

Date: February 15, 2022

To: Nikki Gilmore, Chief Administrative Officer

From: Christine Burns, Manager of Recreation Services

Subject: Recreation Service 2021 Fourth Quarter Report

PURPOSE

The purpose of this report is to provide Council with an update on the Fourth Quarter activities of the Pemberton and District Recreation Services Department.

BACKGROUND

Quarterly reports will be provided throughout the year as a means of keeping Council up to date with Recreation Service projects and activities.

DISCUSSION & COMMENTS

This report provides an overview of Fourth Quarter activities undertaken by the Department of Recreation Services from October 1 to December 31, 2021.

To create operational efficiencies Staff programmed as much of the Fall and Winter Programs as possible at the same time and Registration for both Fall/Winter programs opened on August 16, 2021.

Pemberton Community Centre Activities	Statistics 2021	Statistics 2020*	Statistics 2019
Registration	516 participants	305 participants	944 participants
Classes Offered	70	62	180
Classes Cancelled	8 (11.4%)	16 (25.81%)	18 (10%)
Classes Run	62	46	162
Gross Program Revenue	\$29,958.48	\$15,890.12	\$58,134.77

*Due to the closure of the Pemberton & District Community Centre, because of the COVID-19 Pandemic, the revenues received during this time are significantly reduced compared to previous years.

Fall Programming 2021

Fall program registration began Monday August 16, 2021, through Perfectmind, the online booking system. Registration remains open for each program until 72 hours prior to the program starting, unless otherwise defined.

1. Children Fall Programs:

Staff focused on creating as many school-aged programs as possible by hiring casual program leaders to compliment the pre-existing successful community programs like Pemberton Dance Studio, Jujitsu and Whistler Gymnastics.

A Programming highlight was the improvement of Children’s and Early Years programming through the creation of half day programs to be held during the Christmas Break. The following themed days were planned.

- Gingerbread Camp
- Stocking Making
- Holiday Crafts
- Cookie Decorating
- Snow Globe Making
- Kids Caroling

Each class ran at full capacity and if possible those waitlisted were accommodated as extra Staff became available.

2. Group Fitness Classes:

Due to the fluctuating Public Health Order (PHO) restrictions over the course of the past year Staff proceeded cautiously with program offerings for fitness. There was moderate to high interest depending on whether the class was a value-added class or a registered program. A total of 121 value-added fitness classes were offered between October and December with 835 unique registrants averaging 6.9 participants per class. At the same time there were a total of 16 registered fitness programs with 158 unique registrants averaging 9.9 participants per program. The number of fitness participants in fall programs was very encouraging.

3. Senior’s Programs (average attendance/class)

Online programming for Seniors continued to be offered throughout the Fall months. There was consistent attendance from the previous Quarter as shown below:

Programs	January – March 2021	April – June 2021	July – September 2021	October – December 2021	2021 Total
Strength Training	7	5	4	4	20
Chair Yoga	6	9	5	4	24
Wednesday Walking	Not available	2	Took a Break	2	4

October saw the return of the Men’s Shed weekly meeting held at The REC and planning continued for other Senior’s drop in programming.

Online programs for Seniors have proven to be very successful, Recreation Services is planning to continue to offer this type of programming post pandemic.

4. Youth Programming

Participation at The REC continued to grow in the Fourth Quarter; however, it is still not operating at pre-pandemic capacity. Efforts to engage the Youth continued throughout the Fall with Staff visiting Pemberton Secondary School to introduce themselves and talk about the activities and programs offered at The REC. Staff were pleased to see an increase in participation in this Quarter. As you can see from the numbers for the year, we have yet to see a return to participation in the REC.

The REC (average participant use)	October – December 2021	Total for 2021	October – December 2020	Total for 2020
Wednesday	5	9	5	39
Thursday	2	9	7	44
Friday	21	47.5	19	79.3
Saturday	6	19.5	11	53

*Please note that prior to COVID-19 sign in was not practiced, therefore, 2019 numbers are not available.

Pre-Registered Fitness Centre Use

A total of 5,424 unique fitness centre bookings were made between October 1 and December 21, 2021. The total unique fitness centre bookings for 2021 is 13,345.

