



**Minutes of the West Shore Parks & Recreation Society
ANNUAL GENERAL MEETING
Thursday, June 16th, 2022 in the Fieldhouse**

PRESENT: Representatives from the member municipalities noted as follows:

Mayor Rob Martin (*City of Colwood*)
Mayor Ken Williams (*District of Highlands*)
Mayor David Screech (*Town of View Royal*)
Mayor John Ranns (*District of Metchosin*)
Councillor and Director Roger Wade (*City of Langford*)

DIRECTORS AND STAFF PRESENT:

Director, Kyara Kahakauwila (chair)
Director, Leslie Anderson
Director, Damian Kowalewich
Director, Stewart Parkinson
Grant Brown, administrator
Ron Dietrich, maintenance supervisor
Geoff Welham, manager of recreation
Wei Wu, manager of finance and administration
April Luchinski, manager of human resources
Lisa Lehive, recreation programmer, arts & culture
Bobbi Neal, recreation programmer, community development
Chantelle Bremner, recorder

DIRECTORS AND STAFF ABSENT:

Wade Davies, manager of operations

PUBLIC PRESENT:

Lenora Lee (*KPMG*)
Sarah Burden (*KPMG*)
Jihyun Lee (*Call for Artists*)
Hana Lee (*Call for Artists*)
JoAnne Lefler (*Call for Artists*)
Andrea Fritz (*Call for Artists*)
Emma Wishart (*Call for Artists*)
Sofia Lopez (*Call for Artists*)
Luis Lopez (*Call for Artists*)
Eunika Liskova (*Call for Artists*)
Christine Park (*Call for Artists*)
Maggie Luchinski (*Call for Artists*)

CALL TO ORDER

1. The chair called the annual general meeting to order at 6:04pm.

APPROVAL OF AGENDA

2. **MOVED/SECONDED** BY ACTING MAYOR WADE AND MAYOR RAANS THAT THE AGENDA BE APPROVED AS CIRCULATED.

CARRIED

APPROVAL OF MINUTES

3. **MOVED/SECONDED** BY MAYORS SCREECH AND WILLIAMS THAT THE MINUTES OF THE 2021 ANNUAL GENERAL MEETING BE APPROVED AS CIRCULATED.
NO OMISSIONS, NO ERRORS.

CARRIED

NEW BUSINESS

4. a) **Call for artists**

Lisa Lehive, recreation programmer for arts & culture highlighted following during a PowerPoint presentation:

- Project started in early 2022 with an aim to outfit West Shore Parks & Recreation's new Childcare Centre with local artwork.
- WSPR contributed \$1,100 and each municipality supplied \$500 towards honorariums for the project.
- We received 20 submissions from artists which were judged using a formal scoring process that included the following criteria: Quality (including durability and public safety), Artistic Merit, Consistency with the theme, Project Parameters and Eligibility, and Quality of Previous Work.
- The following people were thanked: Sandra Russell (*City of Colwood*), Lindsay Chase (*Town of View Royal*), Councillor Leslie Anderson (*District of Highlands*), Brianna Bear (*Indigenous representative*), Gordy Bear (*Indigenous representative*), Jill Waller (*youth representative/WSPR Employee*), Maggie Luchinski (*youth representative*), Geoff Welham (*manager of recreation for WSPR*), and Bobbi Neal (*Community Development Programmer for WSPR*).
- The successful artists include 3 youth artists whose art is showcased in the youth room, 1 indigenous artist whose art is in the Westshore Room and 5 artists whose art resides in each municipal room within the Childcare Centre.
- In the fall of 2022, another youth call for artists will fulfil the original plan of having 6 successful youth artists.

Lisa Lehive introduced each piece of artwork and artist along with a short description and bio.

b) 2021 Annual Report presentation

Geoff Welham, manager of recreation presented the 2021 Annual Report. A PowerPoint presentation was given to include the following:

- A poster was printed and delivered to each municipal office for posting on public information boards. A condensed booklet was also created.

The highlights from 2021 included:

- Arena upgrades/heat exchange
 - Recipient of a Ministry of Transportation and Infrastructure grant totalling \$1.3 million.
 - Work completed included:
 - The replacement of JDF's ice arena refrigeration slab.
 - Installing new dashboards seating and higher glass.
 - High-temp heat pump recaptures waste heat from the refrigeration system and circulates it to heat other rooms.
 - New pool dehumidifier.
 - Energy savings from upgrades will reduce greenhouse gasses by 284 tonnes of CO2 per year.
- JDF Childcare Centre opening
 - Recipient of a combined 3.8 million in grant funding.
 - Renovations completed in July 2021 included the creation of 40 new afterschool care spaces, 20 preschool and 24 new full time licensed daycare spaces for kids 30 months to 5 years.
 - Amenities and services include:
 - Five licensed childcare rooms for daycare, preschool, ASC, camps etc.
 - A new boardroom.
 - A commercial kitchen.
 - Fully accessible washroom facilities.
 - Programmer office space.
 - New play park.
- Planting of micro clover
 - Parks staff have started to diversify our lawn areas with various plants, including micro clover.
 - As a legume, it can extract nutrients out of the soil, eliminating the need for fertilizer.
 - Supports pollinators like bees and butterflies.
 - Drought tolerant and requires less water than most other ground covers.
- COVID Restart Grant funding
 - WSPRS member-municipalities approved \$1,062,636 in two funding allotments to re-establish these key services as well as fund the equipment and staffing to meet the increased cleaning protocols.
 - The first allotment of \$690,636 went towards the pool re-opening in January 2021.

