

CENTRE DUFFERIN RECREATION COMPLEX
BOARD OF MANAGEMENT

Minutes of the Regular meeting held October 27, 2021 via ZOOM

Attendance:	Dan Sample	Shelburne
	Chris Gerrits	Amaranth
	Heather Foster	Amaranth
	Margaret Mercer	Melancthon
	Darren White	Melancthon
	Melinda Davie	Mono
	Kim Fraser	Facility Administration Manager
	Marty Lamers	Facility Maintenance Manager
	Emily Francis	Recreation Program Coordinator

Absent: Steve Anderson, Lindsay Wegener and Geer Harvey

Meeting called to order by Chair, Chris Gerrits at 6:30pm.

A quorum was present.

Chris welcomed Melinda Davie to the CDRC Board of Management, representing Town of Mono

Declaration of Pecuniary Interests:

Chair, Chris Gerrits stated that if any member of the board had a disclosure of pecuniary interest that they could declare the nature thereof now or at any time during the meeting.

Agenda:

MOTION #1 – Moved by H. Foster seconded by M. Davie. Be it resolved we approve the agenda dated October 27, 2021 as circulated and presented. Carried

Discussion & Approval of Minutes of Previous Meeting September 22, 2021:

MOTION #2 – Moved by D. White seconded by H. Foster. That the minutes of the CDRC Board of Management regular board meeting held virtually on September 22, 2021 be approved as circulated and presented. Carried

Correspondence:

- Town of Mono-council appoints Melina Davie to represent Mono on the CDRC Board of Management

MOTION #3 – Moved by D. White seconded by M. Mercer. That correspondence is received and placed on file. Carried

Finance Committee Report:

Lisa Johnson, from S. Barnett & Associates and Randy Chambers were in attendance for the discussion and to review the financial impact of capital roof repairs in 2022. Randy reviewed the report and answered questions. The timeline to complete the project is open ended until 2026. Since submission of the grant application in November 2019, an industry increase of roughly 50% is expected. Some buffer was applied in the applications contingency. The roof has been repaired twice

this year, most recently October 26, 2021. After discussion, the members agreed to continue as planned to complete the project in spring 2022. All invoices are paid by CDRC and the turn around for reimbursement on submitted invoices is approx. 60 days.

Lisa and Randy leave at 7:00pm

After review of the CDRC bills and accounts, the following motion was presented.

MOTION #4 – Moved by D. Sample seconded by M. Davie. That the bills and accounts as presented in the amount of \$32,124.18 be approved and paid. Carried

Human Resource Committee Report:

A third resume was been received for the Youth Maintenance Attendant position. After a scheduled interview on October 4, 2021 an employment offer was sent. The following motion was presented.

MOTION #5 – Moved by H. Foster seconded by M. Mercer. Be it resolved that the CDRC Board of Management hires the following for 2021-2022 seasonal contract winter positions:

Facility Operator-Maintenance Attendant: Patrick White

Maintenance Attendant: Cameron Hardy, Malcolm Fradette and John Pomeroy.

Carried

Old Business

Family Transition Place-Rural Response Program:

Upon request by the CDRC Board, Keely Horan was in attendance and provided a short synopsis on FTP and the Rural Response Program, located in the Mel Lloyd Centre, that outlined the support, counselling and referral services FTP can assist families with. FTP wants to increase awareness for the program and appreciates the CDRC support by allowing their banner to be displayed in the arena.

Facility Administration Manager and Recreation Program Coordinator Reports:

See Schedule A

With casual employment agreements, the Board agreed to extend employment to select 2021 summer staff to assist with concession booth operations as needed.

See Schedule B

See Schedule C-Summer 2021 Season End Report

MOTION #6 – Moved by D. Sample seconded by D. White. That we receive the reports from the Facility Administration Manager and the Recreation Program Coordinator. Carried

Facility Maintenance Manager's Report:

See Schedule D

If necessary, a special meeting will be called to review Olympia hot water heater quotations.

MOTION #7– Moved by M. Davie seconded by M. Mercer. That we receive the report from the Facility Maintenance Manager. Carried

H. Foster leaves at 7:40pm

Old Business

OTF Community Building Fund update:

The application was slightly modified to better the criteria for the grant

New Business

CDDHS ice rate proposal for hockey skills program:

A request was received from CDDHS for a reduced ice rental rate. After review and discussion the board did not approve the proposal.

