



## **The Corporation of the Town of LaSalle**

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**To:** Mayor and Members of Council

**Subject:** Motions Arising from the Parks, Recreation and Events Committee

**Committee:** Parks, Recreation and Events Committee

**Committee Meeting Date:** February 17, 2022

**Attachments:** Committee Meeting Minutes and Corresponding Reports

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**Clerk's Note:** The attached minutes are unadopted and will be considered by the Committee at its next scheduled meeting.

### **1. 2022 Strawberry Festival**

Moved By: Councillor Renaud

Seconded By: Councillor Desjarlais

That the report of the Director of Culture and Recreation dated January 21, 2022 (CR-2022-01) regarding the plans for the 2022 LaSalle Strawberry Festival be received and that the budget for the 2022 festival be approved.

**Carried.**

### **2. Upcoming Activities- April to June 2022**

Moved By: Councillor Renaud Seconded

By: Councillor Desjarlais

That the report of the Director of Culture and Recreation dated January 25, 2022 (CR-2022-05) regarding upcoming activities from April until June 2022 be received.

**Carried.**



**3. Updates to the Outdoor Sports Surface Use Policy and Walking Track Policy**

Moved By: Councillor Desjarlais  
Seconded By: Councillor Renaud

That the report of the Director of Culture and Recreation dated January 27, 2022 (CR-2022-06) regarding updates to the Facility Rentals □ Outdoors Sports Surface Use Policy and the Walking Track Policy be received and that Facility Rentals - Outdoors Sports Surface Use Policy and the Walking Track Policy be approved.

**Carried.**

**4. 2022 Annual Report of Joint Programs and Events between Culture and Recreation and Public Works**

Moved By: Councillor Renaud  
Seconded By: Councillor Desjarlais

That the report of the Director of Culture and Recreation and Director of Public Works dated January 27, 2022 (CR-2022-04) regarding the 2021 Annual Report be received and forwarded to Council.

**Carried.**

**5. Request for reduced ice rental rate**

Moved By: Councillor Renaud  
Seconded By: Councillor Desjarlais

That the report of the Director of Culture and Recreation dated January 20, 2022 (CR-2022-03) regarding a request for reduced ice rental rate be received and that the request received from J. Casey to waive all fees for the Play For A Cure Hockey Tournament being held on March 29, 2022 at the Vollmer Recreation Complex be approved and that the request from Ed Kolar for reduced rates for Seniors Hockey be denied.

**Carried.**

For more information regarding the Parks, Recreation and Events Committee Meeting on February 17, 2022 please view the [Meeting Agenda here](#).



## **The Corporation of the Town of LaSalle**

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

February 17, 2022

9:00 a.m.

Meeting Held Virtually

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

Administration  
Present: P. Funaro, Director of Culture and Recreation, M. Beggs,  
Manager of Parks and Roads, M. Masonovich, Manager of Fleet  
& Facilities, T. Brydon, Supervisor of Parks, G. Ferraro,  
Manager of Finance/Deputy Treasurer, O. Stichhaller,  
Supervisor of Recreation, S. Bisson, Manager of Parks and  
Recreation, J. Turnbull, Supervisor of Programming, R. Tufts,  
Council Coordinator, L. Jean, Deputy Clerk

**Clerk's Note:** Members of Council and Administration participated in this meeting via video conference technology.

#### **A. Call to Order**

Councillor Akpata calls the meeting to order at 9:06 a.m.

#### **B. Disclosures of Pecuniary Interest and the General Nature Thereof**

None declared.

#### **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 dated November 18, 2021 be adopted as presented.

**Carried.**

#### **D. Reports / Correspondence for Committee Action**

##### **1. 2022 Strawberry Festival**

Patti Funaro, Director of Culture and Recreation, presented the report.

Tano Ferraro, Manager of Finance/Deputy Treasurer provided overview of the budget.

Moved By: Councillor Renaud

Seconded By: Councillor Desjarlais

That the report of the Director of Culture and Recreation dated January 21, 2022 (CR-2022-01) regarding the plans for the 2022 LaSalle Strawberry Festival be received and that the budget for the 2022 festival be approved.

**Carried.**

2. Upcoming Activities – April to June 2022

Patti Funaro, Director of Culture and Recreation, presented the report.

Moved By: Councillor Renaud

Seconded By: Councillor Desjarlais

That the report of the Director of Culture and Recreation dated January 25, 2022 (CR-2022-05) regarding upcoming activities from April until June 2022 be received.

**Carried.**

3. Updates to the Outdoor Sports Surface Use Policy and Walking Track Policy

Patti Funaro, Director of Culture and Recreation, presented the report.

Moved By: Councillor Desjarlais

Seconded By: Councillor Renaud

That the report of the Director of Culture and Recreation dated January 27, 2022 (CR-2022-06) regarding updates to the Facility Rentals – Outdoors Sports Surface Use Policy and the Walking Track Policy be received and that Facility Rentals – Outdoors Sports Surface Use Policy and the Walking Track Policy be approved.

**Carried.**

4. 2022 Annual Report of Joint Programs and Events between Culture and Recreation and Public Works

Patti Funaro, Director of Culture and Recreation, Scott Bison, Manager of Culture and Recreation, Mark Beggs, Manager of Roads and Parks, Mark Masanovich, Manager of Fleet and Facilities, Tom Brydon, Supervisor of Parks, Owen Stichhaller, Supervisor of Culture and Recreation, Julie Turnbull, Supervisor of Programming, appeared before the Committee and jointly presented the report.

Moved By: Councillor Renaud

Seconded By: Councillor Desjarlais

That the report of the Director of Culture and Recreation and Director of Public Works dated January 27, 2022 (CR-2022-04) regarding the 2021 Annual Report be received and forwarded to Council.

**Carried.**

5. Request for reduced ice rental rate

Patti Funaro, Director of Culture and Recreation, presented the report.

Jeff Casey appeared before the Committee requesting a reduction in fees for his event.

Moved By: Councillor Renaud  
Seconded By: Councillor Desjarlais

That the report of the Director of Culture and Recreation dated January 20, 2022 (CR-2022-03) regarding a request for reduced ice rental rate be received and that the request received from J. Casey to waive all fees for the Play For A Cure Hockey Tournament being held on March 29, 2022 at the Vollmer Recreation Complex be approved and that the request from Ed Kolar for reduced rates for Seniors Hockey be denied.

**Carried.**

**E. Next Meeting**

The next scheduled meeting will be held on May 19, 2022 at 9:00 a.m.

**F. Adjournment**

The meeting is adjourned at the call of the Chair at 10:30 a.m.

\_\_\_\_\_  
Chair

\_\_\_\_\_  
Council Coordinator



## **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:** January 21, 2022

**Report Number:** CR-2022-01

**Subject:** 2022 Strawberry Festival

### **Recommendation**

That the report of the Director of Culture and Recreation dated January 21, 2022 (CR-2022-01) regarding the plans for the 2022 LaSalle Strawberry Festival be received and that the budget for the 2022 festival be approved.

### **Report**

The purpose of this report is to provide an overview of festival plans and highlight significant changes for 2022.

#### **Online Ticket Sales**

ACTIVEnet registration software has an online ticketing option and that will allow for pre-event online admission sales. There is also a point of sale option for on-site sales. This will provide a number of benefits including faster admission lines, a convenient and cashless option for attendees, easier reconciliation of sales, digital reporting and reduced cash on site at the festival.

#### **Change to admission gate operation**

In order to facilitate online admission ticket check-in and point of sale it is recommended to use paid part-time Culture and Recreation staff to work at the gates to the festival as opposed paying a lump sum to a community group to provide volunteers to conduct the work. Using an app for online ticket admission and point-of-sale app will require advanced training which would not be possible with community volunteers. In addition, using employees will create other efficiencies and benefits such as:

- Town staff have been appropriately screened and trained in areas such as Accessible Customer Service, cash handling etc

- All Culture and Recreation staff are first aid certified, which would allow the elimination the information/first aid booth and instead have information and first aid provided at both entrances.
- Staff are well versed in the ever-changing public health guidelines and will be able to assist the security team in ensuring adherence.

#### Budget

Overall, the 2022 budget takes a slightly more conservative approach in forecasting a loss of approximately \$19,000. This is as a result of the uncertainty surrounding potential restrictions. There is an extra \$6530 in expenses which are offset by \$3000 increase in advance ticket sales with a net increase in expenses of \$3300. This is predominately the result of adding \$1000 to the electrical budget and \$3000 to set up.

