

# MONTHLY REPORT

<b>To:</b>	<b>Mayor Stratthdee and Members of Council</b>
<b>From:</b>	<b>Community Services</b>
<b>Date of Meeting:</b>	<b>27 March 2018</b>
<b>Subject:</b>	<b>DCS 06-2018 March Monthly Report (Community Services)</b>

## RECOMMENDATION

THAT DCS 06-2018 March Monthly Report (Community Services) be received for information.

## DEPARTMENTAL HIGHLIGHTS

### Community Services (general):

- Customer Service Development:
  - Held 3 staff meetings for PRC staff as part of our continued service excellence commitment. Outcomes include: updating communication tools for operations, signage in facility, weekly communications out to PRC staff updating of following week's activities, music in hallways, researching apps that we can utilize to communicate with all team members in the department and work order tracking system.
  - Staff reviewed new guest services desk proposals and are working with Facilities for the final design.
- Policies and Procedures:
  - Performance appraisals completed for all team members of Community Services.
  - Exhibitions and Research Policies to be reviewed by the Museum Board in March.
  - Updating Child Care Policy and Procedure manual to reflect changes implementations of regulatory changes which came into effect at filing on March 2, 2018.
- Legislative Compliance:
  - Annual review of child guidance with all child care staff to be completed during March team meetings.

### Aquatics:

- March break programs included public swims daily from 1-4pm, along with regular programming.
- Applied for Stratford Perth Community Foundation grant. If successful, we will purchase equipment for the junior lifeguard club, a new program we are running at the quarry. In addition, the fee will be waived to increase participation, with the goal of building strong-advanced aquatics programs- long term increased employment opportunities for youth.
- 3,636 swimmers through the Aquatics Centre in February
- Gearing up for spring swim lesson with mass registration on March 24 for group lessons. Currently arranging private lessons for springtime.
- Implementing a flyer developed with Corporate Communications on 'helping to keep our pool open' due to a recent higher than average pool fouts.
- Sourcing out aquafit training for lifeguards

- Booking in the swim to survive for grade three students, May/June

### Guest Services:

- Working with Minor hockey for their Mexican wing night fundraiser. This was previously at the golf course. Their event will take place on Saturday March 31.
- Upcoming NBC tournament Friday March 30 and Saturday March 31
- Hosted a 100<sup>th</sup> birthday party 1/3 and Friendship Centre
- Lincoln's hockey season has wrapped up; their awards ceremony took place March 9 in the community centre.
- Booked in a wedding for August 18<sup>th</sup> ceremony and reception in the community centre.
- Ongoing Service Excellence meetings
- Met with Corporate Communications to develop a marketing plan for the PRC 10<sup>th</sup> birthday party on Saturday June 2. This will be a large event that all departments in the PRC are running. Programs will run all day free to the public with a concert that evening featuring 'The Wilkinsons'.

### Child Care:

- Child Care Centre
  - Staff are working on outdoor learning environment to reflect the change in season.
  - Working with Ministry of Education to adjusting alternate capacity to reflect the needs of the community. Currently we have a large number of children Preschool age, with the change in capacity parents will be able to have lower monthly fees, as the staff to child ratio will be higher.
  - Preparation for full day summer programs continues.
- Before and Afterschool
  - Preparation for Full Day Summer, registrations, advertising, and staffing
  - Have developed a timeline for all full day registrations, each year families will register for full day programs on the same day each year to ensure consistency of practice for the community.
  - 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 2017 and 2018:

Months	2017	2018
January	15,368.58	17,170.65

### Museum:

- Planned and promoted successful photography seminar and St. Marys Heritage Fair
- Submitted summer grant applications through Canada Summer Jobs and Summer Experience Program
- Submitted a grant application to Young Canada Works Building Careers in Heritage (internship) grant application
- Submitted a grant application to the Stratford-Perth Community Foundation for the Christmas exhibit partnership between library, station gallery and museum
- Accessioned approximately 400 artifacts from 2017 donations
- Historic flood photo posted on Facebook received 4,957 views, 333 reactions, and 60 shares