Confirmation by By-law:

MOTION #8 – Moved by M. Mercer seconded by D. White. Be it resolved that leave be given for the reading and enacting of by-law #09-2021 being a by-law to confirm certain proceedings of the CDRC Board of Management for its regular board meeting held October 27, 2021. Carried

Adjournment:

MOTION #9- Moved by D. Sample seconded by M. Davie. That we now adjourn at 7:54pm to meet again on November 24, 2021 at 6:30pm, or at the call of the chair. Carried

Secretary - Treasurer

Chairperson

Dated

SCHEDULE 'A'

Facility Administration Managers Report – October 27, 2021

General Information:

- Completed a Job Vacancy and Wage Survey from Statistics Canada in October.
- Continuing to receive ice and room rental inquiries and bookings. Karate 3 times per week, Rotary meeting 1-2 times per month, 2 party package rentals, return of a worship group,
- Attended consultation/information sessions with two recreation scheduling/registration software companies Catch Corner and Book King
- Continuing to review and navigate through the ever changing Provincial and Health Unit Covid regulations including proof of vaccination requirements, guidance for day programs on PA days and Board holidays, a letter of instruction from the Medical Officer of Health, enhanced vaccine certificates and QR codes and lifting capacity limits.
- Communicated with ice rental groups to complete all seasonal ice rental contracts

Old Business:

Provincial Antigen Screening Program (PSAP): It is now recommended to test unvaccinated employees only for this program. Test kits can be sent home with unvaccinated employees to test prior to coming into the workplace. We will also continue to offer rapid testing once per week to staff.

Concession Booth: Opened for the Muskies first home game on October 2nd. Some additional support staff is required specifically weekends. I recommend the CDRC extend casual employment to select 2021 summer staff who are interested in assisting throughout the winter season when needed.

Security: Contacted various security companies on September 23rd and secured Safestate Securities at \$32.50 per hour plus HST, minimum 4-hour minimum charge of \$150.00 plus HST. Safestate was available for service immediately and started the evening of September 23rd. Estimated cost to date is:

Sept 27-Oct 3 (18.5 hrs) = \$641.00
Oct 4-10 (17.5 hrs) = \$628.00
Oct 11-17 (27.5 hrs) = \$1,010.00

Oct 18-24 (24 hrs) = \$900.00
Oct 25-31 (31.5 hrs) = \$1,104.00
Nov 1-7 (38 hrs) = \$1,282.00

New Business:

CDDHS hockey skills program: I recommend we offer CDDHS the “sell-off” rate of \$102 per hour plus HST, which is very close to the \$172 including HST for 1-1/2 hour skate. This rate is on the rate schedule.

The regular non-prime (daytime) rate is \$129.00 per hour, plus HST. Therefore, 1.5 hour rental is \$193.50 plus HST (\$218.65 total). The proposed \$102 per hour plus HST, for a 1.5 hour rental is \$153.00 plus HST (\$172.89 total).

Currently the proposed weekday afternoon ice time is not being used. To support this rate, CDDHS will agree that their rental could be pushed to a different time or date if there is a full rental opportunity for the CDRC. I expect this will not happen very often and I think the school will be flexible in their rental times to receive the price break they are requesting.

Kim Fraser
Facility Administration Manager

SCHEDULE 'B'