#### Logistics/Park Layout

Staff will work with Robertson Amusements to determine the best layout for the carnival to optimize space and to adhere to public health guidelines and restrictions. In an effort to be mindful of climate change and the challenges with weather in previous years, plans are underway to revamp the main stage area to offer shelter and protection as was planned pre-pandemic. A sixty by one hundred foot tent with a twenty by sixty foot stage underneath will be the location of all musical entertainment. This larger tent will allow us to eliminate the large stage rental and the tents for sound and backstage. The savings from this will be reallocated to the rental of the larger tent ensuring that patrons can enjoy all the entertainment regardless of sun or rain. In addition, the regular children's activities held on the Sunday can take place under the tent.

The agreement with Robertson Amusements will be brought to a future Council meeting for a one year extension.

#### Security

The festival safety and security practices are being evaluated and Culture and Recreation staff having been working with LaSalle Police to lessen some of the issues from 2019. It is recommended to contract the services of Johnston Security for the 2022 festival. This is the same security service that has been used at the Vollmer to enforce vaccine rules. This company has consistently provided exceptional service and feedback from both staff and the public has been very positive Administration feels confident in this company's abilities to help manage some of the challenges from 2019.

#### Musical Entertainment

A request has been submitted to book the Elton John tribute artist "Elton Sean" as the headline act for Saturday, June 11. This is based on feedback from his performance at the 2019 Festival and Events Ontario Conference. A general "Call for Entertainers" will be posted on the town website and shared on social media in late February/early March.

#### Rise 2Fame Talent Show

The Rise2Fame Talent Show will take place on Sunday, June 12.

### Family Entertainment

A high dive acrobatic show has been tentatively booked with Milord Entertainment. The show will take place several times daily throughout the weekend.

### Partnerships

In order to meet festival needs, it is recommended to once again work with Life After Fifty to operate the Strawberry and Ice Cream sales. Their organization is able to provide the large number of volunteers and staff required as well as ensure that Safe Food Handling Certification requirements are met. Additionally, Bike Friendly Windsor Essex is recommended to host the Bike Valet.

### Applications

Applications for vendors and the parade will be available on the website in late February/early March.

## Consultations

Finance Department

Public Works

## Financial Implications

loss of approximately \$19,000

## Prepared By:



Director of Culture & Recreation

Patti Funaro

## **Link to Strategic Goals**

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

## **Communications**

n/a

## **Notifications**

n/a

**LASALLE STRAWBERRY FESTIVAL  
2022 BUDGET**

	<b>DRAFT</b>		
	<b>2022 Budget</b>	<b>2020 Budget</b>	<b>Change</b>
<b>Opening Balance</b>			
Surplus/(Deficit) (Carried Forward)	61,672	61,672	
	<b>61,672</b>	<b>61,672</b>	<b>-</b>
<b>Revenue</b>			
Contribution from Town	2,500	2,500	-
Interest	2,800	2,800	-
Sponsorships	10,000	10,000	-
Vendors	17,000	17,000	-
Parking	600	600	-
Advance Carnival Tickets	6,000	3,000	3,000
Carnival	19,000	19,000	-
Carnival Booth	-	-	-
Gate	77,000	85,000	(8,000)
Strawberries & Ice Cream	22,000	22,000	-
Parade	-	-	-
Beer Tent Revenue	-	-	-
Donations	-	-	-
Advance Entrance Fees	1,000	1,000	-
Miscellaneous Revenue	-	-	-
<b>Total Revenue</b>	<b>157,900</b>	<b>162,900</b>	<b>(5,000)</b>
<b>Expenses</b>			
Advertising	4,500	7,000	(2,500)
Committee Expenses	5,000	5,000	-
Memberships	330	300	30
Telephone	20	20	-
First Aid	-	-	-
Security	17,500	15,000	2,500
Information Booth	-	-	-
Park Setup	23,000	20,000	3,000
Electrical	14,000	13,000	1,000
Tent Rental	10,500	4,500	6,000
Washroom Rental	5,000	4,500	500
Waste Disposal/Recycle	2,100	2,100	-
Entertainment-Stage	15,000	15,000	-
Entertainment-Other	16,000	16,000	-
Entertainment-Family Day	5,000	5,000	-
Stage and Sound	12,250	18,250	(6,000)
Carnival Expense	6,000	3,000	3,000
Gate Expense	5,000	5,000	-
Staffing-Gate	3,000	-	3,000
Strawberries & Ice Cream	9,500	9,500	-
Parade	9,100	9,100	-
Fireworks	7,650	7,650	-
Pageant / Talent Show	500	500	-
Donations	6,000	10,000	(4,000)
Miscellaneous Expenses	-	-	-
<b>Total Expenses</b>	<b>176,950</b>	<b>170,420</b>	<b>6,530</b>
<b>Surplus/(Deficit) - Current Year</b>	<b>(19,050)</b>	<b>(7,520)</b>	<b>(11,530)</b>
<b>Surplus/(Deficit) - Total</b>	<b>42,622</b>	<b>54,152</b>	<b>(11,530)</b>



## **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:** January 25, 2022

**Report Number:** CR-2022-05

**Subject:** Upcoming Activities – April to June 2022

### **Recommendation**

That the report of the Director of Culture and Recreation dated January 25, 2022 (CR-2022-05) regarding upcoming activities from April until June 2022 be received.

### **Report**

Registration – Priority Registration March 21, Regular Registration March 28 (Delayed by a week to ensure Winter participants have student progress for next session registration).

Spring Session Dates – April 11 – June 20, 2022 (delayed start to accommodate the shift of the Winter session. Winter session dates affected by COVID closure).

Extension of hockey season – some leagues are currently considering an extension to the hockey season (into April) to make up for time lost during the COVID shutdown.

Boat Ramp – April 8 (second Friday)

Sports Fields – May 14 (second Saturday – weather dependent)

Splash Pad – May 14 (second Saturday – weather dependent)

Outdoor Washrooms – May 14 (second Saturday – weather dependent) Sunrise to Sunset

Special Events

Night Markets – May 29, June 26

Outdoor Movie Night – May 27

Strawberry Festival – June 9 to 12

Tournaments – April 8 Play for a Cure

Facilities Closures

Good Friday, Easter Sunday – April 15 & 18

Victoria Day – May 23

Strawberry Festival - June 9-12 (no sessional programming June 6-12)

Facility wide training – Thursday June 30

All dates are subject to change dependant upon various factors including but not limited to public health restrictions, staffing and weather to name a few.

## **Consultations**

Public Works

## **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 - Yes
5. Sustaining strong public services and infrastructure - Not Applicable

## **Communications**

n/a

## **Notifications**

n/a



## **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:** January 27, 2022

**Report Number:** CR-2022-06

**Subject:** Updates to the Outdoor Sports Surface Use Policy and Walking Track Policy

### **Recommendation**

That the report of the Director of Culture and Recreation dated January 27, 2022 (CR-2022-06) regarding updates to the Facility Rentals – Outdoors Sports Surface Use Policy and the Walking Track Policy be received and that Facility Rentals – Outdoors Sports Surface Use Policy and the Walking Track Policy be approved.

### **Report**

The Facility Rentals – Outdoor Sports Surface Use Policy has been updated with the following changes:

- Redesign headings and layout for accessibility
- Update policy for new holiday: Truth and Reconciliation
- Update facilities to include most current operating centres
- Update policy to account for new parks department operations/staffing
- Provide greater clarity on general expectations and protocols of users and user groups
- Provide greater clarity on RZone expectations and follow up
- Extend capital project submission request date from January to April
- Extend field resting schedule presentation from January to February
- Remove covid-19 specific policies and create general health and safety sub-section

The Walking Track Policy has been updated and the listing of hours of operating hours and closures was removed. The policy now states that the walking track is open during regular fitness centre hours. This is to provide more flexibility in operating hours without a need to update the policy.

## **Consultations**

Public Works

## **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 - Yes
2. Strengthen the community's engagement with the Town - Yes
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 - Yes

## **Communications**

n/a

## **Notifications**

n/a



## The Corporation of the Town of LaSalle Policy Manual

### Facility Rentals - Outdoor Sport Surface Use Policy

**Policy Manual Section:** Municipal Services – Culture and Recreation

**Policy Number:** M-CR-002

**Authority:** 87/17

**Date Approved:** March 14, 2017

**Department Responsible:** Culture and Recreation

**Revision Date:** January 2020

**Review Date:** January 2022

**Status:** Active

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#### Policy Statement

It is the policy of the Town of LaSalle (hereby referenced as “the Town”) that outdoor sport surfaces owned and operated by the Town and being rented to an external group should be effectively regulated to ensure proper asset management and fair allocation and use distribution.

#### Purpose

It is recognized that the Town has a responsibility to provide outdoor sport surfaces to meet the diverse needs of the community. It is further recognized that these needs vary between organizations and that a system should be established to determine the best utilization of outdoor sports surfaces. Outdoor sport surface use should represent a balance of activities, which may change as trends and demands for other activities develop in the community. This policy will clearly define and communicate how outdoor sports surfaces will be used, managed and allocated.