### Recreation:

- Invited to attend the Avon Maitland School Board “Choosin’ Inclusion” in Stratford. Ciaran was invited through Community Living for all the changes that have been made for inclusion including recent staff training.
- Met with Communications to discuss new ways to help promote all recreation activities including Camp PRC
- Applied for and received a PRO (Park and Recreation Ontario) grant to help establish a Youth Council.
- During March break staff integrated new equipment to push the program forward again.
- Ran “Tales for Tots” for the first time at the Pyramid Centre. This program is in partnership with the Library. There were 12 people that attended this program.
- Recreation is partnering with “Include to Improve”. This is a youth led group from St. Marys with a staff liaison from Community Living. This activity will include an Easter Egg Hunt in the Pyramid Centre.

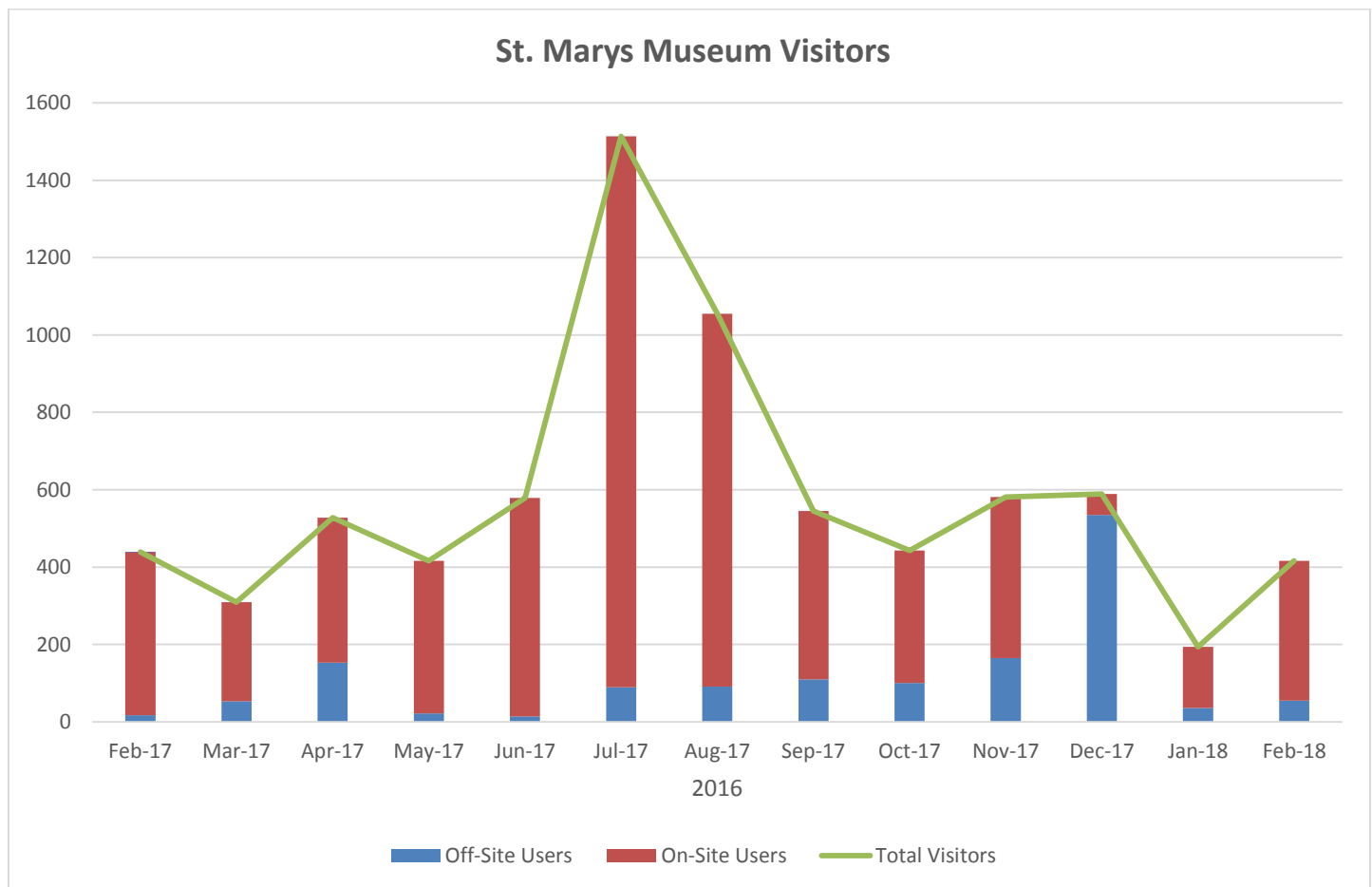
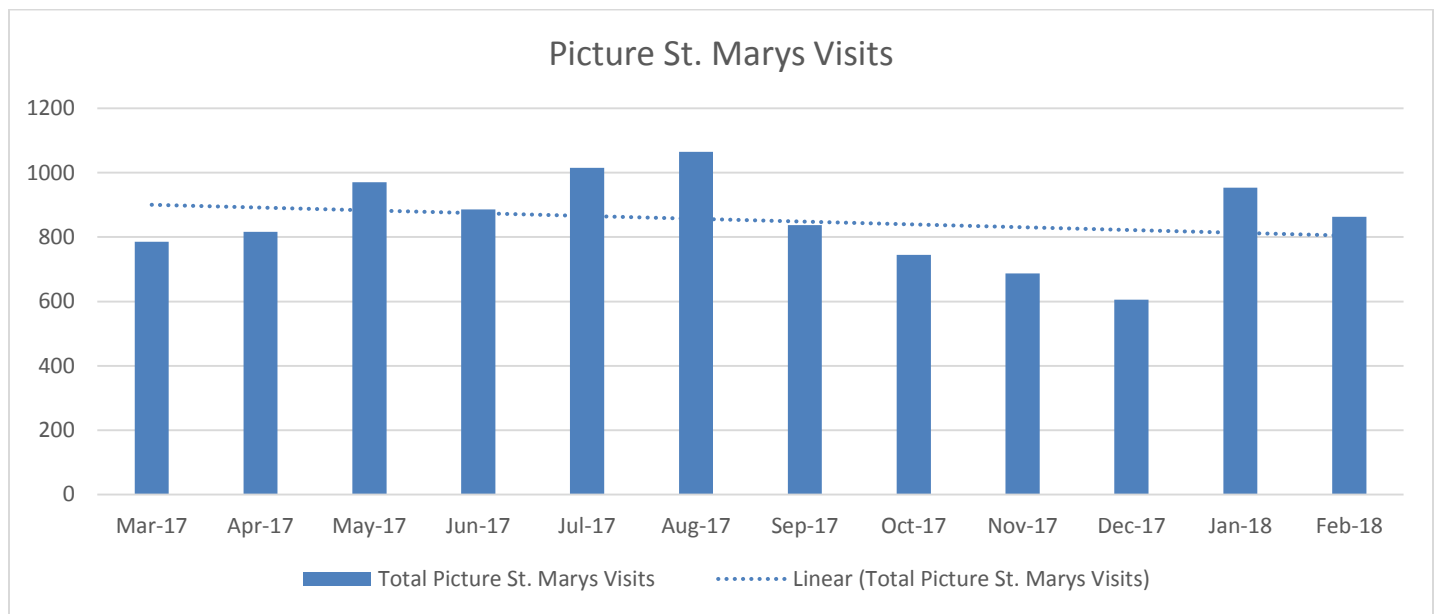
### Youth Services:

- Applied for the United Way expression of interest to go forward for the new 3 year grant
- Applied for the Stratford Perth Community Foundation grant. If successful the grant will allow us to take 100 youth through a cooking course. This course will include budgeting, safe food practice, preparation and execution.
- Staff received a very generous donation of a foosball table for the Youth Centre. The table came from a local resident and has become an instant hit with the youth.
- Staff ran an Instagram competition. “Guess the pot win the lot” it was received very well and helped create a presence and get youth to follow our page. We currently have 55 followers.

