



THE CORPORATION OF THE TOWN OF LASALLE

Minutes of a Meeting of the Parks, Recreation and Events Committee

March 18, 2021

9:00 a.m.

Meeting Held Virtually

Members of Committee Present: Councillor Mike Akpata, Councillor Sue Desjarlais, Councillor Jeff Renaud

Administration Present: P. Marra, Deputy CAO, P. Funaro, Director of Parks and Recreation, M. Beggs, Manager of Parks and Roads, M. Masonovich, Manager of Fleet & Facilities, T. Brydon, Supervisor of Parks, Gaetano Ferraro, Manager of Finance/Deputy Treasurer, T. Coke, Council Coordinator, L. Jean, Deputy Clerk

Clerks Note: Councillor Akpata, Councillor Desjarlais, Councillor Renaud and Administration participated in the Meeting electronically via video conference technology.

A. CALL TO ORDER

Councillor Akpata calls the meeting to order at 9:00 a.m.

B. DISCLOSURES OF PECUNIARY INTEREST AND THE GENERAL NATURE THEREOF

None disclosed.

C. ADOPTION OF MINUTES

Moved By: Councillor Desjarlais

Seconded By: Councillor Renaud

That the minutes of the meeting of the Parks, Recreation and Events Committee Meeting dated February 18, 2021 be adopted as presented.

Carried.

D. REPORTS/ CORRESPONDENCE FOR COMMITTEE ACTION

1. Alternative events in 2021

Moved By: Councillor Renaud

Seconded By: Councillor Desjarlais

That the report of the Director of Culture and Recreation dated March 20, 2021 (CR-2021-06) regarding the alternative events in 2021 BE RECEIVED and that the recommendation to spend \$19,950.00 from the Culture and Recreation 2021 Operating Budget BE APPROVED.

Carried.

2. Communication of Arena Reopening Protocols

Moved By: Councillor Desjarlais

Seconded By: Councillor Renaud

That the report of the Director of Culture and Recreation and Manager of Facilities dated March 10, 2021 (CR-2021-07) regarding the communication of arena reopening protocols BE RECEIVED.

Carried.

3. Active Net Recreation Software Update

Moved By: Councillor Renaud

Seconded By: Councillor Desjarlais

That the report of the Director of Culture and Recreation dated March 12, 2021 (CR-2021-08) regarding an update on Active Net software BE RECEIVED.

Carried.

4. Activity Registration Policy

Moved By: Councillor Desjarlais

Seconded By: Councillor Renaud

That the report of the Director of Culture and Recreation dated March 12, 2021 (CR-2021-09) regarding the Activity Registration Policy BE RECEIVED and that the Activity Registration Policy BE APPROVED.

Carried.

5. Private Rental Policy

Moved By: Councillor Desjarlais

Seconded By: Councillor Renaud

That the report of the Director of Culture and Recreation dated March 12, 2021 (CR-2021-10) regarding the Private Rental Policy BE RECEIVED and that the Private Rental Policy BE AMENDED and brought back to the Committee for review.

Carried.

E. NEXT MEETING

The next scheduled meeting will be held on April 15, 2021 at 9:00 a.m.

F. ADJOURNMENT

The meeting is adjourned at the call of the Chair at 9:36 p.m.

Chair

Council Co-ordinator



COMMITTEE MATTERS
Parks, Recreation and Events Committee

March 18, 2021

Clerk's Note: The Parks, Recreation and Events Committee approved the following matters during their meeting held on March 18, 2021. Copies of items are attached for reference as part of the corresponding Minutes.

1. **Subject: Alternative Events**

Motion: Moved by Councillor Renaud
Seconded by Councillor Desjarlais

That the report of the Director of Culture and Recreation dated March 20, 2021 (CR-2021-06) regarding the alternative events in 2021 be received and that the recommendation to spend \$19,500.00 from the Culture and Recreation 2021 Operating Budget be approved

2. **Subject: Communication of Arena Reopening Protocols**

Motion: Moved by Councillor Desjarlais
Seconded by: Councillor Renaud

That the report of the Director of Culture and Recreation and Manager of Facilities dated March 10, 2021 (CR-2021-07) regarding the communication of arena reopening protocols be received.

