

CORPORATE REPORT

To: Recreation, Culture & Airpark Services Commission
From: Christina Vugteveen, Manager of Parks and Recreation

Date: 2020-07-21
File No: 7710-01

Subject: Recreation, Culture and Airpark Services Facilities Update

INTENT

This report is intended to advise the Recreation, Culture & Airpark Services Commission of the plan to re-open the Hope & Area Recreation Centre and associated facilities while dealing with the impacts of COVID-19. Staff is not looking for a recommendation and has forwarded this information should members want clarification or to discuss the item further.

STRATEGIC AREA(S) OF FOCUS

Foster a Strong & Diverse Economy
Support Healthy & Sustainable Community
Provide Responsive & Effective Public Services

BACKGROUND

Due to the COVID-19 pandemic, the Hope & Area Recreation Centre was closed to the public effective March 16, 2020. Since the closure, staff have been busy with various maintenance and capital projects as well as working towards re-opening. While the opening of both the Almer Carlson Pool and the Hope & Area Recreation Centre is highly anticipated by the community, being able to provide these recreational services while keeping both staff and the public safe and is our main priority.

The Province of British Columbia announced its *Restart Plan*, which includes the restoring of some services under enhanced protocols, which is dependent on the direction from various health authorities, including the British Columbia Centre for Disease Control, Fraser Health and WorkSafeBC, as the COVID-19 pandemic continues to evolve. The British Columbia Recreation & Parks Association, various aquatics and sports associations and governing bodies, and municipal liaisons have been working together to create guidelines approved by the Province, which also is continuing to evolve. Basic safety requirements include, but are not limited to, increased health messaging signage, enhanced cleaning procedures, staff training, plexiglass barriers at customer service counters, and public usage protocols to incorporate physical distancing. Some of the more complex requirements include changes to lifesaving protocol for lifeguards, patron registration tracking, pre-registration and liability waivers.

DISCUSSION

Supplies have now been secured of the various quantities of Personal Protective Equipment and specific cleaning supplies required to operate the facilities. Safe work policies and procedures are currently being implemented for staff. Training is being planned, and current vacancies are being filled. Staff are continuing to work towards opening to the public as soon as possible. The general expected timeline is summarized on the attached re-opening plan.

Almer Carlson (AC) Pool

Staff hope to have the pool open to the public in early August on a schedule of 11:30 am-6 pm, 7 days a week. Customers will be able to book a time to come and swim by registering on-line to swim laps or swim with their family/group. If there is space, the public will be able to register for a time slot on site (walk-ups). Change rooms will not be available; however, an extra staff member will be on-site to assist with the added requirements for operating a pool under the COVID guidelines.

Fitness

Staff are working towards being able to re-open the weight room and the cardio room in August.

Interested patrons will be able to sign up for a time slot on-line or by calling the Recreation Centre. Additional staffing resources will be needed to support the requirements for operating these spaces according to the guidelines, which will include staffing the fitness and cardio centre at all times to ensure physical distancing is practiced and to support enhanced cleaning protocols.

Arena

Plans are underway to install the ice as per the regular schedule and have it operational in September. It is most likely that a similar pre-registration booking system will have to be adhered to for general public skates. Any established groups or teams will be required to submit COVID-19 safety plans and will be required to sign a liability booking waiver before facility usage.

Other

There are many other services and parts of the facility that staff are continuing to work toward opening, including registered recreation programs, Club Child daycare, fitness classes, facility rentals and the indoor pools. More specific details on these programs will be provided as soon as possible. It is the current plan to offer a modified form of most programs in the fall.

It is important to note that any re-opening plans are subject to changes in public health authority protocol and staffing resources. Any projected dates for the start-up of a program could be subject to change at any time, or due to updated guidelines or related staffing pressures could be cancelled at the last minute. Staff will work to the best of their ability to offer excellent customer service during this challenging time, but there will undoubtedly be obstacles to overcome.

While the facility has been closed, staff have been very busy completing projects at the facility including:

- Procurement for the new mezzanine lift
- Replace the hot tub pumps
- Working with the District of Hope on a new chemical feed system and chlorine pipe
- Score clock replacement in the arena
- New fitness equipment to address fitness area safety needs
- Annual pool shut down
- Deep clean of the facility
- Annual startup and maintenance of AC pool

COST

Staff is working on a report for the next Commission meeting to identify the impacts of COVID-19 on the 2020 budget. This will include the loss of revenues, projected costs for operating under COVID-19 guidelines moving forward, and any cost savings from the closure period.

Any additional staff resources required in the short term to support the opening of the Almer Carlson Pool, and the fitness and weight room at the Recreation Centre, can be funded from the approved 2020 budget.

Maintenance and capital projects completed during closure are all within approved 2020 budgets.

CONCLUSION

The use of recreational facilities is an important part of Hope, Area A, and Area B communities. Staff are working hard to restore services to the public in a safe and effective manner while adhering to COVID-19 safety requirements.

COMMENTS BY:

Stacey Barker, Director of Regional Services: Reviewed and supported.

Kelly Lownsbrough, Director of Financial Services: Reviewed and supported.

Jennifer Kinneman, Chief Administrative Officer: Reviewed and supported.

Re-opening plan to coordinate safe delivery of recreation programs and services to residents of Hope and Area.