Submitted By: Recreation Program Coordinator Emily Francis

To: CDRC Board of Management

Date: Wednesday October 27, 2021

Subject: Recreation Program Coordinator Report

October Overview

- Assisting with day-to-day phone calls, email inquiries.
- Explored options for recreation software's to improve efficiency within the facility. Both Kim and I attended virtual consultations with representatives from Catch Corner and Book King software's to learn more about what they have to offer. Both software's are designed for smaller facility and municipalities.
- Men's 55+ Shinny began on Friday October 22nd and will continue to run weekly for the remainder of the ice seasons. On October 22nd, we had 17 participants attend.
- Pickleball began on Monday October 25th, 2021, and being held in the Town and Country Room. This is a drop-in program running Monday from 9:30-12:00pm and Wednesday from 1:00-3:30pm. We are hoping as participation rates increase to expand and include a Saturday morning. This will help to increase the facility usage throughout the weekends.
- On October 29th (Upper Grand PA Day) we will be offering both Youth Shinny (ages 11-13) and public skating.
- Public skate to be held weekly beginning Friday November 5th from 4:00-4:50pm (subject to change if there are rentals).
- Week of November 1st, 2021, we will be offering an Adult Skate and Parent and Tot skate. Schedule will be confirmed going forward depending on participation rates.
- Re introducing Table Tennis in the evenings and weekends. We would utilize available seasonal summer staff to assist with operations of these programs.
- Continuing with preparation for Halloween Trick or Treat Drive Thru being held on Saturday October 30th, 2021. We are expecting around 290 children, 12 businesses and 20 volunteers to be in attendance. I have held 1 volunteer meeting this week to prepare for the event and there is one more scheduled for Friday.
- Beginning to assist Concession Booth Manager in compiling information and procedures for training new concession staff. We are in the beginning stages of putting together a concession manual that will be reviewed when training new concession staff.
- Continuing to update the Town of Shelburne website and social media platforms
- Fall/Winter Program Planning: continuing to plan for upcoming programs. Registration is expected to release on the Town of Shelburne website the first week of November for the following programs. If there are changes to any Public Health restrictions and programs need to be cancelled refunds will be issued.
 - o PA Day Camp
 - o Winter Break Day Camp
 - o Youth Socials
 - o Home Alone Safety for Kids
 - o Red Cross Babysitting Course

SCHEDULE 'C'

Centre Dufferin Recreation Complex

Summer 2021 End of Season Report

Prepared by Emily Francis (Recreation Program Coordinator)

Both the CDRC summer day camp and outdoor pool were in operation for the 2021 summer season. The seasonal outdoor pool began operations on Monday June 14th, 2021 and concluded on Friday September 3, 2021. The summer day camp began programming on Monday July 5th and concluded on Thursday September 2nd, 2021. The outdoor pool and summer day camp followed the COVID-19 guidelines from both the Government of Ontario and Wellington Dufferin Guelph Public Health.

Registration

Registration for the 2021 summer recreation programs was conducted completely online using the Town of Shelburne website. Day camp registration opened Thursday April 1st, 2021, and pool program registration opened Monday May 31st, 2021. Those interested in registering for a program were required to complete an online registration form. Once the form was submitted, an invoice was issued to direct all registrants to payment. The invoice contained all details regarding the program that a registration was submitted for. Once the payment was received, the participants spot in the program was confirmed.

Program Registration Numbers

Below are the Outdoor Pool and Summer Day Camp participant numbers.

Outdoor Pool Participant Numbers

Swim Program	# Of Participants
June Bronze Star	4
June Bronze Medallion	4
June Bronze Cross	6
Session 1 Group Lessons	85 swimmers
Session 1 Private/Semiprivate Lessons	33 swimmers
Session 2 Group Lessons	78 swimmers
Session 2 Private/Semi-Private Lessons	39 swimmers
Session 3 Group Lessons	79 swimmers
Session 3 Private/Semi-Private Lessons	25 swimmers
Session 4 Group Lessons	82 swimmers
Session 4 Private/Semi-Private Lessons	32 swimmers
Red Cross Water Safety Instructor Course	8
August Bronze Star	4
August Bronze Medallion	12
August Bronze Cross	4

Summer Day Camp Participant Numbers

Day Camp Week/Theme	# Of Campers
Week One: Aquapalooza	45
Week Two: Amazing Race	45
Week Three: Outdoor Explorers	43
Week Four: Sports and Fitness Fun	46
Week Five: Mission Impossible	46
Week Six: All About the Arts	46
Week Seven: Carnival Quest	47
Week Eight: Adventure Awaits	50
Week Nine: Beach Bash	29
Leaders in Training (new this summer)	17
Junior Leaders (new this summer)	11
Junior Lifeguard Camp (new this summer)	17

COVID-19 Protocols and 2021 Operations

Outdoor Pool: The outdoor pool operations were like the summer of 2020.