The Fourth Quarter saw many modifications to how Fitness Centre's could operate, for the Fourth Quarter the capacity was increased to 16 patrons per session, and the schedule is shown below:

Fitness Blocks (Monday)	Fitness Blocks (Tuesday to Friday)
	6am – 7am
	8am – 9am
9am – 10am	9am – 10am
10am – 11am	10am – 11am
3pm – 4pm	3pm – 4pm
4pm – 5pm	4pm – 5pm
5pm – 6pm	5pm – 6pm
6pm – 7pm	6pm – 7pm
7pm – 8pm	7pm – 8pm

Below is a breakdown of the number of memberships sold in the Fourth Quarter in comparison to the past year. Pass types sold have remained relatively consistent over time with somewhat of an increase in 1 month and 10x passes in comparison to Fourth Quarter 2020. Overall, there was an increase in membership sales:

Pass Types	January - March 2021	April - June 2021	July – September 2021	October – December 2021	2021 Totals
1 Month Adult	65	80	40	104	289
1 Month Senior/Student	9	12	10	24	55
10x Adult	147	94	76	181	498
10x Senior/Student	34	27	19	63	143
3 Month Adult	33	36	17	39	125
3 Month Student/Senior	4	8	5	8	25
6 Month Adult	8	2	5	3	18
6 Month Student/Senior	1	0	4	8	13
1 Year Adult	2	2	5	9	18
1 Year Student/Senior	1	0	0	2	3
Total	304	251	181	441	1,187

Facility Maintenance Update

The following maintenance work was undertaken in the Fourth Quarter.

- In collaboration with the Operations Department work took place to protect the Meadows Field from further damage by armoring the parking lot
- Completed audit on lighting and replaced lights and ballasts as required to provide better lighting and safer working conditions
- Organized workshop and storage areas
- Completed First Aid level A and JIBC Emergency Operations Centre Training
- Updated Shaw phone lines for staff
- Updated the Health and Safety boards, checks, and first aid and AED supplies
- Accessible drinking fountain installed on the 2nd floor atrium
- Annual inspection of Great Hall curtains completed
- Completed snow clearing contracts for the winter
- Successfully winterized the spray park and irrigation systems
- Reduced recurring costs of Canadian Linen rentals
- Organized waste collection for the facility
- Deep cleaned Great Hall and Studio floors
- Reviewed with contract cleaning expectations, organized weekly and daily tasks for improved services
- Conducted a successful fire drill with all Full-time Staff and approximately 10 Casual Staff.
- Set in motion the installation of a new ductless air and heating system at The Rec
- Repaired and painted damaged walls at The Rec and Community Centre
- Coordinated with building inspector, contractors, librarian, and manager to move forward with the automation of the south entrance doors of the community centre

Indoor Facility Use

Facility usage for the Fourth Quarter of 2021 saw the PDCC settle into a rhythm with regular ongoing clients, which included:

- École de Vallee (SD93) returned to in-class learning utilizing Room A, the Studio and the Great Hall on Monday, Wednesday, Friday during school hours.
- Gymnastics continues full programming on Tuesday and Thursday in the Great Hall.
- Increase in Fitness Centre timeslots, removal of gap time between sessions, increased capacity, continuation of vulnerable person timeslots.
- Afterschool Care program. (Room D)
- Pemberton Dance Academy. (Room B and Great Hall C or Studio, Monday through Saturday)
- WorkBC occupies Room B weekly for in person consultations.
- Jujitsu in 1/3 of Great Hall on Monday and Friday.
- Karate in 1/3 of the Great Hall.

Vancouver Coastal Health (VCH) transitioned COVID-19 Vaccination clinics to Pemberton Secondary School after their last full day clinic on October 21, 2021. VCH held a full day Flu Clinic in the Great Hall on October 29th and then two subsequent clinics in Room D on November 4th and 22nd.

Parks and Fields

Fourth Quarter usage of outdoor spaces wrapped up, the following is an use summary:

Meadows Fields:

- Pemberton Youth Soccer Association (PYSA) completed fall programming October 31, 2021.
- Maintenance at the Fields took place three times per week in response to the increase in use throughout the summer and early fall.
- Boulders were added along the edge of the fields to prevent unwanted vehicle access prior to the first snow fall in November.
- Annual Fall Shutdown occurred.
- Weekly/bi-weekly checks continued through the Fourth Quarter.

Den Duyf Park:

- Pemberton Youth Soccer Association completed Fall programming October 31, 2021.
- Field use completed and field winterized started November 1, 2021.

Gates Lake

- Annual Fall Shutdown occurred.
- Weekly/bi-weekly checks continued through the Fourth Quarter.

The Downtown Community Barn:

- Farmer's Market continued on Fridays until October 29, 2021.
- Firesmart Presentation Day on October 3, 2021.

