

**Minutes of the West Shore Parks and Recreation Society
Board of Directors Meeting
Thursday, February 8th, 2024, in the Westshore Room**

PRESENT: Directors Damian Kowalewich, Leslie Anderson, and Kimberley Guiry

ABSENT: Directors Shelly Donaldson, Dean Jantzen

STAFF PRESENT:

Grant Brown, administrator
Ron Dietrich, manager of operations
Geoff Welham, manager of recreation
Wei Wu, manager of finance and administration
April Luchinski, manager of human resources
Tiffany Moore, recorder

STAFF ABSENT:

PUBLIC PRESENT:

CALL TO ORDER

1. The chair called the meeting to order at 5:35pm.

APPROVAL OF AGENDA

2. **MOVED/SECONDED** BY DIRECTORS ANDERSON AND GUIRY THAT THE AGENDA BE APPROVED AS PRESENTED.
CARRIED

APPROVAL OF MINUTES

3. **MOVED/SECONDED** BY DIRECTORS ANDERSON AND GUIRY THAT THE MINUTES OF THE REGULAR MEETING JANUARY 11TH, BE APPROVED AS PRESENTED. NO ERRORS, NO OMMISIONS.
CARRIED

PUBLIC PARTICIPATION

4. N/A

CHAIR'S REMARKS

5. N/A

STANDING COMMITTEES

6. N/A

OLD BUSINESS

7. a) JDF Performing Arts Society update

Director Guiry commented on the following:

- A committee of councillors met and discussed whether WSPRS could take on programming and provide a site for a proposed performing arts centre.
- Director Guiry is bringing the conversation back to the board to ask for further discussion.

The board discussed the proposal; land transfer agreement details; parking requirements; how the proposal aligns with the mandate of WSPRS, and how the proposal fits in with other expansion proposals.

The board agreed to continue receiving information regarding their progress .

MOVED/SECONDED BY DIRECTORS ANDERSON AND KOWALEWICH THAT DIRECTOR GUIRY BE THE BOARD'S POINT PERSON IN THIS DISCUSSION.

CARRIED

NEW BUSINESS

8. a) Maintenance staff presentation

Justin Fischer, maintenance supervisor, gave a visual presentation that highlighted the following:

- Justin's new role as maintenance supervisor and his lifelong connection to WSPR.
- Team structure. The utility lead hand position was filled last week.
- 2023 major projects:
 - Pool shutdown:
 - Deck renovations and basement reconfiguration.
 - Removed sand filters and upgraded to perlite.
 - New poly lines to check and adjust chemicals.
 - Pumps and impeller inspections using cameras.
 - Pool deck: diving board removal and installation of climbing wall.
 - Waterslide: 500-600 bolts replaced.
 - Replaced 20 patches of cracks in leisure pool.
 - Replaced pool grates.
 - Lockers are onsite and being built.
 - Replacing tread and benches.
 - Reception area:
 - Installed a temporary reception desk in the old café.
 - New custom countertop, tile surround and flooring.
 - Built curved wall to hide wires.
 - Replaced workstations with ergonomic desks.
 - Installed coffee machine and benches for seating in reception area.
- Upcoming Projects:
 - The Q Centre Arena:
 - New smaller, more efficient chiller in the ammonia plant.
 - Installing air conditioning.
 - Project will start as soon as ice comes out in spring.
 - Converting café into human resources offices and meeting space.
 - New roof and air handling units.
 - Installing heat pumps using grant funding.
- Department Challenges:

- Staffing: A refrigeration ticket is required to run the ammonia plant. A tuition fund has been set up to support internal staff with training and opportunities to progress.
- Aging facility: every year the facility is harder to maintain. The team is doing a good job and will continue to do so provided funding continues.

The board thanked Justin for his presentation and all the work the maintenance team does on a day-to-day basis in addition the large projects. The board acknowledged the significant scope of duties and skillsets required to keep the facility running, WSPR's green initiatives that support the goals of the municipalities, and the value of the facility to the community.