This policy will also serve as a clause to the contract of the user of the outdoor sport surface(s). The user/user group shall be charged with reading, understanding and abiding by the policy put forth by the Town as outlined within this document, as part of a binding schedule/appendix to the contract.

#### Scope

This policy applies to all requests made by users, user groups, organizations and individuals for access to use outdoor sport surfaces owned and operated by the Town.

#### Definitions

**Adult Leagues** shall be defined as

- Any groups, leagues or individuals whose participants consist of persons aged 19 years and above.

**Community Youth/Minor Sports Groups** shall be defined as

- Organizations providing youth activities with an elected volunteer executive, constitution and by-laws that are not-for-profit. Minor sports groups are defined as facilitating inclusive programs for persons aged 2 to 18 years.

**Executive** refers to

- A President, Vice-President, Scheduler, Treasurer, Organizer or other member of a User-Group that is responsible for the development and delivery of the organization or;
- Any person that sits on a Board of Directors, Governors Table, or other Committee and is responsible for governance of that organization.

**Maintenance** refers to

- Regular upkeep of outdoor sport surfaces
- Scheduled and unscheduled repair or replacement of outdoor sport surfaces
- Any other tasks to enhance or adjust the quality of the outdoor sport surfaces
- Also recognized as *Grooming*

**Municipal Programs** shall be defined as

- Programs offered by the municipality including, but not limited to, camp programs, lessons and special events.

**Outdoor Sport Surfaces** refers to

- Those areas owned and operated by the Town that have been deemed suitable for recreational sport use and have been appropriately designated as such.
- Those areas owned and operated by the Town which require a rental permit, contract, payment and other supporting documentation prior to use.
- For the purpose of this policy, surfaces shall include the following:
  - Soccer fields or grass fields suitable for sport use
  - Baseball/Hardball diamonds

Exemptions of this policy should be applied to Town owned and operated surfaces and facilities that do not require a permit for use and are considered open spaces.

These include, but are not limited to:

- Tennis courts
- Volleyball courts
- Pickleball courts
- Basketball courts

**Town** refers to the Corporation of the Town of LaSalle

**User/User-Group** shall be defined as

- Any individual, organization, committee, event, membership or other designation that has been approved to use Town owned and operated outdoor sport surfaces and engages in a contract with the Town for the use of Town-owned facilities.

## Policy

### Section 1: Allocation of Outdoor Sport Surfaces

#### 1) Time-Block Bookings

Soccer fields must be booked for a minimum of one hour.

#### 2) Scheduling and Prioritization of Bookings

Requests for regularly scheduled sports field rentals must be received in writing to the Department of Culture and Recreation annually by March 31. If there is a scheduling change such as an addition or field switch, user groups must advise the Town in advance as per the field change notification schedule. This schedule will be provided to users at the beginning of the season. This advanced notice is required by the Town for maintenance scheduling.

Outdoor sports surface allocation will be completed using the following list in order of first prioritization:

Priority #1: Municipal Programs

Priority #2: Community Youth/Minor Sports Groups

Priority #3: Adult Leagues

#### 3) Consideration of Historical Precedents

It is recognized that it is advantageous to maintain a reasonable amount of consistency in sports surface scheduling from year to year. Therefore, the Town will take due consideration into the allocation of sports surfaces based on previous years. Significant changes to sports surface allocations shall be based on significant changes to registration levels and composition or other emerging trends and needs. Previous year allocations will be held until March 31 of the following year. Requests for continued field rentals must be received in writing by the Department of Culture and Recreation by this date. Should a User Group fail to provide notice by the above-noted date, the outdoor sport surface shall be deemed available for the upcoming season in that timeslot and re-allocation will take place annually on March 31.

#### 4) Outdoor Sports Surface Allocation for Community Youth/Minor Sport Groups

The following factors will be considered in determining the base sports field allocation for the existing Community Youth/Minor Sport Groups. It is also recognized that other factors influence the suitability of sports field time hours for certain groups, including but not limited to:

- Age of participants
- Availability of coaching staff
- Hours that best suit after school programs
- Game times and practice times
- Best utilization of sports field time
- Total hours available
- Total registration for minor sport groups
- Residency within the municipality

## 5) Sport Surface Re-allocation

This section refers to the re-allocation of time that is no longer required by a seasonal contract rental group. Rental time that becomes available shall be re-allocated based on the requests received, current needs of all groups, and in accordance with criteria outlined in this policy. User groups with the fewest hours shall receive right of first refusal for reallocated fields. All non-contracted field time will be booked on a first come first serve basis to any rental category.

## 6) Allocation for Tournaments and Special Events

Requests for the allocation of sports fields for tournaments and special events shall only be considered if received in writing from an executive of the requesting group. Requests for tournaments and special events will be considered on an individual basis and must be submitted annually by March 31.

Requests for tournaments are accepted based on availability of the sport surfaces. Prioritization of bookings for tournaments follows the procedures outlined in section 1(2).

It should be noted that in the event a dispute occurs between users/user-groups over the allocation of outdoor sport surface use in which the settlement is not defined within the confines of this policy, the Town reserves the right to allocate use to a user/user-group as it sees fit. Fair and objective reasoning shall be used to settle the dispute.

## 7) Holidays

The Town observes the following holidays during the outdoor sport surface season:

- Victoria Day
- Canada Day
- Civic Holiday
- Labour Day
- National Day for Truth and Reconciliation
- Thanksgiving

User groups are permitted to use outdoor sports surfaces on holidays that fall within their regularly assigned allocation; however, maintenance will not be conducted on holidays.

## **Section 2: Management of Outdoor Sport Surfaces**

### 1) Outdoor Sport Surface Season

Town owned and operated outdoor sport surfaces typically open annually on the first Monday of May and close on the Tuesday after Thanksgiving. Other factors such as weather conditions and maintenance may disrupt the typical operating dates.

## 2) Maintenance

All maintenance of sports surfaces will be completed by the Town.  
Users may not make any alteration, change, addition or repair to the sports surfaces, without written consent from the Town.

## 3) Basic Maintenance of Baseball Diamonds

User groups are able to line the infield base lines of a rented diamond if they wish to do so. This may be done with a walk behind cart only. All materials and equipment for this are to be supplied by user groups. This lining should be done no more than 30 minutes prior to rental of diamond. Lining should be done after grooming work is complete. User groups must advise Town staff at the time of booking if they intend to line the infield base lines. Any lining done by user groups is at their own risk.

During special events and tournaments, additional grooming and baseline chalking may be done. Approval from the Town is required. All requests for additional grooming and lining must be submitted two weeks prior to the requesting date. Additional fees may apply.

Request for changes to the infield layout provided at the time of booking must be provided to the Department of Culture and Recreation in writing in accordance with the field change notification schedule.

### Vollmer Culture and Recreation Complex Baseball Diamonds

- Diamond infields will be groomed daily including raking and dragging, subject to weather conditions, employee availability and scheduling.
- Outfield grass will be cut weekly, subject to weather conditions.
- Foul lines will be painted weekly on skinned surfaces, subject to weather conditions, paint availability, employee availability and scheduling.
- Additional lining may be considered and is subject to Town approval.

Diamond setup shall be recognized for:

#### Softball

- Pitching rubber (various location)
- Home plate with strike mat
- Bases set as required and noted in the rental agreement (Infield layout must be provided upon booking, bases will only be located on skinned infields)

#### Hardball

- Pitching mound with rubber (permanent location)
- Bases set as required and noted in the rental agreement (Infield layout must be provided upon booking, bases will only be located on skinned infields)

### River Canard Baseball Diamonds

- Diamond infields groomed weekly (weather dependent)
- Outfield grass will be cut weekly, subject to weather conditions.
- Only a home plate is provided. All bases and pitching rubbers must be provided by user groups.

#### 4) Basic Maintenance of Soccer Fields

Grass mowing and field lining is performed weekly. Inclement weather may alter maintenance schedules.

Requests for additional lining, field setup or changes to original soccer field layouts for tournaments or other events must be submitted in writing to the Department of Culture and Recreation advance of the booking for approval. Submission in writing does not indicate approval. Additional fees may apply.

In some occurrences, sports surfaces may be maintained on a different schedule, or maintained as per the Parks Maintenance Policy – M-PW-001.

#### 5) Field Resting

The Town recognizes the need to protect municipal assets in order to deliver safe and sufficient services to user-groups. A field resting schedule is critical to the overall health and maintenance of the outdoor sport surfaces. As such, a field resting schedule shall be implemented annually and will be provided to user-groups in February. This schedule provides municipal staff with an opportunity to conduct routine maintenance to all fields, undertake planned or necessary repairs and make improvements for selected sites on an annual rotating basis.