3. **Subject: Active Net Recreation Software Update**

Motion: Moved by Councillor Renaud
Seconded by: Councillor Desjarlais

That the report of the Director of Culture and Recreation dated March 12, 2021 (CR-2021-08) regarding an update on Active Net Software be received.

4. **Subject: Activity Registration Policy**

Motion: Moved by Councillor Desjarlais
Seconded by: Councillor Renaud

That the report of the Director of Culture and Recreation dated March 12, 2021 (CR-2021-09) regarding the Activity Registration policy be received and that the Activity Registration Policy be approved.

Committee Matter #1

Alternative Events in 2021



The Corporation of the Town of LaSalle

To: Members of the Parks, Recreation and Events Committee

Prepared by: Patti Funaro, Director of Culture and Recreation

Department: Culture and Recreation

Date of Report: March 10, 2021

Report Number: CR-2021-06

Subject: Alternative events in 2021

Recommendation

That the report of the Director of Culture and Recreation dated March 20, 2021 (CR-2021-06) regarding the alternative events in 2021 BE RECEIVED and that the recommendation to spend \$19,950.00 from the Culture and Recreation 2021 Operating Budget BE APPROVED.

Report

The following outlines suggested alternative special event activities for the community while still adhering to the guidelines and restrictions established by public health authorities.

Strawberry Festival

It is important to continue engaging with regular attendees of the Strawberry Festival to keep the event top of mind and ensure a successful event post-covid. A number of virtual activities were developed in 2020 and culture and recreation staff have continued to research trends to build upon our success in 2021. The following activities and associated costs are outlined for consideration:

Rise2Fame Youth Talent Search

In partnership with the Western Fair, the Rise2Fame Youth Talent Search will take place virtually. Winners will be announced the weekend the Strawberry Festival would normally take place.

Strawberry Festival in a Box (\$2500.00)

This is a big trend throughout Ontario for festivals, events and camps. A box of strawberry themed activities and supplies will be prepared and distributed to families. Included with the box of activities will be secure links to Zoom programs that will take

place the weekend of the Strawberry Festival. These programs will guide families and children through the activities, using the supplies provided in the box. Examples of activities include strawberry planting, strawberry themed crafts etc).

A maximum of 250 families could register for a box. The cost per box is approximately \$10.00.

Mascot Dance Off

Captain Strawberry will face off again against local mascots and the community can vote through social media for the best dancer.

Virtual Escape Room (\$100.00)

Families can uncover clues and solve puzzles to save the Strawberry Festival. Once the code is unlocked, it can be sent in for a chance at winning a prize.

Social Media Contests (\$250.00)

Various Strawberry Festival themed contests to remain connected and engaged with the community.

Virtual Children's Show (\$1500.00)

A virtual children's show themed around the festival such as a magician.

Night Markets (\$6000.00)

A modified version of the Night Market can be offered at an estimated cost of \$1200.00 each. This would cover the cost of security and program staff to manage crowds and covid protocols.

Drive-In Movies (\$7600.00)

Drive-in movies are allowed under the Reopening Ontario Framework, provided that participants remain in their cars and cars are spaced six feet apart. A site layout has been developed and an event such as this could accommodate 150 cars per event. Participants would pre-register in advance to reserve a spot due to the limited space. Hosting four of these over the summer season would allow us to accommodate as many people as possible.

Logistical Items (\$2000.00)

This would cover the cost of items such as signage, barriers, hand sanitizing stations etc for use at all in person events.

Consultations

N/A

Financial Implications

\$19,950.00

Prepared By:

A handwritten signature in black ink, appearing to read "P. Funaro".