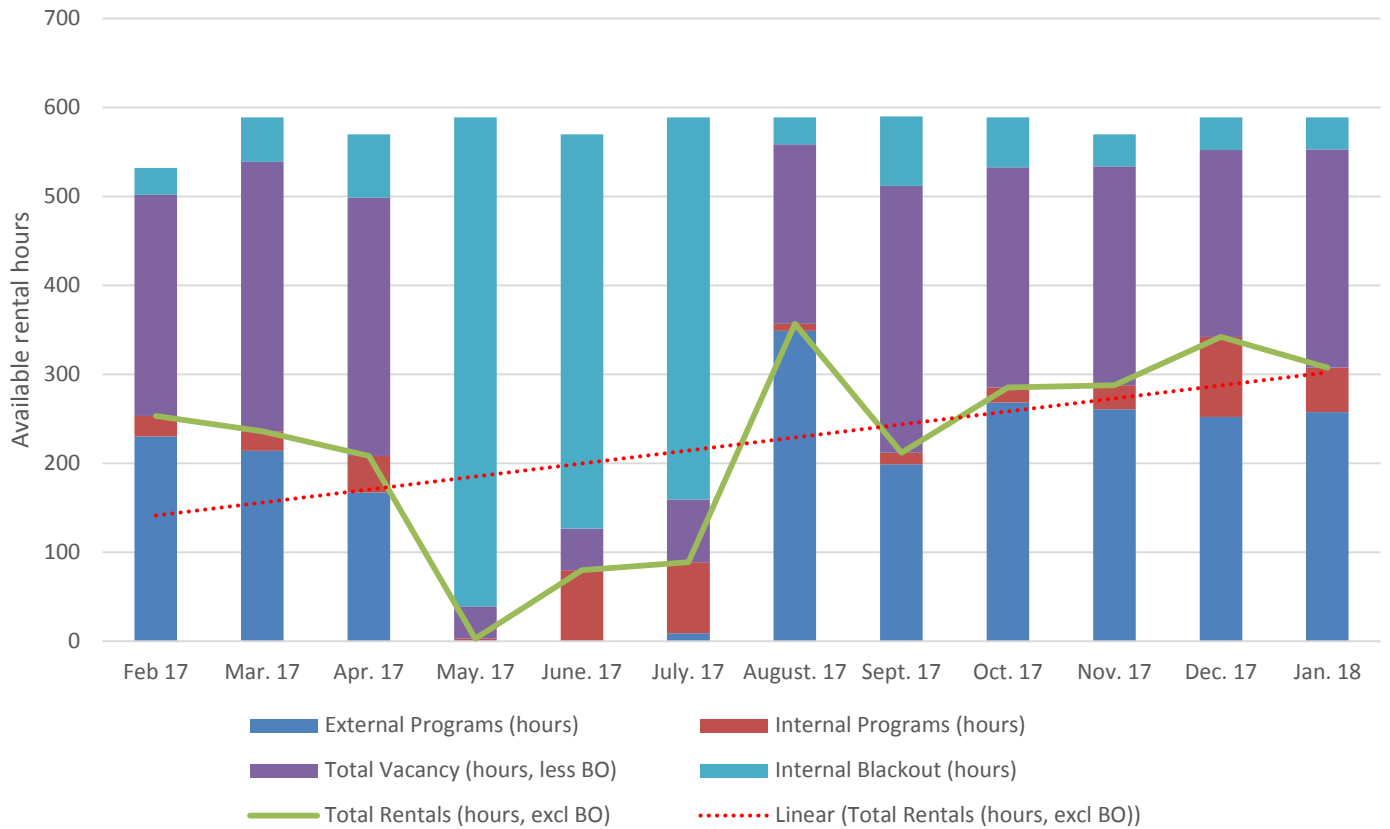
### Senior Services:

- Planned and hosted an International Women’s Day event for the community. This event welcomed 80 participants and hosted speakers on various topics.
- The Friendship Centre welcomed 80 students from Little Falls Public School’s grade 4 and 5 classes to learn about and participate in Shuffleboard and Pickleball. Students will return again later in March and April.
- Continued planning for the Spring Scrap-a-thon to be held in April. This event sold out at 90 participants in early February.
- The Home Support Service Multi-Service Sector Agreement has been signed back to the SW LHIN for the 2018 fiscal year.
- Staff are working with Corporate Communications to re-develop the Friendship Centre’s newsletters. Funds received through a special grant from the Ministry of Seniors Affairs will train staff to enhance the current newsletter and provide better electronic access for readers.
- The Friendship Centre East Entrance has been renovated. The existing door has been replaced and an additional doorway added to create a foyer. This project was funded through New Horizons for seniors.

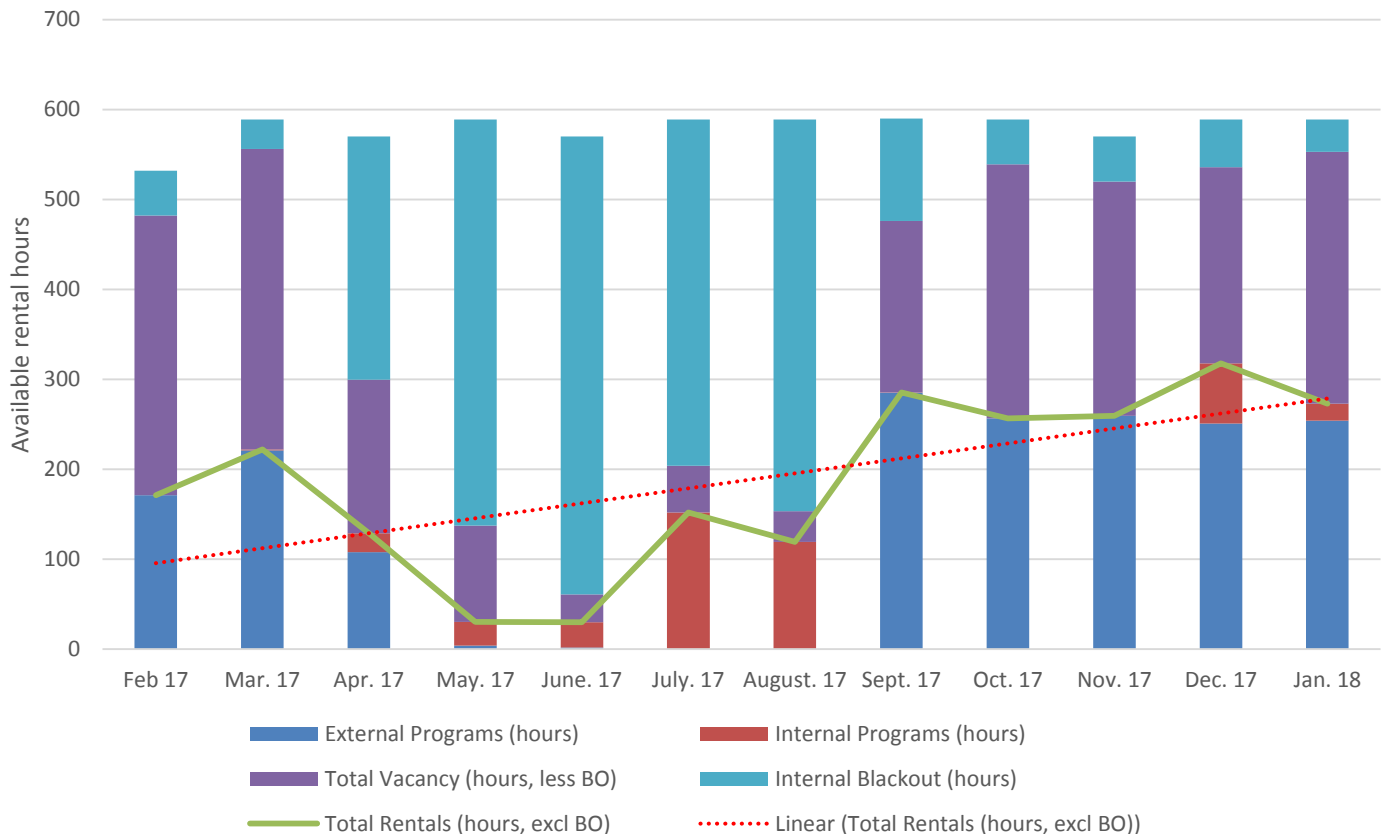
## Usage trends:



### Blue Rink Total Usage

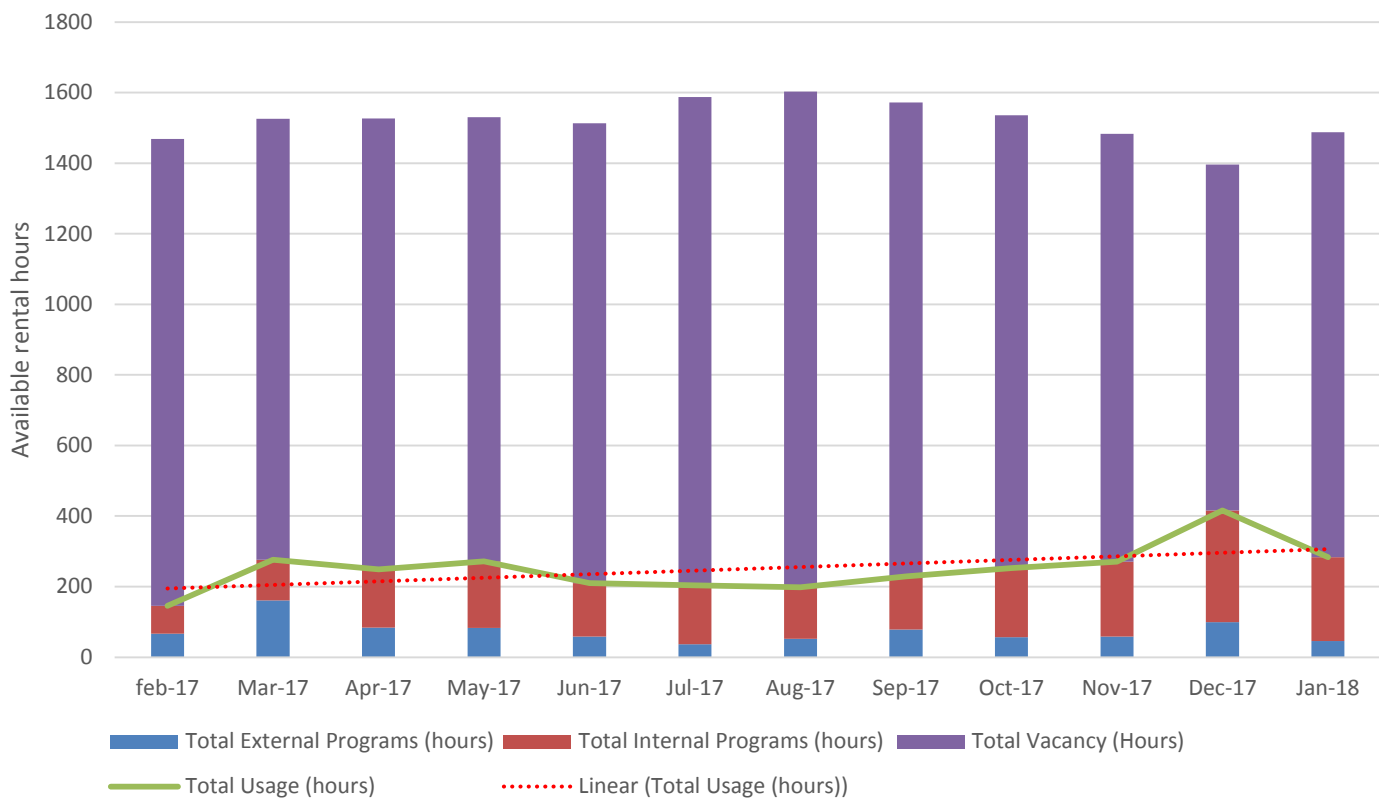


### Rock Rink Total Usage



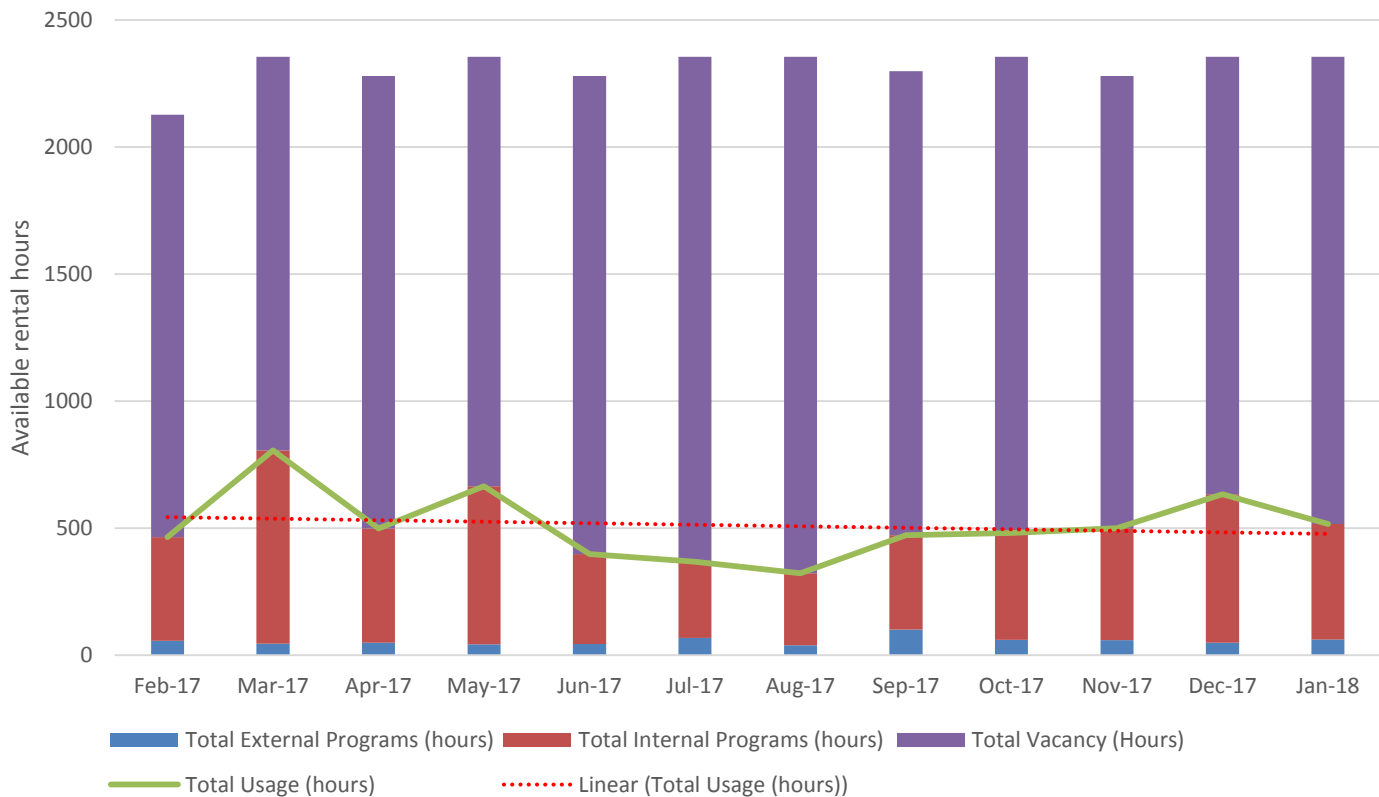