- The second allotment of \$372,000 went towards the re-establishment of the low cost/no cost programming including youth programs and the Roving Play Park summer camp.
 - Sanitization equipment was purchased, and funding was restored to a variety of maintenance, park and other support positions that were not filled the previous year.
- New pottery studio
 - Relocated from the Q Centre Arena to the Centennial Centre for Arts, Culture & Community in January 2021.
 - New studio has the following amenities:
 - Dedicated hand-building area with 12 wheel stations.
 - A separate glazing room and three kilns and associated exhausting.
 - Plumbing and electrical upgrades.
 - Custom-designed stainless-steel sinks and faucets.
 - Water-resistant vinyl sheet flooring – cove base rolls up the wall in a single piece.
 - Fireproofing installed on the floors and walls of the kiln room.
 - New space has enabled staff to reduce waitlists and increase the capacity and revenues of all pottery programs.
- “Girls Got Game” program
 - With funding through “Canadian Parks and Recreation Association, this multi-sport program for 9-15-year-old girls was successfully designed and delivered by WSPR in 2021.
 - The program gives girls the opportunity to work on fundamental movement skills and physical literacy, develop confidence and explore different sports.
 - 35 participants were exposed to team and individual sports, led by strong female athletes and coaches from the community.
- Youth nights are back!
- Netflix – “filming of Maid”
 - Filming of “Maid” started in January 2021 in different facilities at WSPR. First time Warner Brothers had filmed in Canada.
 - JDF reception was turned into a hospital emergency room reception, the Kid’s Cottage was turned into a high-end daycare, the 55+ JDF Seniors Centre rooms became the set for the show’s AA meetings and the Indoor Sports Complex was used to build an elaborate room set.
 - Netflix return in July 2021 to film a scene for the series “Rescued by Ruby”. The library was turned into the set of a dog obedience class.
- New recreation software – “Intelligenz”
 - WSPRS transitioned to a new recreation software program called Intelligenz in December 2021.
 - The new platform will facilitate online program registration, allow users to view facility drop-in schedules and facility booking availability.
- New website launched – www.wspr.ca
 - Through an RFP, Upanup Studios to work with staff to design a new website.
 - Goal to improve functionality of best communications tool, integrate with Intelligenz and move our website into the 21st century.
 - Solution is a fresh, clean and very scalable site that both strengthens our brand and improves communication with our patrons and staff.

c) 2021 audited financial statements

Lenora Lee (KPMG) presented the report:

- The auditors deemed it a clean audit with no significant or material errors.
- There was high usage of facilities in 2021 after the closure during 2020.
- Accumulated surplus for 2021 was \$2.4 million.
- There is 1.8 million in reserve.
- Overall, 2021 was a strong financial year.

d) Appointment of an auditor

Stewart Parkinson, WSPRS Finance Committee chair highlighted the following:

- The finance committee recommends that the members approve the appointment of KPMG as the auditors for WSPRS for 2022.

***MOVED/SECONDED BY MAYOR SCREECH AND ACTING MAYOR WADE THAT KPMG BE APPROVED FOR 2022 AS AUDITORS FOR THE WEST SHORE PARKS & RECREATION SOCIETY.
CARRIED***

e) Board reports

i. Chair remarks

Kyara Kahakauwila, WSPRS Board chair provided the following remarks:

- The current board has been together for the last 2.5 years.
- Between the staff and board, there is a great team of dedicated people.
- Staff were thanked for their perseverance through COVID-19 as they continued to provide services and programming in a safe manner to residents through restriction changes and staff shortages.
- Programs are full and the demand for more is high.
- Several significant grant awards were received allowing WSPR to undertake major upgrades and embark on a new skatepark build, with work commencing this fall.
- Thanks was given to the owner municipalities for the contribution of COVID restart funds which were key in the re-opening of doors to residents and patrons.
- The WSPRS organization is a clear example of how communities with different strengths and ideas can collaborate for the greater good of our collective needs.

ii. Finance

Stewart Parkinson, WSPRS Finance Committee chair provided highlights of the report:

- The finance committee chair thanked the municipalities for a portion of the restart funding which helping the facility recover programs and services during COVID-19.
- The staff were also thanked for the ability to stick handle through the challenges COVID-19 presented.