Director of Culture & Recreation

Patti Funaro

Link to Strategic Goals

1. Enhancing organizational excellence - Not Applicable
2. Strengthen the community's engagement with the Town - Not Applicable
3. Grow and diversify the local economy - Not Applicable
4. Build on our high-quality of life - Yes
5. Sustaining strong public services and infrastructure - Not Applicable

Communications

N/A

Notifications

N/A

Committee Matter #2

Communication of Arena Reopening Protocols



The Corporation of the Town of LaSalle

To: Members of the Parks, Recreation and Events Committee

Prepared by: Patti Funaro, Director of Culture and Recreation and Mark Masanovich, Manager of Facilities

Department: Culture and Recreation

Date of Report: March 10, 2021

Report Number: CR-2021-07

Subject: Communication of Arena Reopening Protocols

Recommendation

That the report of the Director of Culture and Recreation and Manager of Facilities dated March 10, 2021 (CR-2021-07) regarding the communication of arena reopening protocols BE RECEIVED.

Report

As we phase in the reopening of the Vollmer Complex, it is important to reflect on lessons learned during the initial reopening of the arena in the fall of 2020. During that time, it was challenging to communicate to our user groups, coaches, participants and parents the protocols that were put in place by various governing bodies including public health officials and provincial sport organizations. This resulted in the protocols often not being adhered to and frustrated staff and patrons.

In an effort to improve communication, Culture and Recreation and Public Works representatives will be hosting a number of virtual meetings for user group executives and coaches. It is our intention that all invited will attend a meeting prior to returning to the facility. The meetings will review covid protocols along with other important facility information and will be kept to approximately thirty minutes in length. Several dates and times will be offered to ensure that everyone can attend at a time that is convenient for them.

The plan is to continue meetings such as this each year at the start of the season. This ongoing communication will assist in educating our users, creating awareness of facility rules and expectations and maintaining positive relationships.

Consultations

none

Financial Implications

none

Prepared By:



Director of Culture & Recreation

Patti Funaro

Link to Strategic Goals

1. Enhancing organizational excellence - Choose an item.
2. Strengthen the community's engagement with the Town - Yes
3. Grow and diversify the local economy - Choose an item.
4. Build on our high-quality of life - Choose an item.
5. Sustaining strong public services and infrastructure - Choose an item.

Communications

N/A

Notifications

N/A

Committee Matter #3

Active Net Recreation Software Update



The Corporation of the Town of LaSalle

To: Members of the Parks, Recreation and Events Committee

Prepared by: Patti Funaro, Director of Culture and Recreation

Department: Culture and Recreation

Date of Report: March 12, 2021

Report Number: CR-2021-08

Subject: Active Net Recreation Software Update

Recommendation

That the report of the Director of Culture and Recreation dated March 12, 2021 (CR-2021-08) regarding an update on Active Net software BE RECEIVED.

Report

On March 1, 2021, the Department of Culture and Recreation launched Active Net recreation software. As with any new software, some procOverall, the transition to date has been successful and staff are reporting many benefits to the new software and efficiencies created including:

- More user friendly for the public to complete online registration, purchase memberships and request facilities
- More user friendly and time efficient for staff (easier to navigate and quicker registration process)
- Easier and faster for staff to enter program information on the backend
- Auto generated report and report distribution (for example, finance reports, operations reports etc)
- Less user error due to integrated debit/credit machines
- Easier refund process
- Online private lesson registration (including instructor requests)
- Digitized check-in and attendance for all programs, resulting in reduced staff time to prepare class rosters, reduction in printing, stricter adherence to privacy legislation and digital storage

Consultations

N/A

Financial Implications

N/A

Prepared By:

A handwritten signature in black ink, appearing to read "P. Funaro".