- **Pool entrance:** Entrance to the outdoor pool was directly onto the pool deck. Spectators, parents, and guardians were able to watch swimmers from the bleachers and picnic tables.
- **Masks** were to be worn by all patrons while standing in line as well as using the washrooms.
- **Changerooms** were closed for the season except for 1 washroom available for public use. Patrons did not have access to the showers.
- **Swimming lessons group sizes** were reduced based on the spacing in the pool during each specific time. Parents/guardians were required to be in the water to assist with swimming lessons for all swimmers Level 2 and below. The household group option was eliminated for the 2021 season.
- **Reduced public swim pool capacity:** started off with 30 patrons and was increased to 50 when restrictions were lifted.

Summer Day Camp

- **Sign in and sign out:**
 - At the start of the summer season sign in and sign out was conducted on the arena floor however it was very chaotic for both the staff and campers to all be in one large location. After week 1, the sign in and sign out was done just inside the front sliding doors. All participants completed a Covid-19 screening at the entrance prior to heading to their designated group area.
- **Drop off and pick up times**
 - Due to Covid-19 we adjusted the drop off and pick up times of the program. Parents/guardians dropped participants off between 8:00-9:00am instead of 7:30am-9:00am and picked up between 4:00-5:00pm. All registrants had the option to register for Aftercare from 5:00-6:00pm if needed at the time of registration.

- **Group sizes** were reduced to allow for spacing in each room
 - The campers were split into 3 groups based on age: 4-5 years, 6-8 years, and 9-12 years.
 - Groups sizes were adjusted based on the space they were utilizing to ensure adequate distance between each camper.
- **Designated area for each group:**
 - For the first week of camp, all campers across the entire program had a dedicated space on the arena floor for their group. After week 1, this idea was shifted to utilize the Meeting Room, Pool View Room and Town and Country Room. Each group was assigned to a room and that was their designated home base for the remainder of the summer season. The arena floor was used for group games and activities as well as our additional programs including the CDRC Leaders in Training and Junior Leaders.
- **Outdoor space**
 - We were fortunate to have access to a variety of outdoor space for day camp operations. The following spaces were used for outdoor activities:
 1. Glenbrook tarmac and field
 2. Agriculture Society grounds
 3. CDRC Parking Lot: barricades were put up to block the parking lot off between the facility and the berm for the duration of the summer season. An outdoor lunch space was set up for campers with picnic tables to allow for distancing.

Correspondence/Results for Feedback Survey

A survey was circulated on Monday September 13th, 2021, to gather feedback from our 2021 participants on the programs that they attended. This survey was sent out via email to all registered participants and 76 responses were received.

Survey Questions

1. What program(s) did you or your child/family participate in at the CDRC during the summer of 2021? Please check all that apply.
2. How did you find out about the programs?
3. How would you rate you and/or your child's overall experience in this program(s)? Please assign a rating of 1 to 10 where 1 = unacceptable and 10 = outstanding.
4. Did our staff meet your expectations? Exceeds expectations, meets expectations, did not meet my expectations.
5. Please share any comments/feedback about the CDRC summer 2021 recreation programs. We would love to hear how we did this summer.
6. What programs/activities would you like to see the CDRC offer this fall/winter? Example PA Day Camps, Winter Break Day Camps, Youth Socials, Adult Programs etc.
7. Which municipality do you reside in?
8. Would you like to be added to the CDRC email list for future programs and activities? If so, please leave your email in the space below.

Background Information

Participants were asked what program or programs they had registered in for the summer of 2021. The chart below displays the number of times each option was selected.

Program	# Of times selected
Summer Day Camp	26
Leader In Training	4
Junior Leaders	3
Junior Lifeguard Camp	5
Bronze Star/Medallion/Cross	10
Swimming Lessons	43
Red Cross Water Safety Instructor	4
Public Swim/Adult Swim/Lane Swim Etc.	13

How would you rate you and/or your child's overall experience in this program(s)? Please assign a rating of 1 to 10 where 1 = unacceptable and 10 = outstanding.

- Average rating of 9.1

Did our staff meet your expectations?