JUSTIN LEFT THE MEETING AT 6:00PM.

b) Personnel/Recruitment report

April Luchinski, manager of human resources commented on the following:

- Summary of 2023:
 - June is the busiest month for staffing due to summer camps and arena.
 - Headcount numbers don't reflect the staff turnover.
 - 75 core staff, up 15% from last year.
 - 186 staff hired in 2023.
 - The facility maintenance IV position has been filled.
 - Regular and part-time positions have increased, due to efforts to create positions that offer more robust roles and more meaningful work.
 - Auxiliary staff numbers have increased due to a younger workforce with limited availability.
 - The staffing situation is starting to recover.
 - The number of applicants is increasing, but not in line with postings.
- Why we post:
 - 48% to fill reduced availability.
 - Seasonal postings.
 - Resignations, including internal movement creating new openings.
- Recruitment Sources:
 - Internal movement is high and continue with us.
 - WSPR's website-seeking us out.
 - Adv. Aqu course brought 6 staff.
 - Posting in numerous places. Smaller sources are still important to reach diverse populations.
- Challenges:
 - Younger staff have other priorities.
 - 26 postings didn't result in hires.
 - Spring break and summer camp postings, line cook, ASC, are all casual auxiliary roles.
 - Facility maintenance III – the posting remains unfilled.
- Solutions:
 - Align expectations of candidates with organization; meet them in the middle for work/life balance and mental health; communicate what we require.
 - Use processes and technology to manage staff and be less hands on.
 - Flexibility.
 - Settled union contract. We are now competitive with wages.
 - Formal orientations, onboarding, and exit interviews.
 - New HR position to focus on recruitment and support for hiring supervisors.

- In-house training to enhance culture.
- New HR office to conduct orientations, training, interviews in a professional space.

The board thanked April for her presentation and statistics, as well as solutions to identified challenges. The board acknowledged the work required to support staff and their role in providing positive patron experiences.

c) Eagle View after school care

Grant Brown, administrator, highlighted the following:

- Eagle View Elementary was dropped as a pickup school for afterschool care, due to logistical challenges and decreasing registration.
- The five families that were affected have not responded to the notification.

MOVED/SECONDED BY DIRECTORS GUIRY AND ANDERSON THAT THE PRESENTATIONS BE RECEIVED. CARRIED

FOR INFORMATION

9. a) Administrator's report

Grant Brown, administrator, highlighted the following:

- Intelli provides stats we didn't get before.
- January 2023 saw a 22% revenue increase in passes, memberships, and drop-in sales over last year.
- The weightroom was busy very early in January, not the usual delay of a few weeks.
- Youth nights saw 406 attendees in January 2024 compared to 194 in January 2023.
- BCRPA grant for Family Day, recoup costs for free golf and family fitness.
- 2024 is the first year the facility is open a full day on Family Day.
- Municipalities have been informed of activities.

The board discussed the conflict resolution aspect of youth nights and suggested training for youth staff through the Village Initiative.

The board discussed the regional pickleball strategy and whether that affected plans for outdoor courts. As well, asked about an update on the Tennis Clubs of Canada proposal and the administrator is preparing a draft for comment regarding the proposal for the March meeting.

Administration/Human Resources

Finance and human resources teams successfully completed a number of year-end requirements including pension reporting, benefit reconciliation and implementing the recently ratified collective agreement that will take WSPR through 2025. Year-end tasks will remain a focus of finance as preparations are underway for the annual audit in March. KPMG will be onsite the first week of March.

Three new auxiliary reception staff were hired over the last month. The new phone system will be implemented in the next few weeks with the support of Langford's IT department. Drop-in and visit pass revenue has remained similar to last year for the first few weeks of the year, while membership sales have increased.

The new HR specialist position posting is active and interviews will be held in early February. Changes that resulted from the new collective agreement have been reviewed with supervisory staff to ensure understanding.

Operations

Maintenance

The installation of breaker boxes commenced in the JDF electrical room. Simultaneously, efforts are underway to enhance safety measures in the Q Centre ammonia plant by re-tagging with brighter, more visible tags. This ensures that hazmat personnel can easily identify them in the event of an emergency. To address issues affecting the leisure pool heat exchanger, the airlock was identified as the cause of low temperatures in the pool. By adjusting the water flow through the exchanger, the airlock was successfully removed, resolving the problem. A new backflow prevention check valve has been ordered for the JDF basement following a failed inspection, with plans for installation upon its arrival. Furthermore, emergency lighting in room 101 of the 55+ Activity Centre has been successfully repaired.

