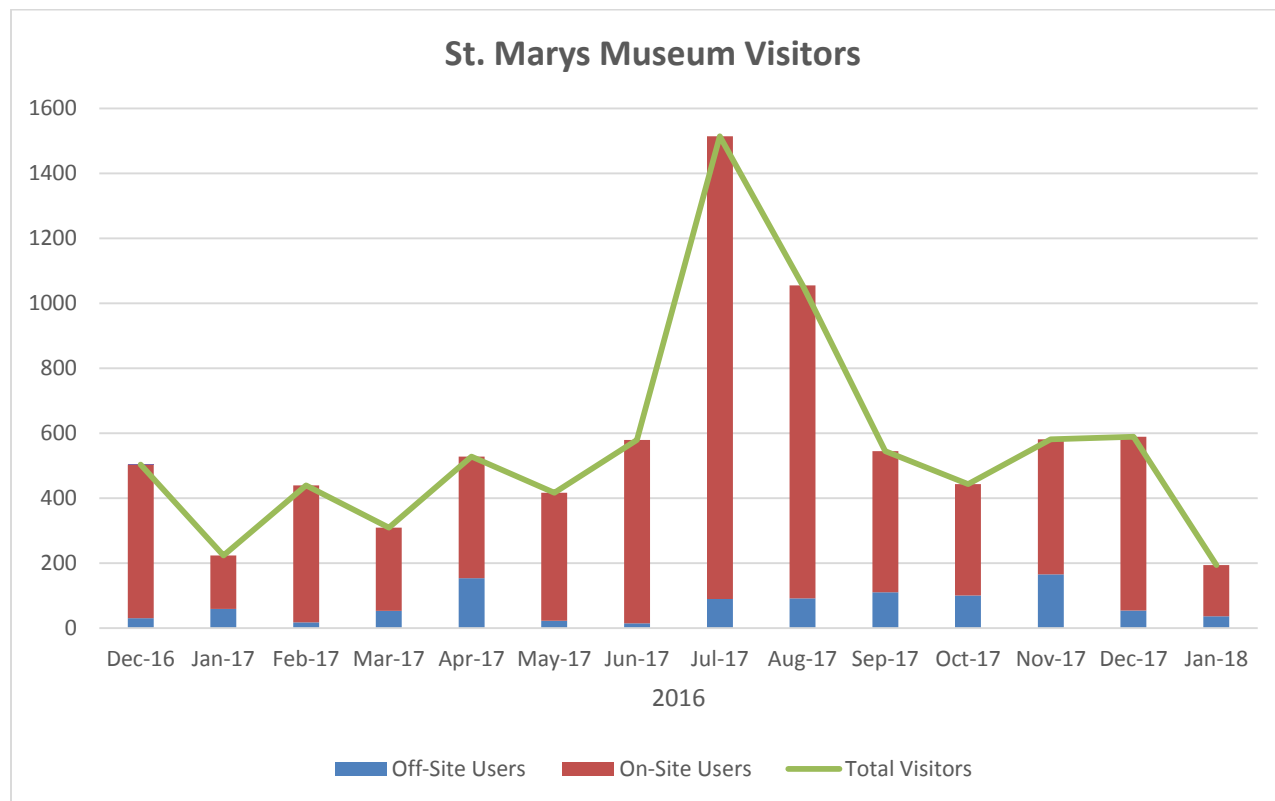
Senior Services:

- Friendship Centre:
 - The Friendship is working the Perth County VON to assist them with their short term stay in the Pyramid Recreation Centre. The VON is renting space in the facility on Tuesday, Wednesdays and Thursdays until March 9th while the elevator at the St. Marys Memorial Hospital elevator is down.
 - Staff is working with Corporate Communication on the Special Grant received through the EPC funding. This grant will allow the Friendship Centre newsletter to become available on line. The publication will be redesigned to better suit the needs of the readers.
- Home Support:
 - The Home Support Services LHIN Budget was submitted. Requested changes from the SW LHIN included removing the Transportation subsidy line from the HSS budget and transferring it to the actual provider. The Transportation Subsidy which is an in and out function in the Home Support Services budget will now be funded directly to St. Marys Mobility Services. This change removes the Town of St. Marys as the middleman and reduced duplication within the

LHIN and will take place beginning April 1, 2018. There will be no reduction in the level of service provided to the community. Home Support Services will continue to offer and be funded to provide the supported shopping services.