Director of Culture & Recreation

Patti Funaro

Link to Strategic Goals

1. Enhancing organizational excellence - Not Applicable
2. Strengthen the community's engagement with the Town - Not Applicable
3. Grow and diversify the local economy - Not Applicable
4. Build on our high-quality of life - Not Applicable
5. Sustaining strong public services and infrastructure - Yes

Communications

N/A

Notifications

N/A

Committee Matter #4

Activity Registration Policy



The Corporation of the Town of LaSalle

To: Members of the Parks, Recreation and Events Committee

Prepared by: Patti Funaro, Director of Culture and Recreation

Department: Culture and Recreation

Date of Report: March 12, 2021

Report Number: CR-2021-09

Subject: Activity Registration Policy

Recommendation

That the report of the Director of Culture and Recreation dated March 12, 2021 (CR-2021-09) regarding the Activity Registration Policy BE RECEIVED and that the Activity Registration Policy BE APPROVED.

Report

The Activity Registration Policy will ensure that the Department of Culture and Recreation is providing professional customer service during the activity registration process by outlining rules and policies that govern various steps during recreation activity registration. The policy covers:

- Priority registration
- Regular registration
- Waitlists
- Cancelled programs
- Activity Transfers
- Withdrawing from a program
- Refunds and Credits

Consultations

N/A

Financial Implications

N/A

Prepared By:

A handwritten signature in black ink, appearing to read "P. Funaro". The signature is stylized with a large, looped initial "P" and a cursive "Funaro".

Director of Culture & Recreation

Patti Funaro

Link to Strategic Goals

1. Enhancing organizational excellence - Yes
2. Strengthen the community's engagement with the Town - Not Applicable
3. Grow and diversify the local economy - Not Applicable
4. Build on our high-quality of life - Not Applicable
5. Sustaining strong public services and infrastructure - Yes

Communications

N/A

Notifications

N/A



The Corporation of the Town of LaSalle Policy Manual

Activity Registration Policy

Policy Manual Section: Municipal Services – Culture and Recreation

Policy Number:

Authority:

Date Approved:

Department Responsible: Culture and Recreation

Revision Date:

Review Date:

Status: Active

Policy Statement

The Town of LaSalle (hereby referenced as ‘the Town’) is committed to providing professional customer service during the registration process. This is established by outlining rules and policies that govern various steps during recreation activity registration.

Purpose

The purpose of this policy is to provide transparency to the registration process for recreation activities.

Scope

This policy applies to all recreation activities hosted by the Town.

Definitions

- Activity shall be defined as a recreation program hosted by the Town.
- Participant shall be defined as those who are seeking registration in a Town activity

Policy

Priority Registration

The Town will accept early registration (priority registration) prior to the regular registration start date for an additional fee. The fee is outlined in Schedule F of the Town’s User Fee By-Law, as amended from time to time. Fees will be automatically applied at the time of registration during the priority period.

Regular Registration

The Town will accept activity registration for all activities between the start date and end date of the registration period. Registration period start and end dates are subject to change between seasons. Registration periods will be communicated to customers in advance.

Registration is accepted on a first come first serve basis.

Registration Deadlines

Registrations for Aquatic Leadership/Workshops/One-Day Courses must be done in advance to ensure adequate resources and supplies are available for participants. In some circumstances same day registration maybe permitted at the discretion of the Supervisor or designate.

For all program activities, registration may occur if three (3) or less classes have occurred. If three (3) or more courses have occurred, program registration will not be accepted. Customers who register after the start date of the program are entitled to a pro-rated fee to reflect the number of classes remaining in the program. Activity registration will not be accepted after the registration period ends.

Same Day Registrations

Same day registrations may be permitted if space is available in the activity. Same-day registrations for day camp programs shall be subject to an administrative fee, as outlined in Schedule F of the Town's User Fee By-Law.

Registration Methods

The Town accepts activity registration by phone and in-house at the Vollmer Recreation Complex during front desk hours. Online registration is also accepted any time at www.lasalle.ca/register.