# Community Centre Total Hall Usage

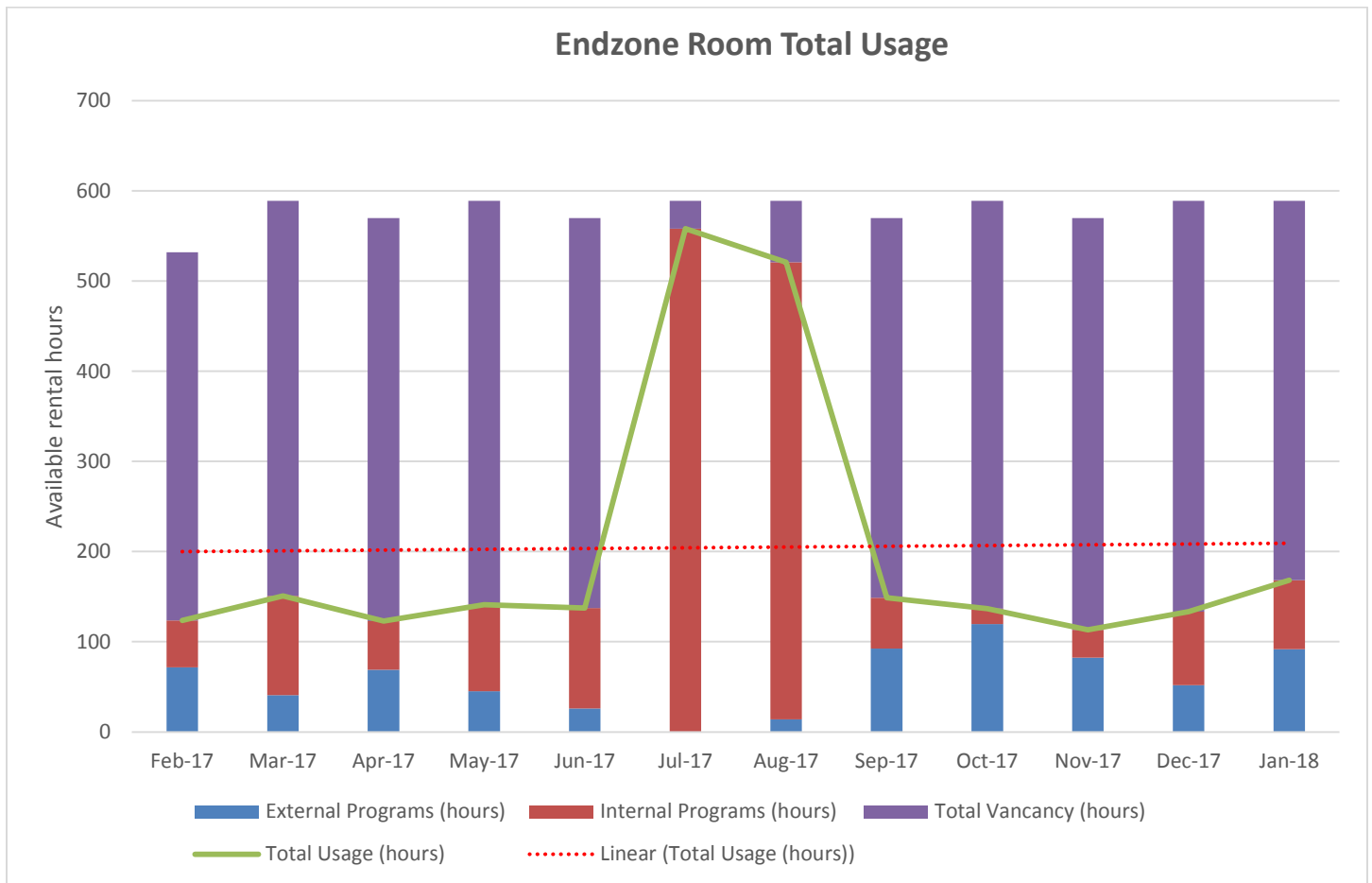
(Includes 1/3, 2/3, and Full hall)



# Fiendship Centre Total Usage

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





## 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