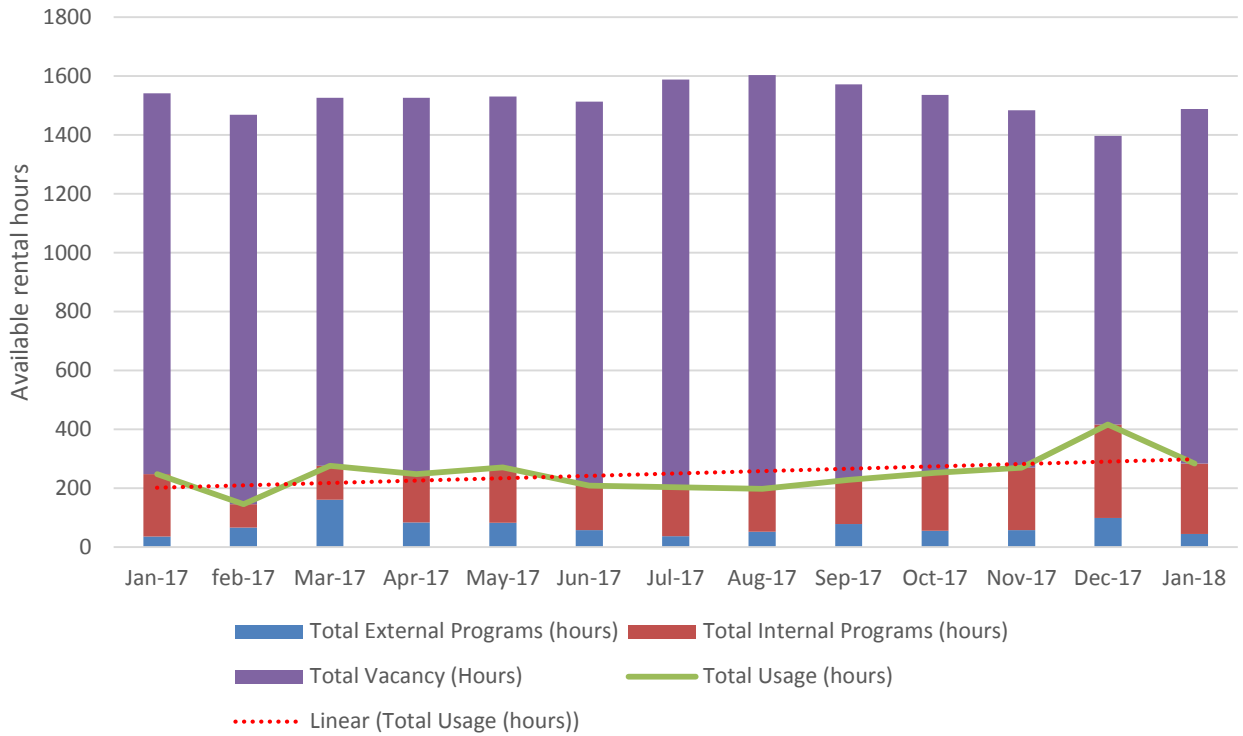
- Home Support Services is continuing to work on obtaining the required Cyber Liability Insurance required in the Data/Network Sharing Agreements. The Data/Network Sharing Agreements are required in order for Home Support Services to continue as a partner in the LHIN mandated Centralized Intake program.

Usage Trends:



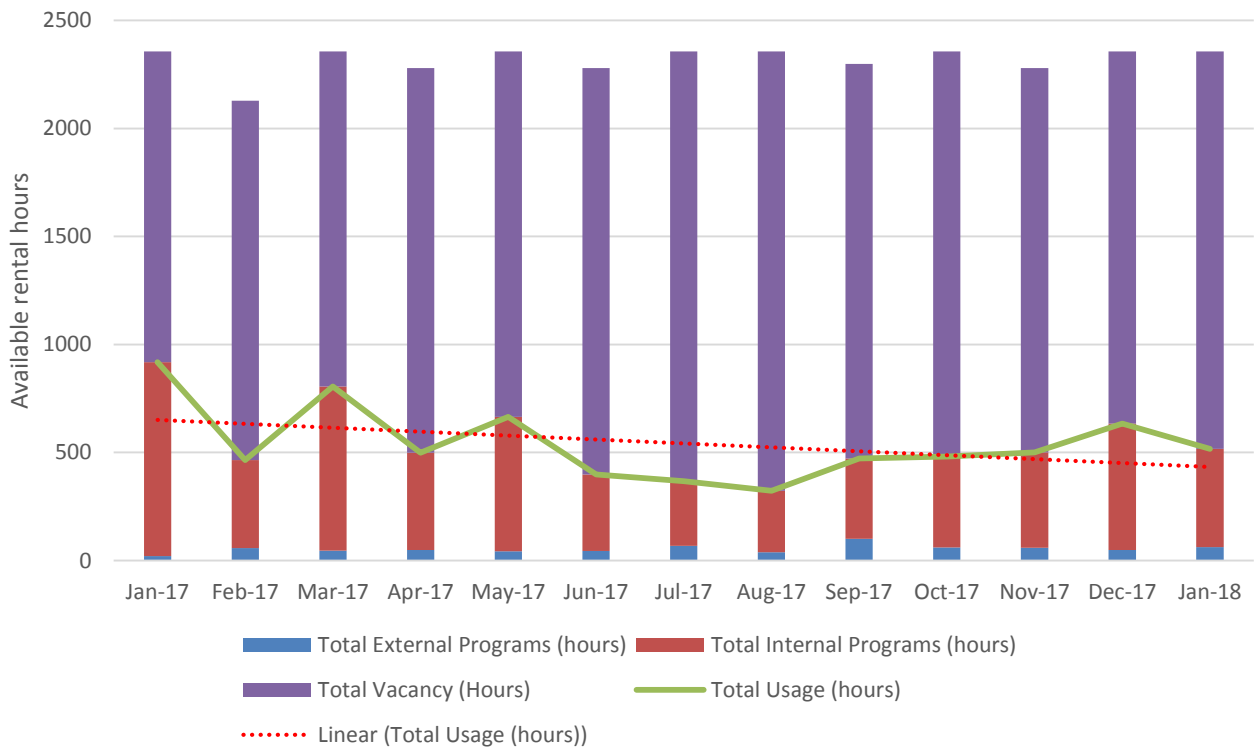
Community Centre Total Hall Usage

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