Participants must pay in full at the time of registration. Accepted methods of payment include credit card, debit card, cash and cheque. Spaces will not be reserved without payment.

Registration with P2P

To register using P2P (Pathway to Potential) participants must reside within the Town of LaSalle and must provide proof of family net income. Registration is completed through the Department of Culture and Recreation and funding is applied on a first-come, first-serve basis. Participants are required to produce the updated and appropriate relevant financial forms annually.

Participants are required to pay a percentage of the program fees (a minimum of 10%). Percentage paid by participants could change based on factors such as funding and availability. Funding is not guaranteed. Recipients can receive support up to a maximum dollar-value per year based on funding and availability. Funding is not guaranteed.

Waitlists

When an activity has reached capacity, any further potential participants will be put on a waiting list. If a spot becomes available within the registration period, customers on the waitlist will be

contacted in the order of waitlist registration. If the registration period has closed, waitlists will not be used.

Should a spot become available, all participants on the waitlist will be contacted by email. If an email address is not provided, an attempt will be made by telephone. Registration for the available spot(s) will be taken on a first come, first serve basis.

Pre-Admission for Drop-In Activities

The Town may hold recreational activities that allow pre-admission. Pre-admission is a courtesy list that reserves a spot in advance without pre-payment. Payment will be required at the time of check-in, to the drop-in activity. Pre-admission may be used for drop-in activities such as public swims, recreational skates and Town events. Customers must register each individual participant looking to attend the drop-in activity. Pre-admission can be made online, in-house and by phone.

Pre-admission can be done for a drop-in recreational activity at the beginning of the sessional registration period.

Customers will receive confirmation of their pre-admission in writing to the email address on account. Customers must confirm their email address while completing a pre-admission request.

Customers with pre-admission must arrive within ten (10) minutes of the drop-in activity start time, in order to be courteous to those waiting. Pre-admission is no longer valid after ten (10) minutes into the drop-in activity start time.

Activity Transfers

Activity transfers will be permitted if program space is available and if prerequisites are met. Customers may transfer a program registration at any time in the first three (3) classes of the program. If more than three (3) classes have occurred, program transfers will not be permitted.

All requests for transfers/refunds for Aquatic Leadership/Workshops/One Day Courses must be received in writing five (5) business days or more before the program start date.

Employees may be required to initiate a transfer based on the program participant's skill level, abilities and specific needs. These transfers will also be completed during the first three (3) classes. In the event that a transfer of this nature cannot be accommodated, a pro-rated refund will be issued to the customer. No administrative fees will be charged.

Requests for transfers in day camp must be made more than five (5) days prior to the selected camp day.

Activity transfers shall be performed by the Customer Service Representative during front desk hours. Transfer requests may not be accommodated based on room availability, registration enrollment, instructor availability etc.

Activity Refunds

The Town will issue refunds to customers based on the date the request for refund is submitted. All requests for refunds must be made to the customer service representatives. This request can be completed over the phone or in person at the customer service desk. All refunds will be processed as indicated below. Submission does not guarantee a refund. The refund process may

take 4-6 weeks for processing. Please Note: Non-attendance and/or advising employees does not indicate a notice of withdrawal.

Refunds will be issued in the same method as the original payment. If payment was made by credit card, the refund will be issued back onto the same card. No cash refunds will be issued. If the payment was made by debit or cash a cheque will be processed and mailed to the address on the customer's account.

Customers may determine whether they would like the funds placed as credits on their account or back in the form of a refund. Should a customer elect to have their refund placed on their account for future activity, the \$10.00 administrative charge is waived.

Refunds initiated by the customer

Requests received at least five (5) days prior to the activity start date:

- Customers requesting a refund at least five (5) days prior to the activity start date will receive a full refund. No administrative charge is applied.

Requests received less than five (5) days prior to the activity start date:

- Customer requesting a refund less than five (5) days prior to the start of the program they will receive a full refund less a \$10.00 administrative charge. Should the customer elect to put their refund on account in the form of a credit, the \$10.00 administrative charge is waived.

