

MONTHLY REPORT

To:	Mayor Strathdee and Members of Council
From:	Community Services
Date of Meeting:	24 April 2018
Subject:	DCS 08- 2018 April Monthly Report (Community Services)

RECOMMENDATION

THAT DCS 08-2018 April Monthly Report (Community Services) be received for information.

DEPARTMENTAL HIGHLIGHTS

Community Services (general):

- Customer Service Development:
 - Curator/Archivist attended the Inclusive Museum Leadership Symposium on March 23.
 - Continuing work on Service Excellence for PRC operations.
 - As a team continued to work on the business plan for PRC operations.
- Policies and Procedures:
 - St. Marys Museum Research Policy updated, reviewed and approved by Museum Board.
- Legislative Compliance:
 - The Ontario Pool Regulations 565 have been updated and will be in effect July 1, 2018. Training will occur with staff to ensure we are within compliance of the new regulations.

Aquatics:

- 4446 swimmers through the Aquatics Centre in March.
- March Break public swims were very well attended.
- Spring Mass registration went smoothly; over half of the registrations on the day were online.
- Swim to Survive Plus is set to run for the first time in St. Marys for 5 grade seven classes, busses are booked and educational material is sent to the school in preparation for the in water portion.
- Booked in 5 classes for the grade 3 swim to survive for program.
- Advanced Aquatics is strong this spring, Water Safety Instructors course is full with 16 candidates, Bronze Star, Medallion and Cross are running with 26 registered to date.
- Lifeguard staff training dates are scheduled for the PRC, Quarry this spring. Recertification courses are booked in for National Lifeguard Pool and Waterfront, Water Safety Instructors and Standard First Aid.
- Monitoring and assessing the partnership between the YMCA and the Aquatics Centre for cross usage, following the trial staff will meet with the YMCA team to discuss how to proceed.
- Grant received from TD Friends of the Environment for the design and installation of signage for the Quarry. This signage will present photos and description of the natural habitat at and around the Quarry location.

Guest Services:

- Hosted a successful NBC tournament along with St. Marys Minor Hockey wing night- a number of compliments received from organizers.
- Regular meetings set for the PRC 10th birthday party; tickets are now on sale for the evening portion of the Wilkinson's concert.
- Confirming details for Snapping Turtle coffee to be sold in canteen this fall.
- Initial meeting with the Perth District Health Unit for a 'healthier snack program' in the canteen starting this fall. Research will take place over the next couple of months with surveys to users and other arenas with the intent to offer several healthier options for snacks.
- Updating baseball and soccer agreements, and adding their schedules into Max

Child Care:

- Child Care Centre:
 - Staff continue to work on outdoor learning environment to reflect the change in season. Consultation with the Facilities department to formulate a plan for the outdoor learning environment grass area.
 - Working with our Municipal Service Provider and all Child Care providers in Perth County to promote the launch of our centralized Child Care Registry wait list. Moving forward all families requiring child care will be directed to the centralized wait list to create an account. During the registration process families are able to identify services they may require for their child(ren). These services could include speech therapy, occupational therapy as well as fee subsidy. Families are able to locate only licensed childcare in Perth County, and are able to go on multiple lists at once.
 - Preparation for full day summer programs continues.
- Before and After School program:
 - Re-registration will be taking place the first 2 weeks of May. This process will be for families currently registered in our programs. Families will indicate their programming needs for the school 2018/2019 school year.
 - Full Day Summer registration has been posted on the Town website, and staff hiring is currently under way.
 - 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
February	\$16,918.27	\$18,714.10

Museum:

- Led outreach programs at the Child Care Centre on March 8, Kingsway Lodge on March 13, Grade 7/8 students at D.C.V.I. on March 26.
- Lesser Known Characters seminar presented to sold out crowds on March 15 and March 21.
- Staff and Board Member filmed a 'Swarty Takes on St. Marys' episode promoting the Museum on March 7.
- YCW intern completed accessioning all 2017 artifact donations (approximately 400 artifacts)
- Volunteers logged 98 hours in March.
- Received funding for both Young Canada Works (archives and curatorial) summer student grants that were submitted in January.
- Received Celebrate Canada funding for Canada Day Celebration.

