

# EVERYTHING YOU NEED TO KNOW ABOUT: Community Services



CS includes: Parks, Recreation Facilities Operations, Fire Services, Fergus Grand Theatre, Tourism & Culture, Volunteer Coordination, Urban Forestry & **Community Programs & Customer Service**

## NUMBER OF STAFF

### Supervisor/Acting Manager of Community Programs & Customer Service

1 full-time and 3 permanent part-time Customer Service Reps

1 Aquatics Head Guard

45 part time Aquatics Staff

2 part time Fitness Instructors

6 Day Camp Instructors (seasonal)

### Senior Centre

Supervisor of Senior Services

Seniors Volunteer & Membership Coordinator

2 Permanent part-time Customer Service (shared with CW Sportsplex)



## WHAT DO WE DO?

Our department works to develop, plan, and implement recreation and leisure programs for residents of CW. This includes staff recruitment and training to operate our programs as well as marketing and registration. Our programs include Seniors, Aquatics, Daycamps, Fitness, and Skating.

## KEY FACTS



### Aquatics

- 92,000 pool visits in 2017
- Over 4,000 participants in swim lessons in 2017 and 2018
- 500 staff hours per week to operate the aquatics centre

### Customer Service

- Front desk open 7 days a week
- Provide customer service to all recreation programs (Senior Centre, CW Sportsplex)

### Fitness

- 250 weight room memberships and 68 fitness memberships
- Weight room open over 100 hours per week
- 30 fitness classes offered each week at the Sportsplex

### Seniors

- Reached 1,000 members for the first time in 2018!
- 220 volunteers assist in programs
- 200 people through the building everyday, 50,000 annually
- Over 4000 participants in registered programs & courses
- 44 fitness classes offered at the VPSC each week

## CURRENT & UPCOMING PROJECTS

- Continue to focus on website ease of use, social media, e-marketing
- Increase program development and facility usage during non peak hours
- Implementation of the Township wide Volunteer program and appreciation format
- Recruitment, training and retention of part time staff.
- Daycamps – implementation of High 5 Certification

# TOP 5 QUESTIONS ASKED



## 1. Do you offer programs to schools?

Yes, we have a number of school programs. We run a very popular Swim to Survive program for all grade 3 swimmers in CW and the surrounding area. This year, 23 schools/600 grade 3 swimmers participated in the water safety program. We also offer a follow up “Swim to Survive +” program to grade 7 students. This year 275 students attended this program. Centre Wellington District high school and local schools use our sportsfields/ice surface/aquatic centre for physical education classes and sports teams.

## 2. What can I do at the Sportsplex?

The Centre Wellington Community Sportsplex offers programs 7 days a week. We offer a variety of drop in Aquatic programs such as Aquafit, lane swims, adult leisure swims and parent and tot swims. Skating programs range from parent and tot skating and shinny, public skating, adult skating, and shinny for adults and seniors. We have a popular pickleball program that runs 4 days a week in our hall. Our weight room is open 16 hours a day 7 days a week and there are over 30 fitness classes per week in our aerobics room. Participants can purchase a membership or pay as you go.

## 3. When can my child take swimming lessons?

Swimming lessons are offered 7 days a week throughout the year. Lessons begin as young as 4 months and there are many opportunities for all ages, including older adults. Most of our swim lesson participants are between the ages of 3-12 years old. There are three registration opportunities, with five sessions that run annually.

## 4. Do you have any volunteer opportunities at the Victoria Park Senior Centre?

The Centre has approximately 220 active volunteers. Volunteer opportunities are available in areas such as food services, reception, foot care clinics, drop-in activity conveners, assisting with special events and committee roles.

## 5. What type of programs do you offer at the Victoria Park Senior Centre?

The VPSC offers a wide range of registered programs and drop in activities throughout the week that appeal to older adults and seniors. Our program areas include: Bus Trips, Drop-in Activities (cards, games, music, arts, crafts, dancing, etc), Wellness Clinics (blood pressure, massage, foot care, etc), Fitness Classes, Computers & Technology, Special Interest Courses, Seminars & Workshops and Special Events.