Requests received on the first day of the program until the third day of the program:

- Refund requests received on the first day of the program, up to and including, the third day of the program will receive a pro-rated refund with a \$10.00 administrative fee.

Requests received after the third day of the program:

- Requests for refunds submitted in writing after the third day of the program will not be eligible for a refund or credit, unless a medical note is attached.

Requests received after the completion of the program:

- No refunds will be issued.

Refunds initiated by the Town

Should an activity be cancelled due to low registration or the program has been cancelled due to another reason, customers will receive a full refund or credit on their account. No administrative charges will apply. Where applied, customers will also receive a refund for any priority fees applied.

If a program participant is being asked to leave a program by an employee, the program participant will receive a refund or credit. No administrative charges will apply. Where applied, customers will also receive a refund for any priority fees applied.

P2P Refunds

Participants that have paid with P2P or Jumpstart funding are not entitled to a refund or credit if a class has been cancelled or if the customer is withdrawn.

Cancellations and Closures

The Town will make efforts to communicate cancellations and closures in advance through various methods such as phone calls, text messages, emails, social media and website updates. Examples of cancellations known in advance include the following:

- Minimum participant criteria not met
- Activity space no longer available
- Construction or maintenance periods

Cancellations made in advance are subject to refunds in accordance with the refund policy. Some cancellations may occur unexpectedly and abruptly. In the event of an abrupt cancellation, the Town will make efforts to contact those customers affected by the cancellation through emails, phones or automated text messages. In some circumstances, cancellations may occur without any advanced notice such as the following:

- Severe weather
- Pool fouling
- Emergency situation
- Mechanical failure

Cancellations that are beyond the control of the Town are not eligible for a refund.

Swim Lessons

When aquatic programs are disrupted and in-water instruction is not possible, employees will attempt to provide alternative methods of instruction utilizing WaterSmart education. Private swimming lessons will be re-scheduled where possible. Participants enrolled in lessons where three (3) or more classes within the session were cancelled, will receive a refund or credit for one (1) lesson.

Phone and Voicemails

Voicemails are monitored. The Town shall respond to all customer inquiries within a period of two (2) business days. Voicemails return calls are completed in a sequential order. During periods of high call volume (activity registration periods), phones may be answered less frequently.

Admission

The Town utilizes a variety of methods to indicate proof of payment for activities. Such methods include but are not limited to wristbands, stamps, receipts and proof of payment cards. Customers must obtain their proof of admission from the front desk prior to reporting to their activity. Employees can collect or request to view the proof of admission at the activity location.

The Town of LaSalle is committed to ensuring the safety and supervision of all children and youth within the facility. Individuals looking to gain admittance into the aquatics centre will be admitted in accordance to the Town of LaSalle Aquatics Admission Policy. Admittance onto the walking track located in the Vollmer Complex fitness centre will be done in accordance with the Town of LaSalle Walking Track Policy. Town of LaSalle employees may deny access to a customer if adequate supervision cannot be provided.

Customer Pickup

Documents for customer pickup will be stored at the Vollmer Complex front desk. These documents may include but are not limited to rental contracts, receipts of payment and report cards. Employees will notify customers that a document is ready for pickup. Documents for pickup must be picked up in a timely manner. Documents that are not picked up will be shredded and disposed of.

Protecting Personal Information

In accordance with the Municipal Freedom of Information and Protection Act, personal information is collected under the authority of the Municipal Act, and will only be used for purposes related to program registration and facility use.

Policy Review

This policy will be reviewed and updated as required. This policy must be reviewed by the stated review date and approved by the responsible department.

References

- Town of LaSalle Fee Schedule Bylaw
- Town of LaSalle Aquatics Admission Policy
- Town of LaSalle Walking Track Policy
- Town of LaSalle Records Retention Schedule

Review Dates