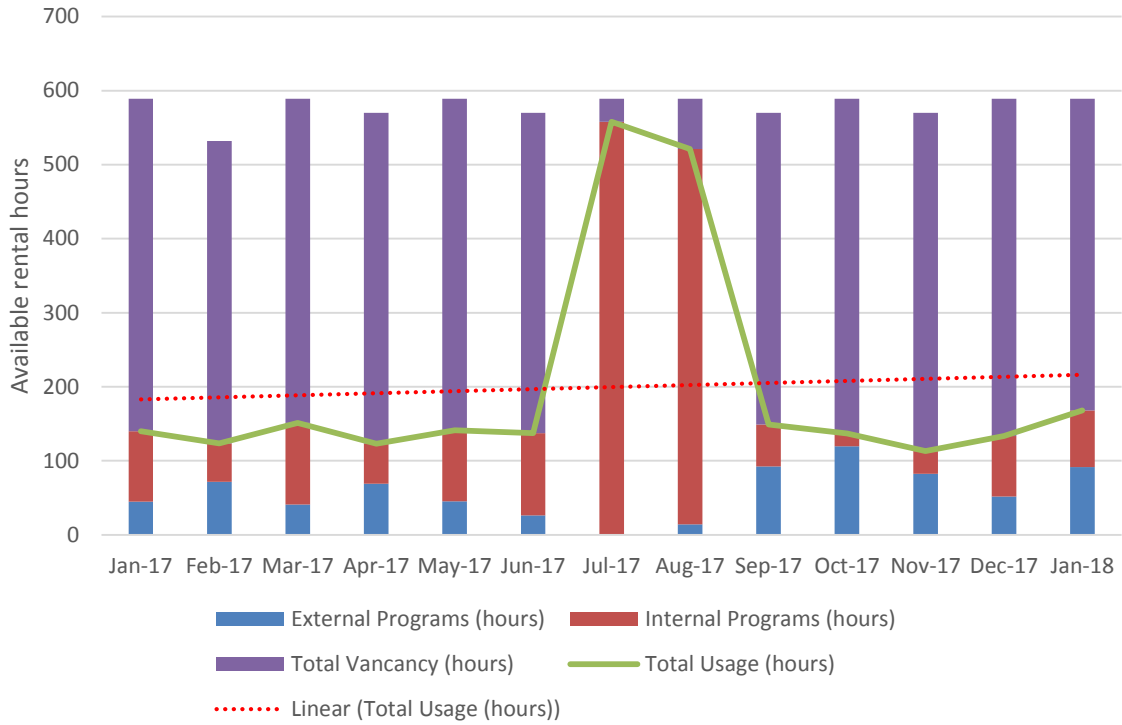


Friendship Centre Total Usage

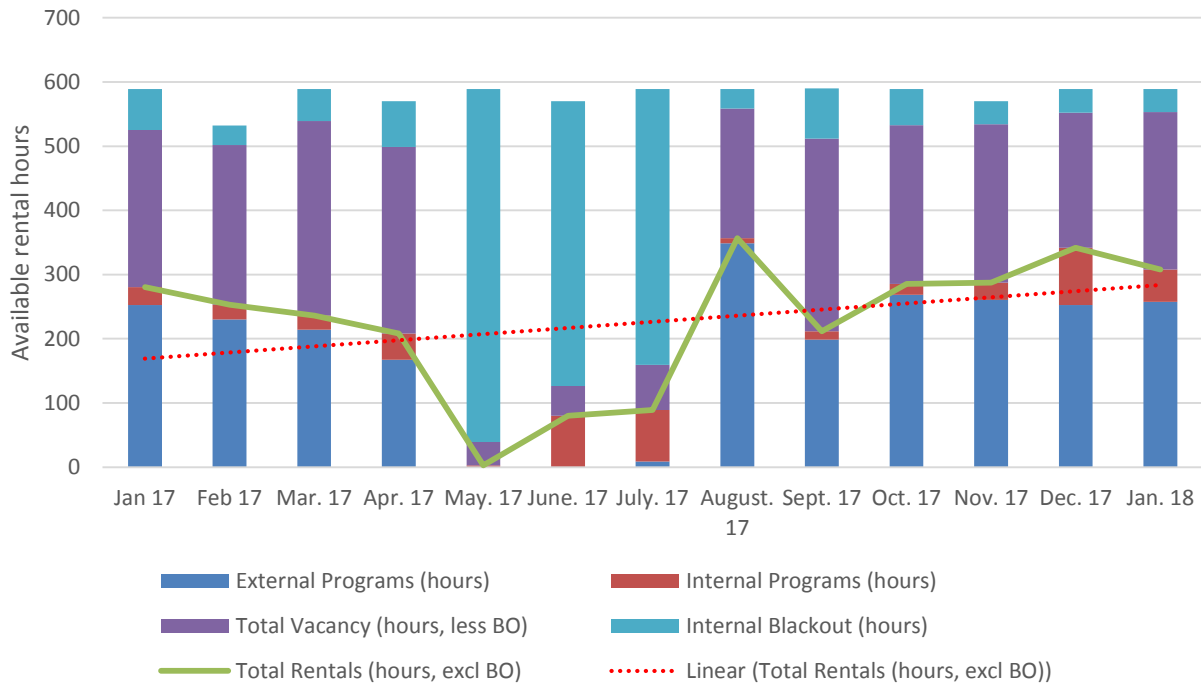
(Multi Purpose Room, Main hall, Meeting Rooms A, B & C)

