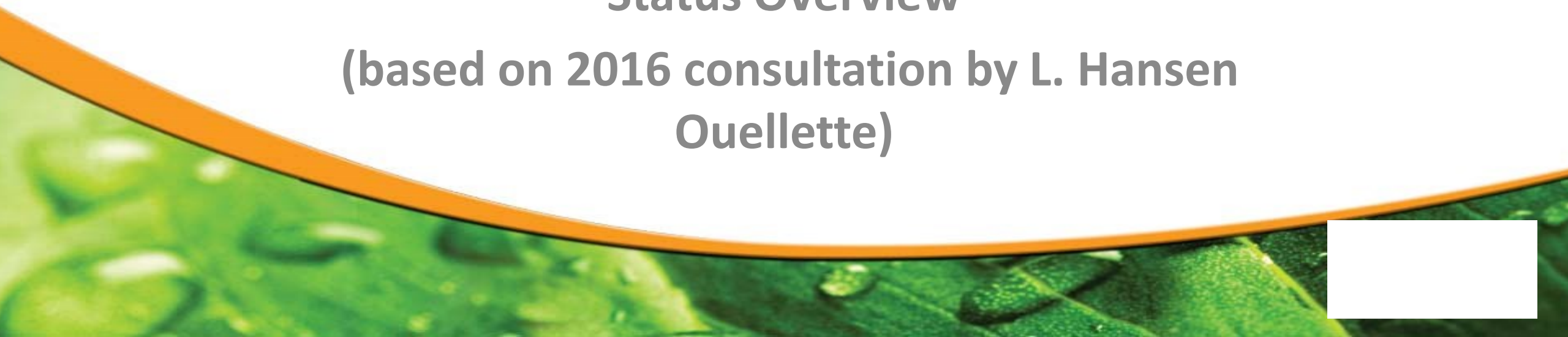


Town of Riverview PCM Aquatic Centre Update May 23, 2017

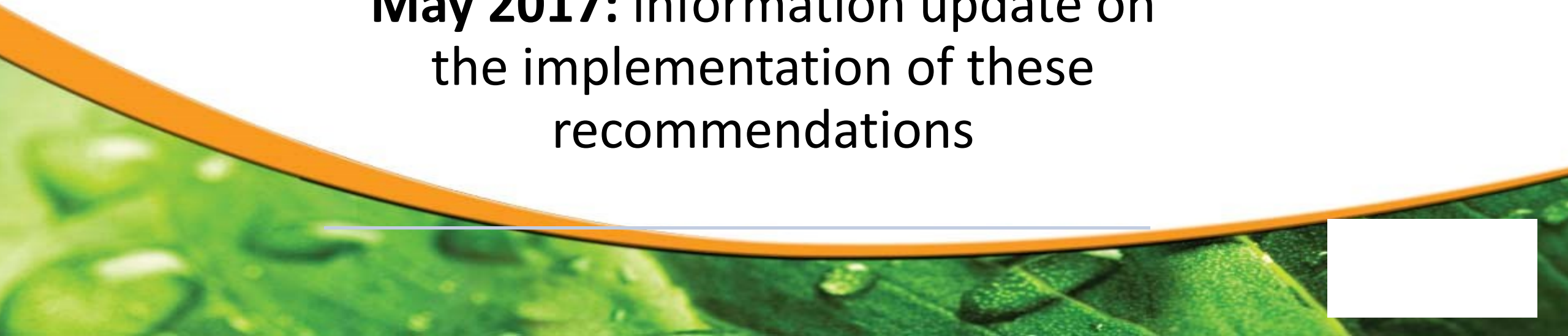
Status Overview
(based on 2016 consultation by L. Hansen
Ouellette)



Overview

May 2016: 47 recommendations were presented to Town management by independent consultant