#### 6) Reporting Maintenance Concerns and Vandalism

User groups can report vandalism, maintenance concerns and deficiencies with Town facilities through the Town's online service portal. All reporting should be submitted through the Town Customer Service Portal available at [lasalle.ca/customerservice](https://lasalle.ca/customerservice)

#### 7) Inclement Weather - Poor Field Conditions

The Town reserves the right to cancel or suspend permits for games, practices or other uses whenever outdoor sport surface conditions could result in damage to the surface or injury to players. It shall be noted that:

- Use is not permitted on outdoor sport surfaces that have been closed. If play does take place, the Town will invoice the user for damages.
- During periods of changing, adverse weather conditions where surfaces remain open, team officials will be responsible for pre-game inspections to determine field safety and potential for damage. If any of the following criteria are met, users should stop using a field when:
  - There is a presence of standing water,
  - water sponges around the foot when walking on a field, or
  - when the game has already begun, weather conditions deteriorate and the field is being damaged.

#### 8) Inclement Weather – Dangerous Field Conditions

In the event of severe weather (high winds, thunder, lightning), user groups are expected to stop play until 30 minutes after the sound of thunder or sighting of lightning. Indoor facilities may not be open for shelter. User groups should ensure that all participants are able to leave the premises immediately.

## 9) Determining Field Status

To determine if a field is safe and playable, the following factors are considered:

- Evidence of standing or surface water on the playing surface
- Field Saturation (the definition of a saturated field is one where the soil cannot absorb any additional moisture. The method to determine if a field is saturated is to walk on the playing surface. If water is present around the foot, then the field is deemed saturated)
- Required maintenance or repairs
- Safety or liability concerns with the playing surface

Field status will be updated based on the following schedule:

Interval	Field Use Time	Assessment Time
Morning Field Use (Monday through Friday)	8:00 am - 2:00 pm	By 7:30 am
Afternoon Field Use (Monday through Friday)	2:00 pm - 5:00 pm	By 12:00 pm
Evening Field Use (Monday through Friday)	5:00 pm - 8:00 pm	By 3:00 pm
Weekend Field Use (Saturday and Sunday)	All day	By 7:30 am
Holiday Field Use	All day	No assessment by Town. Users must make own assessment and use at own risk.

Field status will be communicated to user groups through the Town's recreation software system to text message or email. The Town notifies the public through the Town website and social media accounts.

The final decision on a field closure is based on actual conditions at the time of inspection, not forecasted conditions. Only authorized Town staff can re-open a previously closed field.

## Section 3: Responsibilities of User Groups

### 1) Contract Details

All outdoor sport surface rentals shall require a signed rental permit. All sports surface users will be charged rental fees as outlined in Schedule F of the Town of LaSalle User Fee By-law. All outdoor sport surface users must provide a Certificate of Insurance naming the Town of LaSalle as an additional insured in the amount of five million dollars (\$5,000 000.00). Full payment of sports surface rental time, a copy of insurance certificate, and a signed copy of the rental contract must be provided to the Department of Culture and Recreation before the first scheduled date or access to the surface may be denied.

In some circumstances, the Town may approve a billing schedule with the user group.

Users will not be responsible for payment for outdoor sport surfaces that are cancelled by the Town due to weather or other circumstances. If payment has already occurred, a credit shall be placed on the customer account. At the end of the season, the user may request a refund for any unused credits.

User groups must use the fields or diamonds assigned to them in their permit. User groups are not permitted to switch fields or diamonds without prior approval from the Town. User groups must also use fields and diamonds for their intended purposes. Failure to do so may result in additional charges for damages or revocation of permits.

## 2) Cancellation Policy

Rental cancellations of outdoor sport surfaces will be permitted provided that the user/user-group provides two (2) weeks' notice in writing.

## 3) Sports Surface Rental Rates

Rental rates will be reviewed on an annual basis and recommendations for any changes or adjustments made to Council for approval through the User Fee By-law.

## 4) Breach of Contract

The Town will make meaningful attempts to resolve conflict with users and user-groups without immediately resorting to termination of contract. Progressive measures will be used to resolve conflict including regular meetings, notices and discussions.

Failure to abide by this policy may result in loss of outdoor sport surface use. The Town reserves the right to appropriately invoice users who damage or misplace Town property.

## 5) After-Hours Contacts

The Town recognizes the need to supply user groups with contacts for assistance in dealing with after-hours emergencies and concerns. Contact details shall be provided to users and user-groups and updated on an ongoing basis, or as needed.

For after-hours emergencies, the following contact should be used:

- Supervisor of Recreation

## 6) Sub-Letting of Sports Field Time

No user group or individual may sub-let outdoor sport surfaces. Failure to abide will result in the suspension of sport surface use.

## 7) Capital Requests

Requests to modify, improve or increase levels of service to any Town owned and operated outdoor sport surface shall be submitted in writing to the Director of Public Works and the Director of Culture and Recreation annually by the end of April to be considered for budget deliberations for the following year.

## 8) Health and Safety

Users must comply with all applicable health and safety laws, including the Occupational Health and Safety Act and the advice and instructions of public health officials. Users must also comply with all orders issued by the Chief Medical Officer of Health and the Region's Medical Officer of Health. Users must comply with all additional health and safety guidelines and requirements of the Town.

Outdoor equipment, including but not limited to, players benches, bleachers, picnic tables, nets, goal posts, fences and gates are not sanitized. Use of equipment is at your own risk.

In the event of a medical emergency, the User will immediately suspend activity and take appropriate action. It is the responsibility of the User to provide first aid to participants and spectators of their activity. Town employees may assist by way of calling 911 and providing a first aid kit and/or an automated external defibrillator.

## 9) Garbage

The garbage receptacles that are onsite are emptied regularly. User groups must ensure that all garbage and debris is disposed of appropriately after field use.

## 10) Expected Behaviour and Consequences

User groups and their participants are expected to observe and comply with all policies, procedures, rules and regulations of the Town. The RZone Respect and Responsibility Policy requires that while using Town facilities, users take responsibility for their actions and respect people, property and equipment.

Violation of the RZone Respect and Responsibility Policy is grounds for disciplinary action. Any Town employee may start disciplinary action against any patron/participant he/she deems to be in violation of the Code of Conduct by:

- Requesting a stop to the violation/offending action
- Requesting a violator to leave the facility
- Requesting assistance from administration
- Calling the police

The User/User Group is responsible for the conduct and supervision of all persons associated with the rental group and shall ensure that all facility rules and regulations are strictly observed and enforced.

## Section 4: Adherence to Town By-Laws and Policies

Town By-Laws must be adhered to by all users and user-groups. Failure to abide by Town By-Laws may result in the termination of use of outdoor sport surfaces and other facility privileges. While all Town By-Laws and municipal policies must be adhered to, the following have been recognized of special importance for outdoor sport surface users. Town policies are available for reference at [lasalle.ca](http://lasalle.ca)

## 1) Parking

In accordance with By-law 8398, parking and stopping is prohibited in any area designated as “No Parking” including Town owned and operated outdoor sport surfaces or property other than parking lots. Parking is only permitted in parking lots. User-groups must inform their participants, opponents and spectators to park in designated parking lots and public parking areas. The Town reserves the right to close parking lots without notice. Parking on any grass surface is prohibited. Users who are parked illegally will be towed or ticketed.

## 2) Smoking

In accordance with By-Law 7775 and Smoke-Free Ontario Act, 2017, smoking is prohibited within Town owned and operated parks, facilities, playgrounds and sports fields. This includes any lighted or heated equipment used to smoke or vaporize any tobacco and non-tobacco products and smokeless tobacco.

## 3) Alcohol

Alcohol is prohibited at functions or events held at Town owned facilities, properties or areas without the authority of a Special Occasion Permit or a Caterer’s Endorsement. All guidelines outlined by the Alcohol and Gaming Commission of Ontario shall be adhered to in addition to the Town Alcohol Policy. Users wishing to have alcohol present at the facility must also attend a meeting with Town administration to review a safety plan.

## 4) Lottery

In accordance with By-Law 7935, no user-group shall operate a lottery without holding a valid license. Lottery licensing is issued by the License Commissioner or the Deputy Clerk of the Council Services Department and can be obtained at the LaSalle Civic Centre. Further information on lottery licensing eligibility is available at [lasalle.ca](http://lasalle.ca)

If a user-group operates an illegal lottery, they may be in contravention of statute laws such as the Criminal Code of Canada and the Alcohol and Gaming Commission of Ontario, as well as Municipal By-laws. As a measure of risk management, any user-group that operates an illegal lottery shall be reported.

## 5) Signs

No unauthorized signs, marketing, promotional materials, flags or banners shall be posted on Town property or attached to Town facilities. The Town reserves the right to remove items to be in violation of Town By-Law 6407.

## 6) Outdoor Washrooms

Town owned and operated washrooms typically open annually on the first Monday of May and close on the Tuesday after Thanksgiving. Exact opening and closing dates will be confirmed each year based on sports surface opening and closing dates. Washrooms will be open daily from 8:00 am until sunset.

