

July 9, 2019

Jody Castle and Terry Raymond,

I am writing you this letter to bring to your attention a safety concern I have with the recreation facility in Hope. On June 29<sup>th</sup>, 2019, my family and I were using the public swimming pool. As we have many times before, I locked my keys, phone and wallet in a locker in the men's changeroom. When I returned from swimming, my locker had been opened and cash from my wallet emptied. My phone, wallet and keys were still there, but \$355 missing from the wallet. The locker door was opened and the latch still in the locked position. Immediately, I informed the front staff and the maintenance person on staff verified that the locker does in fact lock and appeared confused as to how someone opened the locker as there was no damage to it indicating that it was opened with force. I filed a police report, but as we all know, the cash is gone and never likely to return. What is concerning though, is that there is no security footage to help identify any possible suspects. When officer Tyler Rodney showed up at the recreation centre, they hit a dead end because the facility has not a single video camera. This is hard to believe, baffling! I am dumbfounded that in 2019, a public facility like the recreation centre would not have any security cameras. Not even one at the entrance to see who comes and leaves the facility.

I am concerned for the safety of my family, belongings and the safety of others while visiting the facility. What would happen if a child were to be abducted, if a bike got stolen, a person assaulted, the front cashier robbed or attacked? The only response that could be given is similar to the one we got, a shrug of the shoulders and "we don't really know because we don't have any security cameras". I find this is absolutely unacceptable.

I am not suggesting that cameras be installed in the change rooms, but a camera at the entrance of the building, or at the entrance of the changerooms could answer a lot of questions. Who went in the change room? How many people were in and out of the facility in the time we were at the pool? Because at this time, we have no answers and as far as we know, it could have been anyone visiting the pool, any one of the staffs, or even Santa Clause. We can not prove anyone did or did not take our money.

Facilities in Chilliwack like the Cheam Leisure Centre, Chilliwack Landing Leisure Centre and the Abbotsford Recreation Centre all have security cameras. What excludes your facility from taking some safety measures to ensure the security of your guests? At this moment, there is little risk for anyone to rob a locker or assault anyone.

I understand that there are signs up in the changerooms that indicate any items that are lost or stolen are not of the responsibility of the facility. That being said, I did my part to ensure security of my belongings, by paying for a locker and am disappointed that the Recreation Centre has not done theirs ensure our safety. What could I do differently next time I visit? Have the lifeguard also hold my wife's purse while patrolling the pool?

So I write this letter to ask you not if, but WHEN, security cameras will be installed at the Hope Recreation Centre.

I will be expecting a response be sent to me with how you and the board will follow up with my concern.

I can be reached by email [REDACTED], [REDACTED]

[REDACTED] I will be following this up with Jody to ensure this is addressed.

Thank you for your time.

[REDACTED]