	PHASE 1 Critical Business Function	PHASE 2 Modified Operations	PHASE 3 Partial (Limited) Facility Re-opening	PHASE 4 Substantial Facility Re-opening	PHASE 5 Full Operation (‘New Normal’)
	Current State	Mid-Summer*	Late Summer*	Early Fall*	To be Determined
Facility Status	<p>Open to Public:</p> <ul style="list-style-type: none"> Limited access to the Airpark <p>Closed to the Public:</p> <ul style="list-style-type: none"> Dan Sharrers Aquatic Centre Arena Weight Room Cardio Room Conference Centre Mezzanine Almer Carlson Outdoor Pool 	<p>Open to Public:</p> <ul style="list-style-type: none"> All facilities and services available in Phase 1 Continue with virtual (online, pre-recorded) fitness programming Open the Almer Carlson Outdoor Pool in North Bend Introduce outdoor fitness classes (weather permitting) Open the Weight Room and Cardio Room <p>Closed to the Public:</p> <ul style="list-style-type: none"> Dan Sharrers Aquatic Centre (Indoor Pools, Hot Tub, Steam Room & Sauna) Arena Conference Centre Mezzanine 	<p>Open to Public:</p> <ul style="list-style-type: none"> All facilities and services available in Phase 1 -2 Continue outdoor fitness classes (weather permitting) and virtual fitness classes Continued access to Weight Room and Cardio Room Restore indoor fitness programs Lift restrictions on facility bookings if appropriate Expand hours and amenities available, some services may still be limited <p>Closed to the Public:</p> <ul style="list-style-type: none"> Dan Sharrers Aquatic Centre Arena Conference Centre 	<p>Open to Public:</p> <ul style="list-style-type: none"> Continued access to Weight Room and Cardio Room Continued indoor fitness classes Continue facility bookings Restore licensed after school program, Club Child, with the start of school year Restore some registered recreation programs Open arena for public skating and allow ice time rentals for practice with restrictions Open indoor pool to Aquafit classes, swim clubs and public lane swimming Open some additional facilities for user group rentals/ bookings <p>Closed to the Public:</p> <ul style="list-style-type: none"> Almer Carlson Outdoor Pool (Closed for the season) 	<p>Open to Public:</p> <ul style="list-style-type: none"> All Recreation Facilities, programs and services. ‘New Normal’
Safety Protocols**	<ul style="list-style-type: none"> No public access to indoor recreation facilities FVRD RCAS Staff education/ resources Physical distancing measures Safety signage and public education Enhanced cleaning and disinfection of recreation facilities No gatherings of 50+ OHS Monitoring and Assessment Increased hand sanitizing stations and cleaning station 	<p>All protocols from Phase 1 plus:</p> <ul style="list-style-type: none"> Additional safety signage Limited/ controlled public access Physical distancing measures Physical barriers (e.g. sneeze guards) No shared equipment or supplies in Fitness classes Limited shared equipment and supplies with enhanced cleaning protocols (Fitness classes. Pre-registered) Enhanced cleaning in Fitness Facilities (Limited and modified access. Pre-registered) Pre-registration for Outdoor Pool use. 	<p>All protocols from Phases 1 -2 plus:</p> <ul style="list-style-type: none"> Limited shared equipment and supplies with enhanced cleaning protocols (Fitness classes. Pre-registered) Enhanced cleaning in Fitness Facilities (Limited and modified access. Pre-registered) Limited shared equipment and cleaning protocols (Recreation) OHS Monitoring and Assessment 	<p>All protocols from Phases 1-3 plus:</p> <ul style="list-style-type: none"> Limited shared equipment and supplies in recreation and fitness programs (may include club child) , with enhanced cleaning protocols OHS Monitoring and Assessment Limited shared equipment and cleaning protocols (Recreation) Limited shared equipment and cleaning protocols (Pool & Arena) 	<p>Ongoing:</p> <ul style="list-style-type: none"> RCAS Staff education and resources Safety Signage/ Public education Enhanced cleaning of touch points and shared equipment in all recreation facilities and washrooms and changerooms Safety signage and public education OHS Monitoring and Assessment
Available Services	<ul style="list-style-type: none"> Pre-recorded Fitness and Recreation videos (Hope Recreation You Tube Channel) Ongoing information updates through FVRD website and Social media channels. 	<p>All services from Phase 1 plus:</p> <ul style="list-style-type: none"> Pre-recorded Fitness and Recreation videos (Hope Recreation You Tube Channel) Limited and modified Virtual and pre-recorded Fitness classes and Virtual Recreation Programs Ongoing information updates through FVRD website and Social media channels. Limited, modified registered outdoor fitness classes Limited, modified access to Fitness Facilities. (registered) 	<p>All services from Phases 1 -2 plus:</p> <ul style="list-style-type: none"> Additional modified, registered outdoor and some indoor programs: fitness Limited and modified access to Weight Room and Cardio Room 	<p>All services from Phases 1 -3 plus:</p> <ul style="list-style-type: none"> Modified, registered outdoor and indoor programs: fitness; recreation, aquatics and arena Limited facility booking (limited capacity) Club Child, with start of school year. 	<ul style="list-style-type: none"> Regular operations.

**Dates are targets only and may change based on changing conditions.*

*** This is not a complete list.*