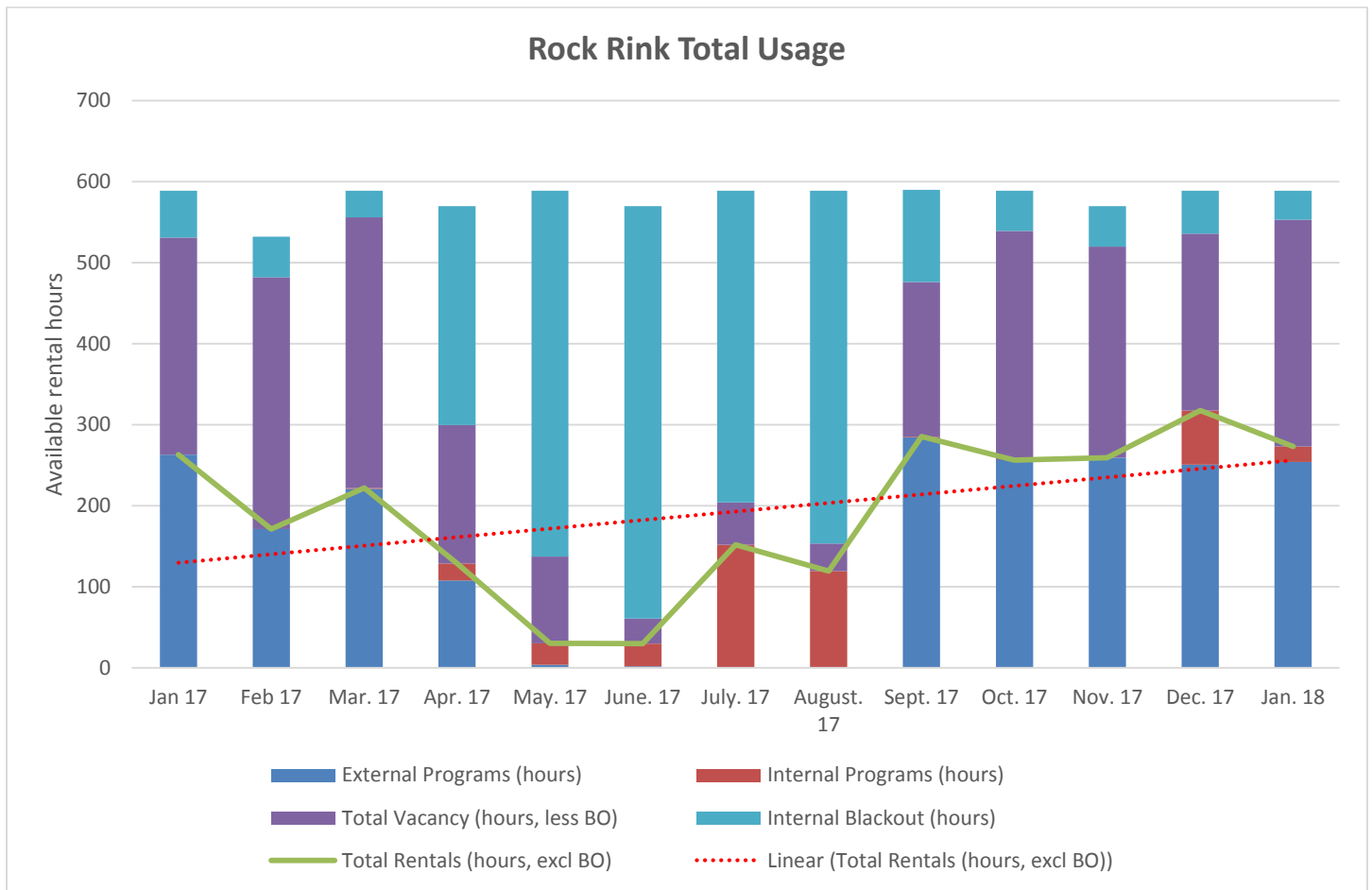


Endzone Room Total Usage



Blue Rink Total Usage





OUTSTANDING ISSUES AND PROJECT LIST

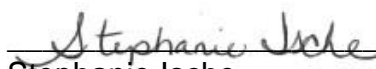
As noted above.

SPENDING AND VARIANCE ANALYSIS

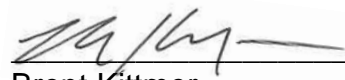
Nothing at this time.

REVIEWED BY

Recommended by the Department


 Stephanie Ische
 Director of Community Services

Recommended by the CAO


 Brent Kittmer
 CAO / Clerk