Recreation:

- Youth Recreation:
 - Ball Hockey began on Thursday's this month.
 - Cooking for Kids started on 12th April with a full enrolment (12)

- Due to demand Soccer Stars, has added a second day running on both Tuesdays and Thursdays.
- Submitting an RFP for EarlyON Child and Family Centres. The purpose of this RFP will be to continue operating existing programs with some additions for children/parents ages 0-6 years. As we currently offer many programs for this group this RFP would offset the current costs of these services. If staff are successful, this program would run for an 18 month trial period with an opportunity to renew.
- Adult Recreation:
 - Ran successful dodgeball archery event with 22 participants
 - Working with communication department to put out a Recreation survey to help gauge the needs and interests of the community.

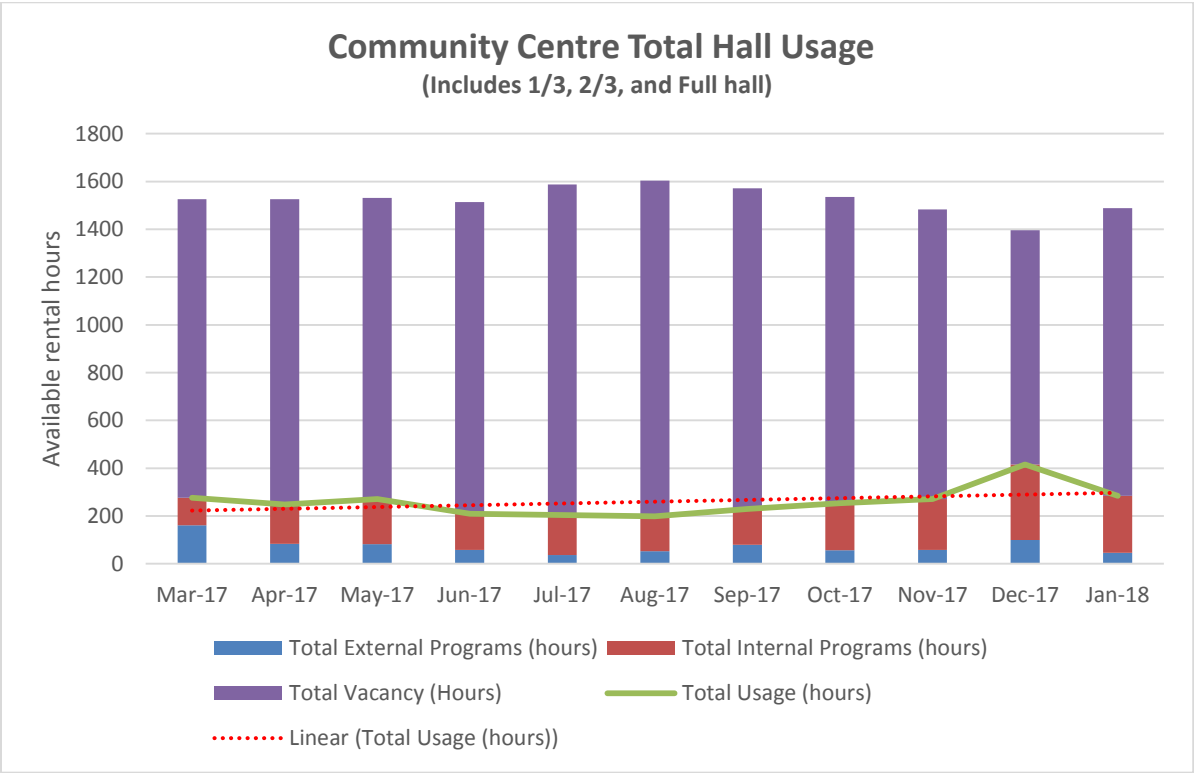
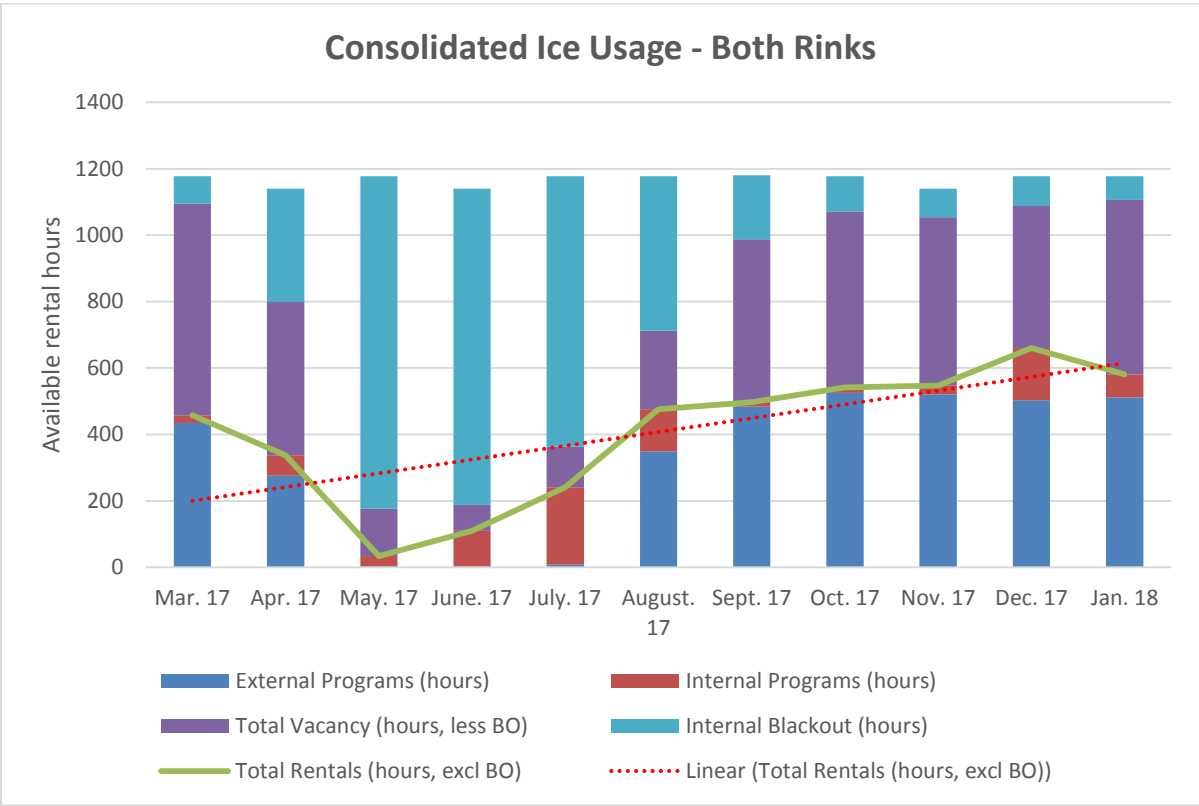
Youth Services:

- Youth Centre
 - United Way grant now open for next 3 years of funding.
 - Easter Egg Hunt with 'Include to Improve' had over 80 children attend.
 - Youth centre was used 792 times in March.
 - Held staff meeting on Friday the 13th April.
 - Work has begun on drafting the Youth Council package and agreement.
- Youth Engagement
 - Engaging workshop (offered through Parks and Recreation Ontario) ran on Monday the 9th. This was a successful event with 23 people in attendance.
- Perth 4 Youth
 - Held meetings in the DCVI with the co-op teachers.
 - Looking to set a date to setup a job fair in town.

Senior Services:

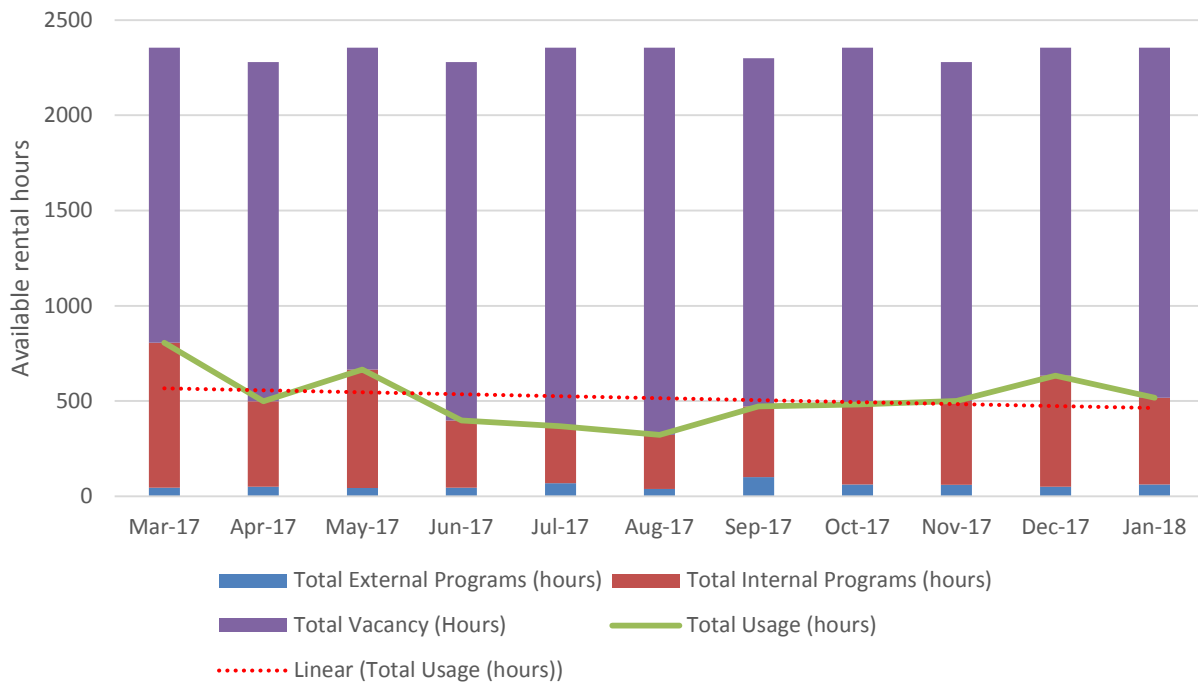
- Friendship Centre
 - Preparation for the semi-annual Scrap-a-ton to be held April 21. This event has been sold out at 95 participants since February.
 - Hosted a successful Scrapbooking Garage Sale on April 7th. Over 200 shoppers came through the door.
 - Staff are working with Corporate Communication to re-develop the Friendship Centre's newsletter. The Friendship Centre received a grant through the Active Living Centre's Grant for 2017/18 to support the changes.
 - The 2018/19 Active Living Centre grant has been submitted. The Friendship Centre is working with the Regional Rep from with the Ministry of Citizenship to increase the funding request for 2018/19.
 - The renovation to the East Entrance of the Friendship Centre is complete. The final report for the New Horizon's Grant has been submitted. Satisfaction surveys were completed with users and the overall feedback is that the Centre is much warmer and the door looks great.
- Home Support
 - The current focus is on volunteer recruitment for the Volunteer Visiting program and the falls prevention program. Staff worked with Corporate Communications to highlight these volunteer opportunities. To date 10 new volunteers have been recruited.
 - Falls Prevention classes continue to grow in popularity. Monday, Wednesday and Friday classes average 30-40 participants with an all-time high of 52 attending.
 - Staff are working with the Fire Department to offer resources for the Fire team on Falls Prevention. The Fire Fighters will be handing out Senior Services resources during their door to door fire safety visits.

Usage Trends:

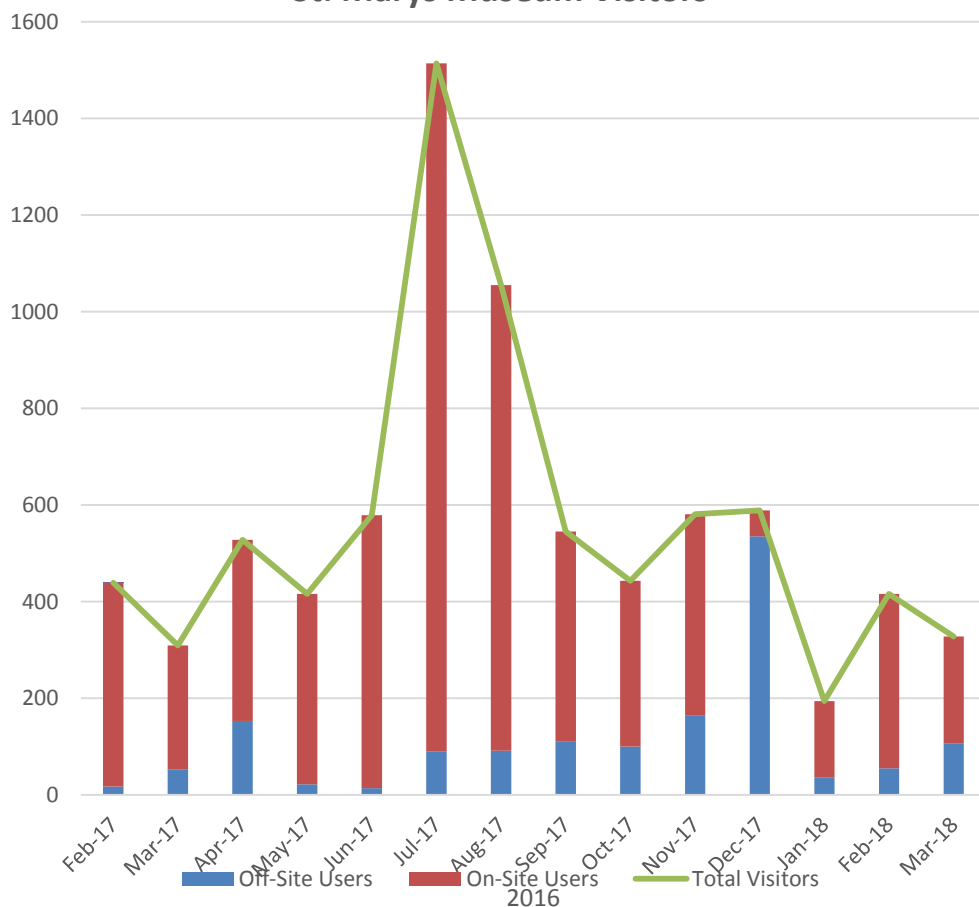


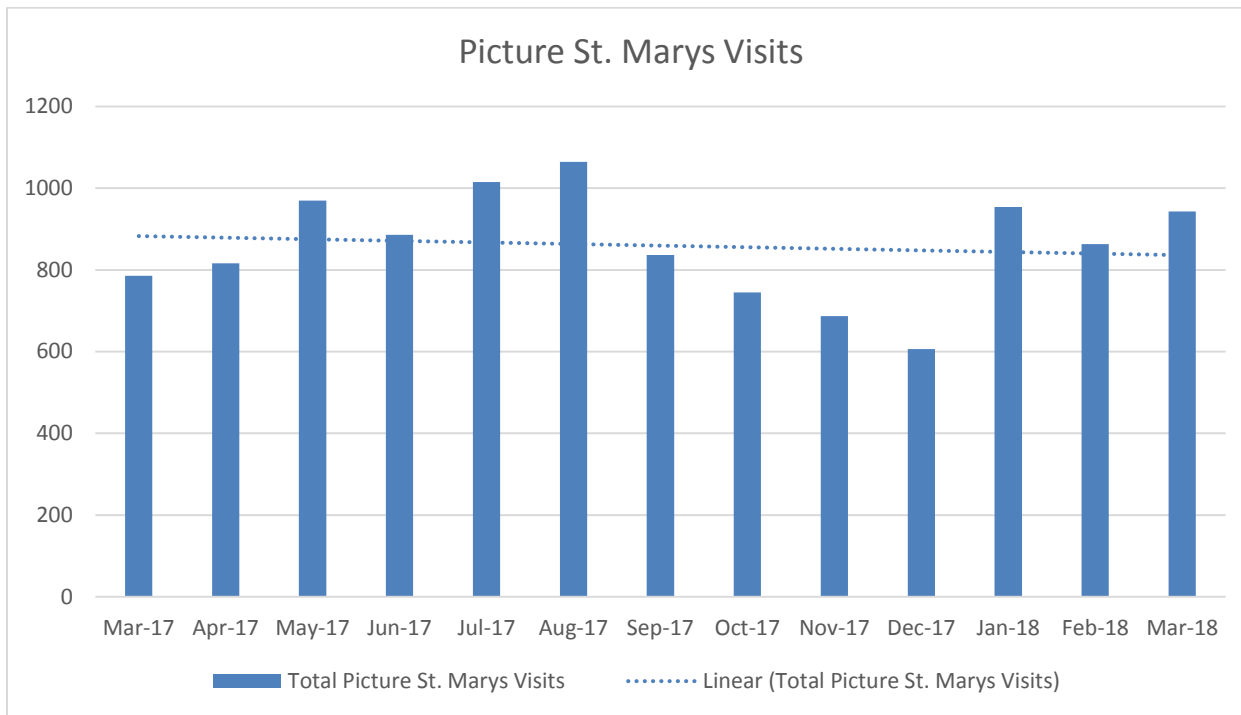
Fiendship Centre Total Usage

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



St. Marys Museum Visitors





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