Freezing temperatures led to the failure of three sinks in the fieldhouse kitchen. All three taps have been repaired, restoring full functionality to the kitchen. The resultant burst pipes also flooded the pro shop, which has since been dried out, cleaned, and is now ready for use. In the ballpark concession, another burst pipe due to cold temperatures prompted ongoing repair efforts. Changes to ensure vacant areas used by other parties are checked for temperature issues are being implemented in the maintenance software to ensure this doesn't happen again.

Strategic changes, such as moving plugs at reception to accommodate vending machines and creating a space for a TV and sitting area, have been implemented. Two broken lobby glass pieces at the Q Centre have been replaced, and a strategy to prevent further breakage is being implemented. A comprehensive Centennial Centre shutdown, including floor scrubbing and waxing, touch-up paint for the entire building, new blinds for the Oak room, and replacement of ceiling tiles where needed, has been completed. Additionally, a thorough deep cleaning of all bathrooms, rooms, and windows has been carried out.

Glass debris found in all three pools throughout the month has been diligently cleaned and vacuumed, ensuring the safety of patrons. To aid in future occurrences, underwater flashlights have been procured. Several re-keying operations have been conducted on various doors for different reasons, including new office space off the administration entrance hallway (formerly Ron Dietrich's old office) and the 55+ Activity Centre's pantry/fridge room. An accordion wall that separates Langford and Highlands rooms has also undergone re-keying.

Large capital projects still underway include the pool roof that is approximately 2/3 done as weather delays pushed the completion. The contracts are finalized, and work has begun on the replacement of the 5 air handling units that are a part of a BC Hydro grant and the cooling project at the Q Centre.

The FMW 3 and 4 postings have concluded, with selected candidates contacted for interviews scheduled for the following week. Additionally, FMW 1 Earl Uhl has successfully completed his Ice Facility Operator exam, adding another qualified plant operator to the crew.

Parks

Efforts are underway during the off-season to maintain and work on park equipment. Unfortunately, the Zamboni faced a few call-outs due to small user errors, but necessary repairs are being addressed. Over the winter break, the Community Recreation bus, which was involved in a small accident, underwent repairs and is now fully operational. Additionally, preparations for capital equipment bids are in progress.

The golf course encountered a snow cover in mid-January, leading to closure due to freeze-thaw conditions that could potentially cause turf loss. Fields and diamonds were also currently closed due to frozen conditions, impacting their availability for use.

The cold weather resulted in a couple of broken pipes, notably, the Wild Play fire suppression system and a fire standpipe which required valve replacements.

The parks team worked diligently during the snowfall, ensuring all centres remained open.

Programs

Community Recreation

Winter break camps that extended into January included support from 4 youth volunteers that helped deliver the programming. All 4 volunteers were returnees from the summer 2023 Recreation Leadership program.

Youth nights continue to be successful, and staff are now serving pizza to the youth after the swim. With the growing attendance and occasional behaviour challenges that come from youth nights, staff have added WSPR security staff to support the program. The security staff actively work to support the program by observing and communicating in a nonthreatening capacity to ensure staff and property safety is observed and provide support with any challenges that may arise from over 100 youth in attendance. Funding from the Building Safer Communities Youth grant has enabled the resources to support the security staff to in attendance and provide the pizza dinners. RCMP outreach is ongoing with youth nights once a month.

Staff successfully hired a “Dungeon Master” for the upcoming dungeons and dragons’ program. All pickleball lessons have filled, with 20 participants between the 3 classes. To keep up with demand, a new pickleball court reservations offering has been developed and is now available for group play.

The licensed daycare program began their swim lessons in January. All 24 children have signed up for an 8-week lesson that occurs once a week during their day. Childcare staff take 8 kids to the pool at a time and swim lessons are provided by swim instructors in small groups of 4.

The youth drop-in on Thursdays at Centennial Centre has expanded to art and dance programs and a games room. Youth drop-in now runs from 3:15 pm to 7:15 pm every Thursday. 15 youth returned after the winter break and pizza was served. Staff have been enthusiastic about this new offering and are building great relationships with youth in the community.

The pottery studio "Open Studio Time" capacity has increased to 12 to accommodate the current waitlist and has a positive effect on revenues. Centennial Centre had its annual maintenance shutdown in early January. New shelving was installed in the pottery studio, hooks were added in the bathroom, holes were patched throughout the facility and the floors were cleaned and waxed in the Oak room.