Response	# Of responses
Exceeds expectations	47
Meets expectations	26
Did not meet expectations	3

How did you find out about the CDRC programs?

Location	# Of responses
Town of Shelburne Website	23
Returning Enrollment	22
Friends or Family	13
CDRC Social Media Pages	10
Visiting the CDRC	8

What municipality do you reside in?

Municipality	# Of responses
Shelburne	53
Amaranth	7
Melancthon	4
Mono	4
Orangeville	4
Other	2

What programs/activities would you like to see offered at the CDRC this fall/winter? Example: PA Day Camps, Winter Break Day Camp etc.

- PA Day Camps
- Indoor Swimming
- Ice Skating/Skating lessons
- Helping kids with homework
- Christmas craft day
- Gymnastics
- Group activities for families like snowshoeing, skating, skiing, ice fishing etc.
- Movie nights
- Junior leadership programs
- More adult programs
- Youth socials
- After school programs

Please share any comments/feedback about the CDRC summer 2021 recreation programs. We would love to hear how we did this summer. Below are some, but not all the comments that were received.

- Love the swimming lessons at the CDRC.
- Great programs and the instructor were super, sign up was easy.
- E was amazing at helping me get S registered and accommodating in changing her time when S took a job. S was great with her this year, and she is looking forward to doing her bronze medallion and beyond next year.
- E really enjoyed having J as a camp leader, she did an amazing job.
- Great job! This was T first time and he really enjoyed it.
- I love how instructor J added fun games to encourage my 5-year-old child.
- Swimming team of guards and instructors were amazing! Great job!
- Every single experience our 3 kids had at the pool was positive. The instructors are capable, helpful, and kind. E answers all our questions and guides us through a variety of steps and programs based on our family's needs. Our dealings with K were also positive and for that we are appreciative.
- My boys loved their first day camp experience. We will do more weeks next summer. The only difficult aspect is the morning timing of 8:00am drop but we made it work and will re arrange next summer to attend again.
- Counsellors were friendly and fun, it was my youngers sons first time at camp and they both love their time at camp this summer.
- We were very impressed by the quality of the instructors and our children expressed how much they appreciated the leaders' positivity, organization, and encouragement. The activities throughout their days sounded well-balanced, thoughtfully planned and fun, and our kids really enjoyed them. We love that our children learned so much, felt good about their efforts and achievements, and had role models to look up to while they did it. Thank you very much

for offering such quality programs. It means so much to have this accessible in our community!

- My children keep asking when they can go back. They love it and your staff members are very kind and professions. They are so good with children.
- Staff, as always, were very welcoming and knowledgeable. My 3 children loved the swimming program, which we have been doing at the CRDC for the past 9 years. This was the first year that my 2 older children participated in summer camp and they both loved it.
- The only reason it was not a 10 is because the pool was often cold or, the last week, it was so warm it felt slimy!
- Fantastic swimming instructors! My kids made great progress and loved their lessons.
- Love the Monday to Friday lessons. Kids retain the instruction better. Just frustrating when there are no makeup lessons when cancelled due to weather (lightning) for families paying private rates.
- They are looking forward to participating again next year. Love the outdoor pool in the summer. The pool staff are outstanding. Thank you.
- My kids swim instructor, K, was amazing! The kids learned and had so much fun in the lessons this summer. The process of registration as well as sign-in each time was easy. I appreciated how it was organized and how the program was delivered.
- H was a great swimming instructor. The girls during day camp were very sweet and pleasant to deal with. The pickup and drop off system needed better organization. It became very chaotic at times.

Considerations for 2022

1. Season Summer Staff Change Area
 - a. For the 2020 and 2021 season, the pool change rooms were closed to the public for the season due to COVID-19 and provided washroom use only. In 2020, the pool staff utilized the Family Changeroom to keep personal belongings for the season. Throughout the summer of 2021, we utilized the family changeroom as the public washroom and the Men's and Women's pool changerooms were used for our pool and camp staff to give them extra space. Going forward in a regular season, the changerooms will be utilized by the public and we will not be able to provide that space for staff. The change areas in the original staff room will not accommodate all seasonal summer staff as the team continues to grow with increase in participant rates.
2. Permanent Entrance to the pool from pool deck
 - a. Patrons entered the outdoor pool through the emergency exits on the side of the pool. This minimized the traffic through the building and eliminated the parents/guardians spectating swimming lessons from the pool deck. This entrance acted as a check in point each morning for swimming lessons which eliminated any confusion for swimming at the start of each swimming session. If the entrance to the outdoor pool is going to be from the pool deck going forward, a space designated for staff to complete

check in may need to be considered. Currently, we are utilizing a table and canopy to check in swimmers and collect receipts.