The use of cell phones, cameras and other personal electronic devices is prohibited in all Town owned and operated restrooms and change rooms.

Public restrooms are cleaned routinely and sanitized in accordance with standards set by the Windsor Essex County Health Unit.

### **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**

- Alcohol and Gaming Commission of Ontario Lottery Licensing Policy Manual
- Ontario Ministry of Health
- RZone Respect and Responsibility Policy
- Smoke Free Ontario Act, 2017, S. O. 2017, c. 26, Sched. 3
- Town of LaSalle By-Law 7775
- Town of LaSalle By-Law 8398
- Town of LaSalle By-Law 8272
- Town of LaSalle By-Law 7935
- Town of LaSalle By-Law 6407
- Town of LaSalle Accessible Customer Service Policy
- Town of LaSalle Alcohol Risk Management Policy
- Town of LaSalle Harassment and Discrimination Policy
- Town of LaSalle Municipal Alcohol Policy
- Town of LaSalle Parks Maintenance Policy
- Town of LaSalle Violence Prevention Policy
- Windsor Essex County Health Unit Resources

### **Review Dates**

- January 2022



## **Walking Track Usage Policy**

**Policy Manual Section:** Governance – Culture and Recreation

**Policy Number:** G-CR-003

**Authority:** Resolution 34/18

**Date Approved:** January 23, 2018

**Department Responsible:** Culture and Recreation

**Revision Dates:** January 2019, 2020, 2022

**Review Date:** January 2021 (annually)

**Status:** Active

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### **Purpose:**

To provide affordable access to the walking track for the public throughout the year at the Vollmer Culture and Recreation Complex.

### **Policy Statement:**

Access to the walking track will be free of charge to the public provided a sponsorship has been received to cover the minimum fee of two thousand dollars (\$2,000) for operation between January 1 and December 31 of a calendar year.

### **Scope:**

The walking track will be open and accessible free of charge during the regular operating hours of the fitness centre.

The walking track may have additional restrictions or be closed at any time.

### **Policy:**

The walking track at the Vollmer Culture and Recreation Complex will be free of charge to the public provide funding or sponsorship has been received.

The walking track will be available to the public during regular operation hours of the fitness centre.

The Walking track will operate under the following rules:

- 1) Users must complete new membership documentation prior to the first use of the walking track.



- 2) Users will be provided a swipe card for access to the walking track and must use it to check-in for each use.
- 3) Users must be 16 years of age or older to use the walking track.
  - i. Youth between 14 and 16 years of age may use the walking tracking if accompanied by an adult.
  - ii. Alternatively, youth between 14 and 16 years may use the walking track unaccompanied during junior memberships hours.
  - iii. Youth must complete new membership documentation to use the walking track.
- 4) Joggers and fast walkers use the outside lane
- 5) Walkers use the inside lane
- 6) Clean dry running shoes required on the track at all times
- 7) Stroller wheels must be clean and dry
- 8) Walking track membership does not provide access to any fitness equipment
- 9) Walkers demonstrating boisterous or disruptive behaviour may be asked to leave.
- 10) The walking track may not be used for groups, such as sports teams warming up.
- 11) Walking track users must abide by all Town of LaSalle by-laws, policies and facility rules, including the RZone Respect and Responsibility policy. Town of LaSalle by-laws and policies are available at [www.lasalle.ca](http://www.lasalle.ca)

### **Responsibilities:**

Culture and Recreation fitness staff will ensure the safe operation of the track and appropriate behaviour of walkers responding to incidents as required.

### **Policy Review**

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

### **References and Related Documents:**

None.

### **Attachments:**

None.



## **The Corporation of the Town of LaSalle**

**To:** Members of the Parks, Recreation and Events Committee

**Prepared by:** Patti Funaro and Jonathan Osborne

**Department:** Culture and Recreation

**Date of Report:** January 27, 2022

**Report Number:** CR-2022-04

**Subject:** 2022 Annual Report of Joint Programs and Events between Culture and Recreation and Public Works

### **Recommendation**

That the report of the Director of Culture and Recreation and Director of Public Works dated January 27, 2022 (CR-2022-04) regarding the 2021 Annual Report be received.

### **Report**

The purpose of this report is to share relevant information about the programs and services that the Culture and Recreation and Public Works departments work collaboratively to deliver. The intention is to bring a report forward each session and in future years to provide the committee with a year-over-year comparison on various key metrics related to the delivery of Parks, Recreation and Events services.

Although the majority of the key metrics are tracked and provided by the Culture and Recreation department, it is important to remember that these programs and services are delivered jointly.

### **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, looping 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

**Report Approval Details**

Document Title:	CR-2022-04 2021 Annual Report.docx
Attachments:	- 2021 Annual Report Parks Recreation and Events Committee Accesssible.docx
Final Approval Date:	Jan 31, 2022

This report and all of its attachments were approved and signed as outlined below:



Director of Culture & Recreation

Patricia Funaro



Director, Public Works

Jonathan Osborne

## 2021 Parks, Recreation and Events Committee Annual Report

2021 was another year of challenges and successes for the Culture and Recreation and Public Works departments. The facilities and services in these two departments were among the first and the hardest hit from the pandemic and will likely take the longest to recover. Since March of 2020, our staff have exhibited the ability to continually adapt to serve our community, and to re-imagine how we deliver programs and services while ensuring the safety of staff and visitors. The purpose of this report is to share relevant information about the programs and services we deliver. It highlights the initiatives that provided the community opportunities to manage stress, cope with challenges and reconnect with one another. This year, more than 20,000 people took part in our programs, activities, and events. Programming and capacities steadily increased throughout the year with the return of swimming lessons, community programs such as dance and art lessons and popular events like the Sunday Night Markets. New events like Parks Power Hour and Holiday Lights Heritage Nights were also added. Fitness memberships continued to increase, and arena rentals got back to nearly pre-pandemic levels. None of this would have been possible without our dedicated staff and community volunteers. Facility operators, parks labourers, programming staff, user group volunteers and management worked tirelessly together and demonstrated their flexibility and resiliency during times of significant change. 2022 looks promising as our departments continue to work together to fulfill LaSalle's mission statement to provide exceptional public services in an environmentally and fiscally responsible manner.

## 2021 Fall Report

The following pages include data regarding the Fall 2021 session (September 1 to December 31, 2021) and are intended to provide the committee with a summary of our performance this past session. The intention is to bring a report forward each session and in future years to provide the committee with a year-over-year comparison on certain key metrics for the Culture and Recreation department's programming, membership, rentals, events, customer service, and human resources activities. In addition, data will be included for our Public Works department who are so instrumental in the successful delivery of all programming, membership, rental, and event services within the Town. The graphics in the report will eventually highlight certain key metrics and beside each key metric an icon will be displayed indicating whether the performance this session has shown an increase (green arrow), decrease (red arrow), or that the performance is unchanged from the previous year (green hyphen). For other performance measures a trend line or other element will be added to provide the reader context on how the performance this session compares to the same reporting period in the previous year. As this is our first report, and our previous service year was so disrupted by the global pandemic, our Fall 2021 report will provide a summary of our performance this past session but will not provide a year-over-year comparison. Our goal is to begin providing that annual comparison in future reports once data is available. The data collected for this report was collected from various sources including our ACTIVE registration software system, our Kronos system, data collected using our eSolutions electronic forms, and data from other Town sources.

# Fall 2021 Reporting Session – Programming and Memberships

## Overview

This Fall we returned to in-person community programming at the Vollmer Complex and our offerings were met with high demand. Our aquatic programming featured private lessons, semi-private lessons, learn to swim, and aquatic leadership programming. We were also able to resume our partnership with Family Respite Services to encourage inclusivity with our Fantastic Friday program. Thanks to the funding provided by the P2P program, free community access to the walking track also resumed in December 2021.

- There were 856 total program participants in aquatic and recreation programming in the Fall 2021 session.
- Total participants by aquatic program type
  - Learn to swim - 422
  - Private swimming lessons - 108
  - Leadership classes - 88
  - First aid classes - 18
- Total Participants by Recreation Program Type
  - Drop in programming - 96
  - Educational - 40
  - Dance - 33
  - Karate - 19
  - Lego - 11
  - Art - 10
- Total aquatic programming participants 656
  - This was 76% of all participants
  - Aquatic programs fill rate was 76%
- Total recreation programming participants 209
  - This was 24% of all participants
  - Recreation programs fill rate was 92%
- 79% of all registrations were online and 21% of all registrations were in-person or over the phone
- There was a total of 808 unique members
- Adult membership by membership type
  - Premium Adult 12 Month - 336
  - Basic Adult 12 Month - 173
  - Swimming Pack of 11 - Adult 14 plus - 50
  - Fitness Flex Pass - 47
  - Walking Track Membership – Adult - 46
  - Basic Pack of 11 - 18
  - Skating Pack of 11 - Adult 14 plus - 15
  - Premium Adult 3 Month - 14
  - Basic Pack of 11 - Holiday Special - 5
  - Basic Adult 3 Month - 3
  - Fitness Flex Pass - Holiday Special – 3
- Membership passes by age category
  - 88% were adults
  - 5% were employees
  - 4% were youth
  - 3% were child
  - 0% were family

Over the course of Fall 2021 the Vollmer Complex rebuilt its annual membership base to 51% of the pre-pandemic level and was on track prior to the most recent shutdown to return to pre-pandemic levels by May 2022.