***MOVED/SECONDED BY MAYORS SCREECH AND RANNS THAT THAT THE FINANCE REPORT BE APPROVED AS PRESENTED.
CARRIED***

iii. 2021-2025 Strategic Plan update

Grant Brown, administrator provided the following report:

Staff share updates twice a year to the board regarding the completed achievements as part of the priorities identified in the 2021-2025 Strategic Plan.

For 2021, the following achievements were completed:

➤ Strengthening Relationships

- With staff
 - Leadership team established
 - Greater interdepartmental collaboration
- With the board and owners
 - Speaking notes implemented to update councils
 - Participated in owner parks & recreation reviews
- With customers
 - Live registration support
 - Regular social media updates
- With external organizations
 - Revised facility allocation
 - Equitable major tenant advertising agreement established
 - Support JDF Seniors Association during their reopening
- With industry partners
 - Assisted with the arena feasibility study Saanich conducted
 - Participation on BCRPA Champion confabs
- With the Westshore community
 - Island Health testing site
 - Call for Artists project
 - Amended the strategic plan to ensure Inclusion, diversity and equity remains at the forefront of our work.

➤ Developing Sustainable Operations/Resources

- Asset Management
 - Asset Management Plan will be ready for presentation to councils in the fall
 - Funding plan will need to be developed for major facility replacements
- Evaluate staffing resources
 - Service evaluation and reassignment of staff
- Strategic programming
 - Advanced in in-house pool certification programs to help with staff recruitment
- Think about the environment
 - Annual energy consumption reporting
 - Continue upgrading lighting to LED
 - Heat recovery from the JDF ice plant where the exhaust heat is redirected to the childcare centre

- Clover is being planted by the parks crew which requires less water and maintenance
 - Upgrade and new facilities
 - Replacement of the floor in the JDF Arena and upgrades to the seating, boards, and height adjustment of glass made
 - Changed the space on the upper level of the JDF Recreation Centre to a Childcare Centre to meet demands in the area
 - The Skatepark build will commence soon due to gracious funding from the municipalities, a successful grant submission, and community donations and fundraising
 - The Victoria Regional Pickleball Association would like WSPR to consider conducting a feasibility study to assess the potential for the implementation of outdoor pickleball courts. Once the study has been completed, the approach will be similar to the skatepark where staff will apply for grant funding and contributions will be made from the pickleball community
- Excellence in Service Delivery
- Marketing strategy
 - PT marketing staff was hired to increase our capacity which has resulted in a noticeable improvement in our online presence
 - Bimonthly newsletters are circulated
 - Inclusion of municipal event information in our newsletters and on social media channels
 - Sharing of events and newsletters with municipal communications staff
 - Reciprocal marquee program and event advertisements on our street sign with City of Langford
 - Re-establish programs and services
 - Support from municipalities through restart grant funding with allowed for:
 - The re-opening of the pool
 - The conversion of available space to a youth room
 - Establishment of Friday Youth Nights which includes youth-only swims, access to the ISC and youth room
 - Return of Roving Play park summer camps, StoryWalks and Neighbourhood Nights
 - Promotion of the ISC as it was closed right after it's Grand Opening due to COVID-19.
 - Embrace technology
 - Implemented the new recreation software called Intelligenz software which has greater functionality and is more financially sound
 - Provides new tools that will improve both the client and staff experience
 - Digital help guides provided
 - Live patron support through Facebook on registration days
 - Upgrade the static website to create a more user friendly and capable site that interfaces more smoothly with social media
 - Greater usage of facility management software to track inspections and log work and the condition of equipment

➤ Innovation and Leadership

- Improved patron experience
 - Facility availability calendars will soon be online, allowing for customers to pinpoint exact desired booking times.
 - Investigating the possibility of online admission sales
- Expanding and improving staff training
 - Annual training plans implemented in aquatics to better meet the needs of young staff and ensure their success
 - Detailed training guides implemented in maintenance which supports the performance management framework
- Tuition reimbursement
 - Expanded to include auxiliary and advanced certification
- Recruitment
 - More target approach has been made in advertisements put out for hard-to-fill positions
 - Committee established to look at how to retain current staff and promote working at WSPR
 - HR has attended workshops and has made connections to explore how we can better reach new Canadians

There was discussion around the table regarding the food and beverage services at Shamrocks games and the plan for the Café space in the JDF Recreation Centre.

OLD BUSINESS

5. N/A

ADJOURNMENT

6. ***MOVED/SECONDED*** BY ACTING MAYOR WADE AND MAYOR SCREECH THAT THE ANNUAL GENERAL MEETING BE ADJOURNED AT 7:08PM.
CARRIED