May 2017: information update on the implementation of these recommendations



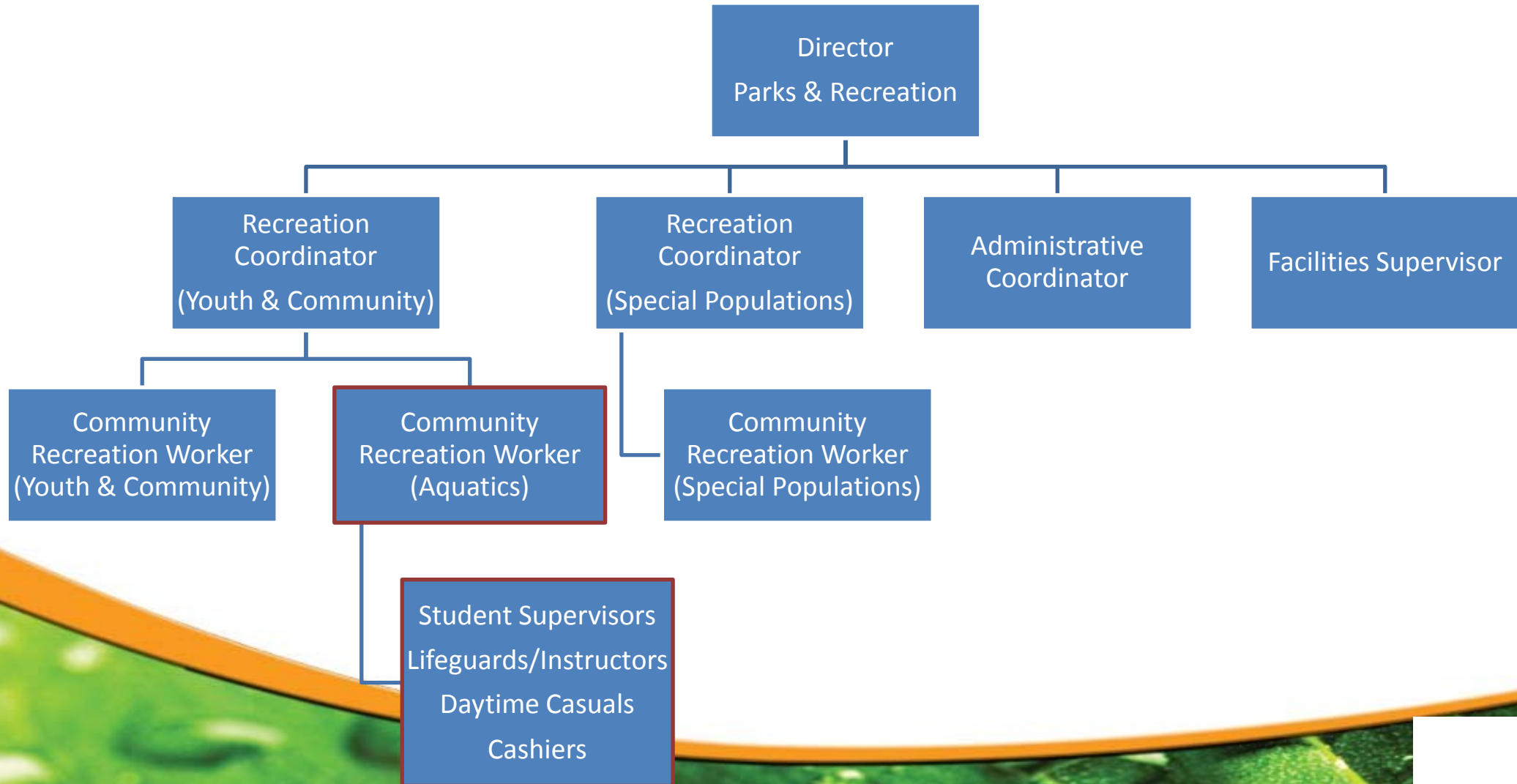
Management & Staffing

#1-12

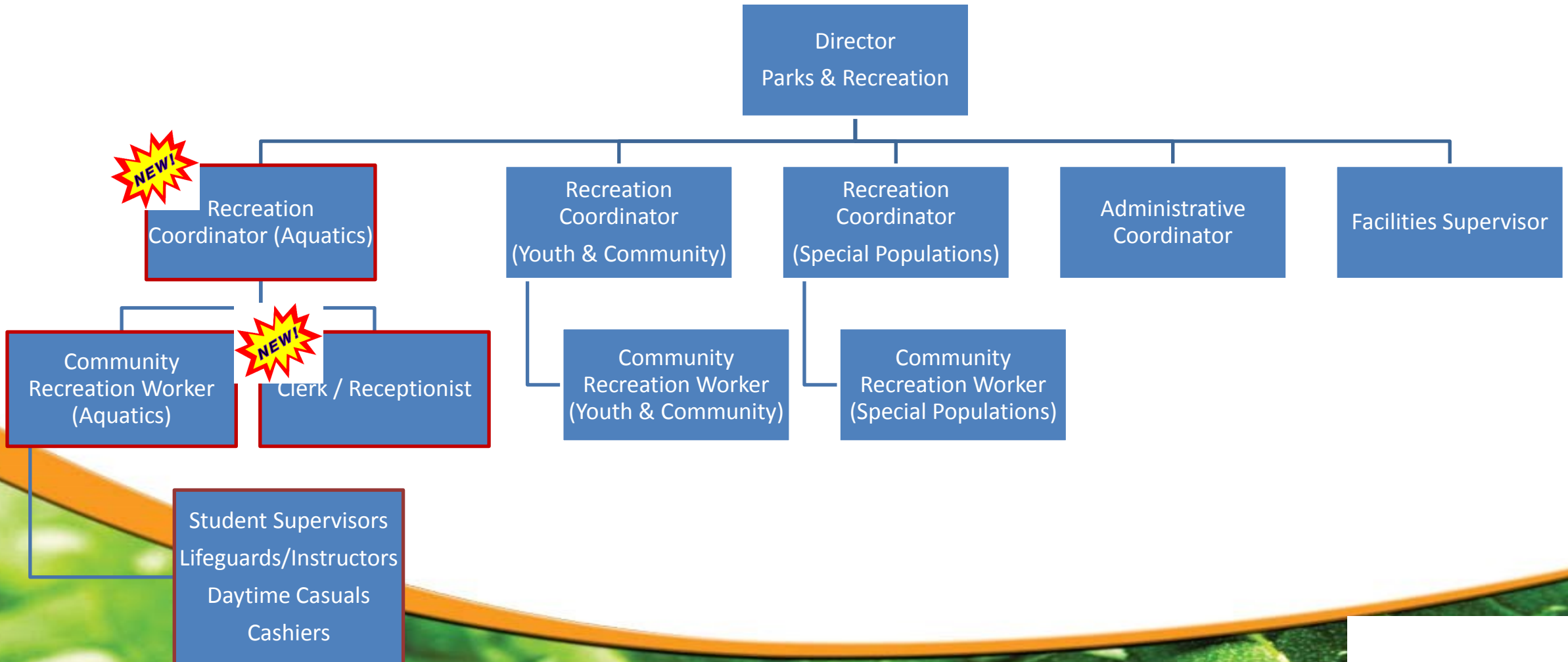
Adjust staffing model and employee schedules

- Created two new positions:
 - Receptionist (Cupe 2162) and Aquatics Recreation Coordinator (non-bargaining)
- Staff schedules adjusted to meet operational demands (i.e. presence of full time staff during evenings and weekends)
- Compensation for lifeguards/instructors raised to better align with industry standards

Existing:



Updated:



Operational Practices

#13-21

Increase internal efficiencies and cost-savings measures

- Adjustments were made to part time schedules to ensure high quality service and model best budget practices
- Scheduling software was acquired to reduce labour dedicated to weekly employee scheduling (over 40 part time employees)
- Maintain the participation of the PCM Aquatic Centre in seasonal events

Aquatic Programming

#22-37

Create a balanced and sustainable pool schedule

- Change of service-provider to the Lifesaving Society of Canada
- Offering a greater number of swimming lessons (including programs at the Lion Ken Gabbey Outdoor Pool)
- Connecting with local groups to maximize the use of the facility (daycares, businesses, training groups, etc.)
- Graduated increases for rental groups until market average is achieved (then linked with cost of living)

Safety & Procedures

#38-47

Reduce risk through additional policies & procedures

- Added a number of policies and procedures to ensure resident and employee safety is our highest priority
 - i.e. pool foulings, equipment checks
- Refined admission standards and public swim rules in accordance with Lifesaving Society recommendations (i.e. swim tests for youth aged 7-10)