# Fall 2021 Reporting Session – Rentals and Special Events

## Overview

The Fall 2021 ice season was a great success, considering the challenges COVID posed to not only our staff but our user groups as well. Our 2021 ice allocations were close to pre-pandemic levels and demand for ice time remains strong. We were also pleased to offer a variety of events during the Fall 2021 session, including our first ever Holiday Lights Heritage Nights event.

- There were 2306 total hours of ice booked in Fall 2021
- Total hours of ice rented by user group Fall 2021
  - Private Group – 220.59
  - AMG – 13.50
  - GECD SB – 58.50
  - Hockey Canada Skills Association - Future Wildcats – 14.00
  - Hockey Canada Skills Association – Villanova – 32.00
  - LaSalle Minor Hockey Association – 1300.00
  - LaSalle Recreational Hockey League – 81.25
  - LaSalle Vipers – 111.50
  - Ladies Of LaSalle – 14.00
  - Proven Performance Hockey – 10.50
  - Sandwich Secondary School – 14.25
  - Skate LaSalle – 226.37
  - South Windsor Skating Club – 8.00
  - St. Thomas Of Villanova – 18.00
  - Sun Parlour Female Hockey Association – 36.00
  - Town Of LaSalle - Vollmer Complex – 147.54
- Percentage of total ice usage
  - LaSalle Minor Hockey Association 56%
  - Skate LaSalle 10%
  - Private Groups 12%
  - LaSalle Vipers 5%
  - LaSalle Recreational Hockey Group 4%
  - Town of LaSalle Programming 5%
  - Sun Parlour Female Hockey Association 2%
  - Schools 6%
- Total Participants and Coaches/Volunteers
  - Skate LaSalle
    - Participants – 239
    - Coaches/Volunteers – 35
  - LMHA
    - Participants – 845
    - Coaches/Volunteers - 197
  - Skate LaSalle
    - Participants – 404
    - Coaches/Volunteers – 120
- There were 7 total events delivered or supported during Fall 2021
  - Town led events – 5
  - Town led event dates – 15
  - Third party – 2
  - Third party event dates – 5

# Fall 2021 Reporting Session – CR Human Resources and Public Works

## Overview

The Fall of 2021 saw a return to programming indoors at the Vollmer Complex, the return of the Town led Truck or Treat event, our Remembrance Day event, and the delivery of the first ever Holiday Lights Heritage Nights event. The delivery of all these programs, events, and services would not be possible without the contribution of our PT Culture and Recreation team, our Facility Operator team, our Maintenance, Parks, and Roads teams from the Public Works department, and the support of our Payroll and HR teams in onboarding our PT staff.

- There were 87 total full time and part time staff in the Culture and Recreation department at the end of Fall 2021
  - Between September 1, 2021 and December 31, 2021
    - Number of active part time CR staff as of September 1 – 76
    - Number of part time staff resignations or terminations this session – 0
    - Number of part time staff hired this session – 1
    - Number of active part time CR staff as of December 31 – 77
    - Number of active full time CR staff as of September 1 – 10
    - Number of full time staff resignations or terminations this session – 1
    - Number of full time staff hired this session – 1
    - Number of active full time CR staff as of December 31 - 10
- 457 total work orders completed this Fall by the Parks, Facility Operators and Maintenance team inside the Vollmer Complex, on the Vollmer Complex grounds, and at facilities throughout our Town
  - The Facility Operator and Maintenance teams completed 359 work orders this Fall to support the delivery of Culture and Recreation and other Town services. These work orders represent special requests over and above the regular daily duties of these staff, which includes ice maintenance, facility maintenance, preventative maintenance, seasonal maintenance, special event support, and janitorial maintenance.
  - 150 work orders were Facility Operations at the Vollmer
  - 209 work orders were Operations and Maintenance
- The Parks teams completed 98 work orders this Fall to support the delivery of Culture and Recreation programming, events, and other Town services. These work orders are in addition to the regular parks maintenance duties the Parks department completes on a daily basis to maintain Town assets. The Parks department also assisted in the delivery of the Night Market event in September, the Truck or Treat event in October, and our Remembrance Day service in November. One of the most notable accomplishments of the Parks team this Fall would be the work completed in late November to bring the Town our first ever Holiday Lights Heritage Nights event.
  - Christmas lights/decorations - 2
  - Empty garbage can - 3
  - Event set-up - 9
  - Garbage clean-up - 3
  - Garbage removal - 2
  - General investigation - 13
  - Graffiti removal - 3
  - Memorial installation - 5
  - Other work orders - 7
  - Park infrastructure - 9
  - Pathway clean up - 4
  - Playground equipment repairs - 16
  - Playground infrastructure - 0
  - Sportsfields - 6
  - Town Land Cutting - 0
  - Trail/Pathway Repairs - 3
  - Tree maintenance - 11
  - Weed Removal – 2

## 2021 Annual Report

The following pages include data for the calendar year 2021 and is intended to provide the committee with a summary of our performance this past year. The intention is to bring an annual report forward each February to the Parks, Recreation, and Events Committee to provide the committee with a year-over-year comparison on certain key metrics for the Culture and Recreation department's programming, membership, rentals, events, customer service, and human resources activities. In addition, data will be included for our Public Works department who are so instrumental in the successful delivery of all programming, membership, rental, and event services within the Town. The graphics in the report will eventually highlight certain key metrics and beside each key metric an icon will be displayed indicating whether the performance this year has shown an increase (green arrow), decrease (red arrow), or that the performance is unchanged from the previous year (green hyphen). For other performance measures a trend line or other element will be added to provide the reader context on how the performance this year compares to the same reporting period in the previous year. As this is our first annual report, and our previous service year was so disrupted by the global pandemic our 2021 annual report will provide a summary of our performance this past year but will not provide a year-over-year comparison. Our goal is to begin providing that annual comparison in our 2022 annual report delivered in February of 2023. The data collected for this report was collected from various sources including our ACTIVE registration software system, our Kronos system, data collected using our eSolutions electronic forms, and data from other Town sources.

# Annual 2021 Reporting Session - Programming

## Overview

Programming made a comeback to the Town of LaSalle in Summer 2021 with a number of sponsored events and programming that were offered free to the community thanks to the contributions of organizations like Essex Power, Pathway to Potential, Windsor-Essex Communities In-Motion, and Bike Windsor-Essex. Free programming was held both outdoors at the Vollmer Complex and at our Outdoor Pool. Registered programming also resumed in the summer and continued throughout the Fall session. Demand remains high for Town programming, and most programming was filled throughout the Summer and Fall. Plans are to expand programming in 2022, but those plans are dependent upon local and provincial health regulations related to the ongoing global pandemic.

- 1536 total program participants in aquatic and recreation programming in 2021
- Total participants by program category 2021
  - Summer recreation programming – 458
  - Fall recreation programming – 209
  - Summer private swim lessons – 124
  - Fall private swim lessons – 108
  - Fall learn to swim – 442
  - Summer aquatic leadership – 89
  - Fall aquatic leadership – 88
  - Fall first aid – 18
- Total aquatic programming participants – 869
- Aquatic programming participants were 57% of all participants
- Aquatic programming fill rate was 81%
- Total recreation programming participants – 667
- Recreation programming participants – 667
- Recreation programming participants were 43% of all participants
- Recreation programming fill rate was 92%
- 61% of 2021 registrations were online and 39% of registrations were in-person or over the phone
- Total percentage by programming category summer 2021
  - Rec programming 68%
  - Private lessons 18%
  - Leadership 13%
- Total percentage by programming category fall 2021
  - Rec programming 24%
  - Private lessons 12%
  - Leadership 10%
  - Learn to swim 51%
  - First aid 3%

## Testimonials

Vollmer is great... a lot of older people... I feel very comfortable there. – Bev B.

Personally, I cannot say enough good things about the Aquafit classes. The lifeguards leading Aquafit are enthusiastic, provide encouragement, and demonstrate a dynamic workout. I use the word dynamic as I have observed positive changes and additions to the workouts in the last month or so.