- Pemberton Community Church installed the Christmas Tree from December 3, 2021, until January 4, 2022
- Outdoor seminar by Doctor's on Tour on December 16, 2021
- Treasure Trade and Community Fundraiser on December 19, 2021

One Mile Lake Park:

- PORCA hosted a variety of Bike programs at this location through the month of October.
- Stewardship Pemberton Nature Camp operated from the Nature Centre located in the park until November 30, 2021.
- Pemberton Canoe Association ran afterschool and flatwater training until the end of October.

Pioneer Park:

- Sea to Sky Community Services held programming outside until October 7, 2021.
- Halloween Wedding

Lot 12 (Skatepark/BMX area):

- No programming through the Fall, open for Public Access.

A Fourth Quarter breakdown of the number of Facility Booking Contracts and Park Use Permits issued is provided below:

Facility	Facility Agreements/Park Use Permits (PUPs)	# of Sessions	Hours of Use
PDCC	74	345	1,842.75
Community Lawn	0	0	0
Meadows Field	2	18	66
Signal Hill	1	5	9.5
Den Duyf Park	5	16	63
Gates Lake Park	0	0	0
The Barn	5	37	148
One Mile Lake Park	7	90	552
Pioneer Park	3	3	8.5
Lot 12 (BMX and Skatepark)	0	0	0
Totals	97	514	2,689.75

PROVINCIAL RESTART PLAN

On May 25, 2021, the Province rolled out the Four Step Restart Plan, however the transition to Step 4 after September long weekend did not proceed as planned. Instead, on August 24, 2021, a variety of measures were put back into place and Proof of Vaccination (POV) requirement was introduced. Masks were required in all common spaces and capacity restrictions were re-established depending on the type of use. Staff was able to pivot and adjust quickly as the new restrictions were not necessarily new to them.

On December 21, 2021, the Province announced an update to the Gatherings and Events Order which once again saw the closure of all fitness centers and programs; however, some

programming at the PDCC was allowed to continue (ie: childrens Christmas half day camps). This triggered modifications to current PDCC operations immediately resulting in a decrease in staffing levels. As this closure was not expected to last longer than January 18, 2022, the Village of Pemberton chose to honour the scheduled shifts for casual Staff and full-time Staff were able to adjust accordingly to accommodate the programming and services that were allowed to continue.

Further changes were made throughout the remainder of December as the new Public Health Orders were verified, however in the end we are still in the throes of a Pandemic.

COMMUNICATIONS

Recreation Services coordinates with the Communications and Grant Coordinator on the initiatives and projects that are currently underway to ensure that information is communicated to residents through the Village eNEWS, Facebook and other social network mediums. As such, considerable communication has been undertaken to ensure the public is well informed on the updates related to the Pemberton and District Community Centre Restart plan for Fitness Services and all Programs with a current focus on Children's summer camps.

LEGAL CONSIDERATIONS

There are no legal, legislative, or regulatory considerations at this time.

IMPACT ON BUDGET & STAFFING

The Recreation Services Department operates on the Squamish-Lillooet Regional District (SLRD) Board approved annual budget, reserves, grants and on a cost recovery basis as per the SLRD Recreation Service Fees and Charges Bylaw No. 1718-2021 as was approved by the Squamish Lillooet Regional District (SLRD) Board of Directors meeting on June 23, 2021.

Budget and staffing impacts have continued to be incurred throughout the Fourth Quarter of 2021 particularly as a result of the Public Health Orders issued in December. Despite the disappointing adjustments that had to be made because of the PHO restrictions in the Fourth Quarter, PDCC Staff continued to adjust accordingly and actively planned and implemented interim programming with an aim to keep the facility operational as was permitted. In anticipation of moving forward to pre-pandemic operations, recruitment for part-time casual staff and contractors continued and the PDCC is in a good position to adjust to the restrictions being lifted.

INTERDEPARTMENTAL IMPACT & APPROVAL

The Recreation Service Department works with all Village Departments. There are no interdepartmental impacts or approvals required.

IMPACT ON THE REGION OR NEIGHBOURING JURISDICTIONS

Collaborative efforts between neighboring jurisdictions including Whistler, Squamish, Sea to Sky School District No. 48 and Francophone School District No. 93 as well as local community groups continues to occur to ensure consistent practices for continual operations of parks, playgrounds, spray parks and recreation facilities and programs. This has included increased communication between Recreation Departments of each organization to ensure attempts to be congruent through the Sea to Sky Corridor for members of each Community.

ALTERNATIVE OPTIONS

This report is presented for information. There are no alternative options for consideration.

RECOMMENDATIONS

THAT Council receive the Recreation Services 2021 Fourth Quarter Report for information.

Submitted by:	Christine Burns, Recreation Services Manager
CAO Approval by:	Nikki Gilmore, Chief Administrative Officer