- Increased focus on staff training and development for lifeguards/instructors (monthly training sessions, additional certifications and performance appraisals)

In-Progress:

Swim Schedule

Create community – focused daytime swim schedule.

→ Presently engaging community through surveys, meeting with regular users and clubs/teams.

Hiring

Increase focus on future hiring needs to avoid staffing shortages (presently a challenge across Canada).

→ Working with Human Resources to develop short-term and long-term strategies.

Maximize Use

Target community partners for regular use of the meeting room and pool at PCM Aquatic Centre.

→ Creating and marketing attractive rental options (i.e. Lion's BBQs, Birthday Party Packages, etc.)

Additional Measures (over 30+)

Operational

- Refined statistics tracking through the use of registration/booking software
- Standardized trainings, orientations and certifications
- Cost analysis for programs (per-participant costs)
- Increases and streamline to our private lesson swim programs

Service

- Permitted parents on the pool deck during lessons for specific swimming lessons (preschool)
- Coordinating with nearby aquatic facilities to ensure complimentary programming
- Introduction of new programs for adults and seniors (i.e. Adult Learn-to-Swim, reviewing potential of a Riverview “Masters” program)

Safety

- Creation of aquatic operational plan to align with industry standards (including lifeguard scan zones, ratios and pool inspections)
- Introduction of leadership training and development for student supervisors at the aquatic centre
- Internal aquatic safety audit in progress (risk management assessment)

Questions