# Annual 2021 Reporting Session – Membership

## Overview

After months of closures due to the pandemic the Vollmer Culture and Recreation Complex reopened for an extended period of time to members on August 3, 2021. Over the next five months we saw a steady increase in monthly membership pass sales that had the facility on pace to reach pre-pandemic membership levels by mid-2022. However, with the most recent provincial closure we are unsure how our membership sales will be impacted in early 2022.

- 2535 Total number of membership packages sold
- 335 male members or 42% of members are male
- 473 female members or 58% of members are female
- 41% of members are 55 plus and 59% of members are under 55
- Total membership pass sales by month 2021
  - March – 284
  - April – 183
  - May – 2
  - June – 1
  - July – 68
  - August – 242
  - September – 317
  - October – 389
  - November – 509
  - December – 540
- Total membership visits by month 2021
  - March – 980
  - April – 86
  - August – 1474
  - September – 1840
  - October – 2354
  - November – 3366
  - December – 3030
- Membership visits by day of week 2021
  - Sunday – 756
  - Monday – 2711
  - Tuesday – 2477
  - Wednesday – 2412
  - Thursday – 2197
  - Friday – 1754
  - Saturday – 823
- Membership visits by time of day 2021
  - 5:00 am to 6:00 am – 71
  - 6:00 am to 7:00 am – 638
  - 7:00 am to 8:00 am – 1011
  - 8:00 am to 9:00 am – 1246
  - 9:00 am to 10:00 am – 1523
  - 10:00 am to 11:00 am – 967
  - 11:00 am to 12:00 pm – 915
  - 12:00 pm to 1:00 pm – 706
  - 1:00 pm to 2:00 pm – 329
  - 2:00 pm to 3:00 pm – 22
    - Note the fitness centre and pool is closed for cleaning and disinfecting 2:00 pm to 3:30 pm
  - 3:00 pm to 4:00 pm – 483

- 4:00 pm to 5:00 pm – 490
- 5:00 pm to 6:00 pm – 417
- 6:00 pm to 7:00 pm – 553
- 7:00 pm to 8:00 pm – 547
- 8:00 pm to 9:00 pm – 386
- 9:00 pm to 10:00 pm – 61

## Testimonials

The operations staff at the Vollmer always do a great job. We could not have been as successful as an organization without their help to maintain the ice and facilities. Always a pleasure working with the Vollmer staff – LMHA Executive

# Annual 2021 Reporting Session – Rentals

## Overview

Although many activities operated only sparingly during the first half of the year, outdoor sports groups were able to start operating leagues in late June and youth sports organizations utilized facilities steadily until the end of the year. Although outdoor sport field bookings were not fully at pre-pandemic levels there was strong demand for soccer and baseball fields. Ice users returned in late July and ice usage throughout the remainder of the year was strong and verged on pre-pandemic booking levels. We were also able to work with user groups to book some small tournaments, and hope to see the return of many tournaments in 2022. The other elements of the department's rental business normally include room rentals, birthday parties, pavilion rentals, and other park permits. Due to Covid-19 private third party rentals were paused, but we do hope to resume bookings in 2022 once restrictions have been eased.

- 2943.75 total outdoor sport field hours booked in 2021
- Outdoor sport field hours booked by sport organization
  - Amherstburg Soccer - 1.50
  - GECDSB - 2.50
  - LaSalle Athletics Softball - 400.50
  - LaSalle Co-Ed League - Monday Group - 180.00
  - LaSalle Co-Ed League - Thursday Group - 110.00
  - LaSalle Stompers Club - 1,443.75
  - LaSalle Titans Baseball - 385.00
  - Vollmer Friday Night Slo-Pitch - 74.00
  - Windsor Soccer TFC - 41.50
  - Windsor South Canadians Baseball - 79.00
  - Windsor Vintage Baseball - 18.00
  - Windsor Wheelhouse Slo-Pitch League - 116.00
  - Windsor Wildcats Fastball Association - 92.00
- Percentage of total outdoor sport field usage
  - LaSalle Stompers 49%
  - Adult Slo-Pitch 17%
  - LaSalle Athletics 13%
  - LaSalle Titans 14%
  - Other field users 7%
- Percentage of soccer field usage by organization 2021
  - LaSalle Stompers Club - 97.11%
  - Windsor Soccer TFC - 2.79%
  - GECDSB - 0.17%
  - Amherstburg Soccer - 0.10%
- Percentage of baseball/softball field usage by organization 2021
  - LaSalle Athletics - 27.49%
  - LaSalle Titans - 26.42%
  - LaSalle Co-Ed League – Mon - 12.35%
  - Windsor Wheelhouse - 7.96%
  - LaSalle Co-Ed League – Thu - 7.55%
  - Windsor Wildcats - 6.31%
  - Windsor South Canadians - 5.42%
  - Vollmer Friday Night Slo-Pitch - 5.08%
  - Windsor Vintage - 1.24%

## Annual 2021 Reporting Session – Rentals continued

- 2618.50 total hours of ice booked in 2021
- Total hours of ice rented by user group 2021
  - Private Group – 220.59
  - AMG – 13.50
  - GECDSD – 58.50
  - Hockey Canada Skills Association - Future Wildcats – 14.00
  - Hockey Canada Skills Association – Villanova – 32.00
  - LaSalle Minor Hockey Association – 1344.00
  - LaSalle Recreational Hockey League – 82.25
  - LaSalle Vipers – 128.00
  - Ladies Of LaSalle – 14.00
  - Proven Performance Hockey – 10.50
  - Sandwich Secondary School – 14.25
  - Skate LaSalle – 268.37
  - South Windsor Skating Club – 100.00
  - St. Thomas Of Villanova – 18.00
  - Sun Parlour Female Hockey Association – 38.00
  - Town Of LaSalle - Vollmer Complex – 263.54
- Percentage of total ice usage
  - LaSalle Minor Hockey Association 51%
  - Skate LaSalle 10%
  - Private Groups 14%
  - LaSalle Vipers 5%
  - LaSalle Recreational Hockey Group 3%
  - Town of LaSalle Programming 10%
  - Sun Parlour Female Hockey Association 2%
  - Schools 5%

## Testimonials

Of all of the markets we've done, this was one of the most well organized! The little touches like having organizers check in periodically to make sure that things were going well was great. All organizers were friendly and approachable. – LaSalle Night Market Vendor

It was a wonderful first event and great to be back! – Booster Juice LaSalle

# Annual 2021 Reporting Session – Special Events

## Overview

With the easing of government restrictions in June of 2021 the Town returned to special event delivery on Town led initiatives only. Over the course of the next seven months, we would deliver three outdoor night markets, 4 indoor holiday night markets, the Truck or Treat Event, the Remembrance Day observance, the Holiday Lights Heritage Nights event, and a spectacular New Year's Eve fireworks display. Overall, the special event season was quite successful and we are anxious to build upon our successes in 2022. Vendor interest remains very high and we expect to be able to accommodate even more vendors once restrictions ease and our special events centre opens this year.

- 12 total special events were delivered in 2021
  - 7 Town led events
  - 17 Town led event dates
  - 5 Third party
  - 10 Third party event dates
- 287 vendor applications for Town led Night Markets were received
- 177 different vendors were accepted to Town led Night Markets
- How satisfied were you with the event location?
- How would you rate your event check-in experience?
- How satisfied were you with your booth location?
- How would you rate your experience working with Town staff onsite?
- How would you rate your experience working with Town staff prior to the Night Market?
- How would you rate your overall satisfaction with the Night Market?
- How satisfied were you with your sales at the Night Market?
- We asked our vendors from our 2021 Night Markets to share their sales information
  - 20% sold more than \$750
  - 23% sold between \$500 and \$750
  - 7% sold between \$400 and \$500
  - 30% sold between \$200 and \$400
  - 20% sold between \$100 and \$200
- Using vendor feedback on their sales we estimate that the total sales for all vendors at our 7 Night Markets totaled between \$66,080 and \$91,745

Due to covid restrictions the number of third party events offered in 2021 was considerably lower than in a pre-pandemic year. The Town did support third party organizations in operating 5 events in 2021, which were all youth sport tournaments.