3. Update to the Head Day Camp Counsellor position (Leadership)

- a. It is recommended that in 2022, the Head Day Camp Counsellor job description be updated to focus on the operations of the day camp. Hours worked in May and June would focus on the preparation to make sure that all supplies and activities are prepared and accessible for the staff that are leading them. This position would touch briefly on the programming side of the day camp, however, would focus on the operations. The CDRC day camp is expanding, and it is important that this position has time to focus on how the program operates.

4. Additional behaviour transformation training and workshops to develop camp staff

- a. It is recommended that the camp staff training includes additional workshops on behaviour transformation. For the 2021 camp staff training, we incorporated a session with a representative from BRAVE Education.
- b. Link to training <https://braveeducation.com/camps>
- c. This training focused on two topics:
 - i. Connection During Camp
 - 1. Building relationships with campers and the importance of maintaining those relationships.
 - 2. Camp staff learned how to use their body language and tone of voice. Discussion on the importance of finding commonality with all campers.
 - ii. Talk To
 - 1. Activities and discussions on conversation models, importance of active listening and open questions.
- d. Additional training opportunities through Dufferin Child and Family Services and Kerry's Place Autism services would be extremely beneficial for all camp staff.

5. Recreation Software Consideration

- a. Exploring the option of a recreation software to assist in the efficiency of the registration process. A recreation software would be incorporated into our information on the Town of Shelburne website and would allow participants to register in a program or book a facility in one step. This would help to increase registrations and bookings as it is convenient for the users. There are many options for small municipalities including Catch Corner and Book King. These software's are designed to suit smaller facilities and incorporate program registration, room bookings and ice rentals.

Concluding Remarks

Overall, the CDRC was a busy place throughout the summer of 2021 with the operations of the outdoor pool and summer day camp. It was great to welcome back our summer day camp, all our seasonal summer staff, campers, and community members. Given the circumstances of the summer, there were many learning opportunities for all staff navigating through COVID-19 guidelines and changes. We received very positive feedback from the community about all programs that were operating and the hard work off our CDRC staff team.

SCHEDULE 'D'

Facility Maintenance Managers Report – October 27, 2021

SAFETY

GENERAL INFORMATION:

Updating Covid Protocols capacities and guidelines weekly. New limits as of Monday Oct 25, 2021

Arena condition assessment: Use for funding of budgets and grants (69 page report) link below

https://www.dropbox.com/s/9ao1xwwmnl3eu4d/M20048_Site%20Assessment%20Report_Final_01Oct2021.pdf?dl=0

Roof leaking called for repair Oct 26, 2021 Hoping for some pics for

Roof grant SBA (Engineering firm) is seeking directions to proceed as planned or change schedule.

CDRC Covid 19 ice user vaccination requirements and guidelines continuing to update.

Interview for new PT operator Sept 20, 2021, only 2 interviews as 1 declined 1 no show after calling could make himself available busy with hockey.

John Pomeroy interviewed by Chris, Steve and me and hired was for youth position.

Grant application Community Building Fund submitted. Modifications made to better support grants criteria.

Grant summarization submission attached

Vaccine passport screening daily.

Ice plant compressor # 2 failure electric component worn out, called service replaced contactor and fuses.

Hot water tank failure.

New business

Hot water tank replacement.

Large 150-gallon Olympia water heater red tagged for high CO2 after noticing smell of unburnt exhaust and called HVAC service to check. Discussed with Chris seeking second opinion as not impressed with diagnosis procedure not a lot of Information available for model from manufacturing Came from States and is now obsolete.

Seeking written Quotes for new water heater. As per policy \$2,000.00-\$20,000.00 Board, 3 written Quotes

Marty Lamers

Facility Maintenance Manager