Fitness and Weights

January started strong with 98% of registered Fitness, Weights and Wellness Programs running successfully and 14 programs at full capacity. The weight room has seen record highs in attendance, reaching full capacity (80+) participants during peak times. Additional weightroom staff have been added to cross cover busy times to ensure staff are available to assist patrons and watch for safety.

Aquafit classes have also seen a surge in numbers with 70 participants in the 10:15am weekly Shallow Fit classes. A new low impact aquafit class has been added into the pool program mix.

The fitness program assistant, Kaitlyn Waring, met with Island Health Representatives including the West Shore Public Health Community Nurse and The Neurology Community Nurse from Victoria General Hospital to share West Shore Parks & Recreation programs for patients looking for rehabilitation programs within the community. Such programs include TIME (Together in Movement and Exercise), Minds in Motion, Take Heart and Breathe Well Cardiac Rehab, Aqua Therapy and Private Rehabilitation sessions.

Aquatics

January began with an orientation for 14 new hires, bringing staff numbers up to 70 active staff. The orientation was followed by two in-service training sessions which included the entire staff team. The in-service focused on lifeguard skills, a first aid refresher, administration reminders and some staff fun.

Lessons began the second week of January and have been running smoothly with all classes full and the new instructors doing an amazing job. The high demand for pool time continues to grow as more community groups and users look for space. Staff continue to be creative and offer options for those wanting to use the pool. Pearson College has continued to book lanes while their pool has been out of commission and staff found space for a new scuba company to run a course.

Arena, Events, and Golf

Winter Wonderland in the JDF arena proved to be bustling once again this year, with all rental spots fully occupied and enthusiastic groups already inquiring about participation next year. Drop-in programs during the holidays experienced high demand, reaching full capacity for public skates and the duffer program performed exceptionally well.

The Grizzlies and Wolves have maintained strong seasons, positioning both teams in the top segment of their respective divisions/conferences.

December marked a strong finish for the golf course, recording the highest number of rounds for the month since 1999, with an impressive count of 2,601 rounds. This achievement capped off a successful year, accumulating a total of 41,671 rounds for the year, ranking as the 7th best year since 1999.

The Par-3 Pro Shop achieved notable sales in 2023:

- 13,418 balls
- 1,343 bags of tees
- 2,477 rented pull cars
- 1,857 waters
- 4,640 alcoholic beverages

Equity, Diversity, and Inclusion

Through the Building Safer Communities Grant, the Intercultural Association of Victoria is accessing Centennial Centre for programming. Staff are planning free rounds of golf for families and a Family Fitness class for this year's Family Day and have applied for a BCRPA grant to support the two events.

At the last minute WSPR staff responded to a call for help from Family Literacy Tour organizers. WSPR's reception lobby replaced Royal Bay Secondary as an official activity stop on the tour. Staff also assisted in securing the Langford Trolley and coordination of activities as well as developed the marketing materials and promotions. Three staff from the community special event team offered a children's craft (Teddy Bear Ears) to enhance the StoryWalk portion of the tour that took place at the JDF Library. Approximately 90-100 children attended the activity stations as many arrived took part before or after their swimming lessons that day.



Grant Brown, Administrator

b) Strategic plan update

- Biannual update, status report. Bolded changes.
- This year: review of operating agreements is a focus. Will be brought forward next month with an accompanying staff report. May require outside discussion with councils.

The board commented that strategic plan updates are a lot of work; however, they are shared with their councils and express the vastness of what is accomplished. They provide a good historical record of the Society's achievements over the plan's term and hold the board and staff accountable.

MOVED/SECONDED BY DIRECTORS GUIRY AND ANDERSON THAT THE REPORTS BE RECEIVED AS PRESENTED.

CARRIED

IN CAMERA

10. **MOVED/SECONDED** BY DIRECTORS GUIRY AND ANDERSON THAT THE MEETING MOVE IN CAMERA.
CARRIED

11. **MOVED/SECONDED** BY ANDERSON AND GUIRY THAT THE WSPRS STAFF ATTEND THE IN CAMERA MEETING.
CARRIED

THAT there is a need to have a meeting closed to the public and persons other than the West Shore Parks & Recreation Board of Directors and staff, and those identified under Part III, Section B of the Board policy manual shall be excluded on the basis of section 1.(1)(k) proposed provision of a service.

ADJOURNMENT

12. **MOVED/SECONDED** BY DIRECTORS GUIRY AND ANDERSON THAT THE MEETING BE ADJOURNED AT 6:56PM.
CARRIED