## Testimonials

I wanted to thank all of you at the Vollmer for your guidance, help and support along the way and for providing me with such an amazing working environment over the last few years! I have learned a lot about working with others and as a team, as well as many other skills I will be able to apply in my future career. Each and every one of you have impacted me in a major way and I will be forever grateful for that! – Former Employee

# Annual 2021 Reporting Session – CR Human Resources

## Overview

The pandemic has had a major impact on the part-time staff of the Culture and Recreation department and resulted in extended periods of layoff. The easing of public health restrictions in late June 2021 led to the return of many part-time Culture and Recreation staff, and our department was grateful for the assistance of our Human Resources, Payroll and the IT department in re-activating over 50 staff and in assisting with the recruitment and onboarding of over 20 others. In addition, 2021 saw the hire of two new full-time Recreation Programmer positions, the recruitment of a new Manager of Culture and Recreation, and the recruitment of a new Clerical Assistant to fill a vacancy

- 10 full time culture and recreation staff
- 77 part time culture and recreation staff
- Culture and Recreation part time staff by position 2021
  - 50 lifeguards
  - 10 fitness attendants
  - 9 programming
  - 5 group exercise
  - 3 front desk
- 69.94% of our CR part time staff are aquatic staff
- 29.87% of our CR part time staff have less than 1 year of service
- CR part time staff years by years of service 2021
  - Less than 1 year – 23
  - 1 to 3 years – 13
  - 3 to 5 years – 22
  - 5 to 7 years – 10
  - 7 to 10 years – 9
  - 10+ years - 0
- Full time staff average 6.09 years of service
- Full time staff have a years of service median of 5.00 years
- Part time staff average 3.38 years of service
- Part time staff have a years of service median of 3.27
- The Culture and Recreation department was successful in their application to the Canada Summer Jobs Grant, which secured
  - 32 part time recreation leader positions
  - 8960 total part time hours
  - \$95,783 of funding for the 32 part time leader positions

# Annual 2021 Reporting Session – Customer Engagement

## Overview

The Culture and Recreation Department creates engagement with the community through a variety of methods. We work closely with the Town's Corporate Communications team to get our messaging out to the public, and appreciate their guidance, support, and expertise. Facebook and Twitter are the primary social media tools used to inform our customers and followers of programs, activities and events occurring at the Vollmer Recreation Complex. The launch of ACTIVE Net, our new recreation registration software, has created numerous efficiencies and improvements in all aspects of our service delivery. The software has the capability to send email and text messaging to our customers. Throughout 2021, the department utilized this technology to reach thousands of customers to notify them about Covid-19 updates and other updates at the Vollmer Complex. The software also provides quick access to text message baseball and soccer field users to notify them of weather delays and cancellations for our sport fields. Trends in social media data will be monitored to improve our response and accessibility to our customers and followers.

- 6 of the top 10 most searched web pages on lasalle.ca were Culture and Recreation pages
- 565 Tweets in 2021 down 20.1% from 707
- 75 net new followers on Twitter in 2021 up 61% from 59
- 831 posts from Facebook in 2021 up 29% from 644
- Facebook post reach was 644,000 users in 2021 up 71,000 from 573,000
- 406 new fans on Facebook in 2021 up 58% from 257
- 439 post comments on Facebook in 2021 up 112 from 327
- 968 page comments on Facebook in 2021 up 115 from 813
- 742 inbound messages on Facebook in 2021 up 303 from 439
- 329 received PMs on Facebook in 2021 up 237 from 92

## Annual 2021 Reporting Session – Customer Service

### Overview

In 2021, the Culture and Recreation Department continued to use technology to implement new methods to serve our customers better. The department responds to inquiries from social media comments, social media direct messages, website inquiries, phone calls and voicemails, emails and through tickets submitted online via the customer service portal. The launch of the Town's new website has provided the department with analytics including total number of page clicks and views. Using this data, the department can continue to update and improve the pages to make it accessible and user-friendly for the customer. In 2021, 169 customer initiated refunds were issued for various programs, swim lessons, memberships or swim/skate reservations. The majority of refund requests listed Covid-19 as the reason for refund. The launch of our digital refund approval process in September 2021 created new internal efficiencies with better record management processes. These benefits were passed on to the customers who now receive their refunds quicker than in previous operation years.

- 169 total customer initiated refunds issued in 2021
- Reasons for refund requests
  - Scheduling conflict – 38
  - Registered in another activity – 14
  - Other – 29
  - No longer interested in activity – 26
  - Injury or illness – 19
  - COVID-19 – 43
- Note: Covid-19 refunds were awarded due to various reasons surrounding Covid-19 including individuals who were not vaccinated, individuals who were infected with Covid-19, individuals who needed to isolate and individuals who did not yet feel safe returning to in-person programming.
- Note: Our refund policy indicates 4-6 weeks to provide customers with a refund once requested. Due to the launch of our digital refund approval process, on average, customers now receive their refunds within 2-3 weeks.
- 14 total portal request responses for service in 2021

## Testimonials

What an incredible team! The crew was extremely hard working, respectful, professional, helpful, efficient, knowledgeable and a joy to be around. I'm honestly at a loss for words! There wasn't a single team member there that I would rate less than a 10 out of 10.

# Annual 2021 Reporting Session – Public Works

## Overview

The Public Works department and the Culture and Recreation department work closely to deliver quality services throughout the Town year-round. This past year, that cooperation and collaboration was even more necessary as we worked to effectively navigate through the constantly changing public health regulations and facility restrictions. The Parks department was instrumental in getting sport fields ready quickly in June 2021, to allow our user groups to deliver a modified season to their participants. Similarly, our Facility Operator and Maintenance teams did a wonderful job getting our ice pads, fitness centre, outdoor pool, and indoor pool up and running. The most notable accomplishment in 2021 would have to be the beautiful Holiday Lights Heritage Nights display the Public Works team assembled at our Town Civic Centre, while still completing regular maintenance, snow removal, and event services.

- 325 annual boat launch passes sold in 2021
  - 192 annual boat launch passes sold in 2021
  - 133 early bird annual boat launch passes sold in 2021
  - 2250 daily boat launch visits sold in 2021
- 31 total full time and part time staff in parks and facilities
- Facilities team
  - 8 full time facility operators
  - 3 full time maintenance staff
  - 6 part time janitorial assistants
- Parks team
  - 2 full time parks staff\*
  - 6 seasonal parks staff\*
  - 1 student parks labourer\*
  - 5 part time boat ramp staff
- \*Note: Our Parks team would normally consist of three full-time staff but due to a retirement our complement was reduced by one for much of 2021. Additionally, due to province wide closures through the first half of 2021 our regular seasonal staff complement of nine staff was reduced by three to six as noted. Province wide closures also reduced our regular part-time student labourer positions from five to one, as fields opened late this past year effecting recruitment.

The Parks department not only maintains sport fields, playgrounds, and trails, they also provide horticultural services at Town Hall, Police, Fire, Millennium Gardens, Todd Lane Roundabout, and the Vollmer Complex. Staff maintain planters, hanging baskets, and barrels around various other areas of our Town.

- 40 km of trails maintained
- 42 acres of soccer fields with 33 various sized fields
- 20 acres of baseball/softball diamonds
- 25 playgrounds maintained
- 11 Town owned facilities
- 6 tennis courts
- 5 pickleball courts
- 3 basketball courts
- 1 skate park
- 1 splash pad

## Annual 2021 Reporting Session – Public Works continued

- 1267 total work orders the Parks department, Facility Operators, and Maintenance team completed in support of the delivery of Culture and Recreation and other town services
- 345 Parks department work orders completed in 2021
  - Christmas lights/decorations - 2
  - Empty garbage can - 11
  - Event set-up - 20
  - Garbage clean-up - 10
  - Garbage removal - 12
  - General investigation - 27
  - Graffiti removal - 3
  - Memorial installation - 19
  - Other work orders - 23
  - Park infrastructure - 40
  - Pathway clean up - 17
  - Playground equipment repairs - 30
  - Playground infrastructure - 45
  - Sportsfields - 27
  - Town Land Cutting - 7
  - Trail/Pathway Repairs - 17
  - Tree maintenance - 25
  - Weed Removal – 10
- 922 Facilities department work orders completed in 2021
  - Facility operations Vollmer 353
  - Operations and maintenance 569



## **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:** January 20, 2022

**Report Number:** CR-2022-03

**Subject:** Request for reduced ice rental rate

### **Recommendation**

That the report of the Director of Culture and Recreation dated January 20, 2022 (CR-2022-03) regarding a request for reduced ice rental rate be received and that the recommendation to continue to apply fees in accordance with Schedule F of the User Fee By-law (By-law 8485) be approved.

### **Report**

The Department of Culture and Recreation recently received a request to reduce the ice rental rate for a group that includes some senior members. It should be noted that this group previously received a reduced fee that was not approved by Council and did not follow the fee schedule. The rate was adjusted upon return to play in September 2021 in accordance with the user fee by-law.

At the time of preparing this report, a Fee Waiving Policy is on the agenda to be considered at the February 8 Council Meeting. The policy recommends waiving or reducing fees in exceptional circumstances only and that all rental fees be applied consistently.

While providing a reduced rate would be helpful to seniors facing financial barriers, this practise could lead to more requests from others ice renters that also have seniors or other participants facing financial challenges.

The Town does administer the Pathway to Potential program which provides financial assistance for recreation programs to eligible participants. This avenue could be explored for any participants in this group who may require it.

## **Consultations**

Finance Department

## **Financial Implications**

\$140. 60 is the rental fee outlined in the user fee by-law

\$91.39 is the rate requested equals a price reduction of \$43.21 per hour rented

## **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