

Welcome to the 2021 review!

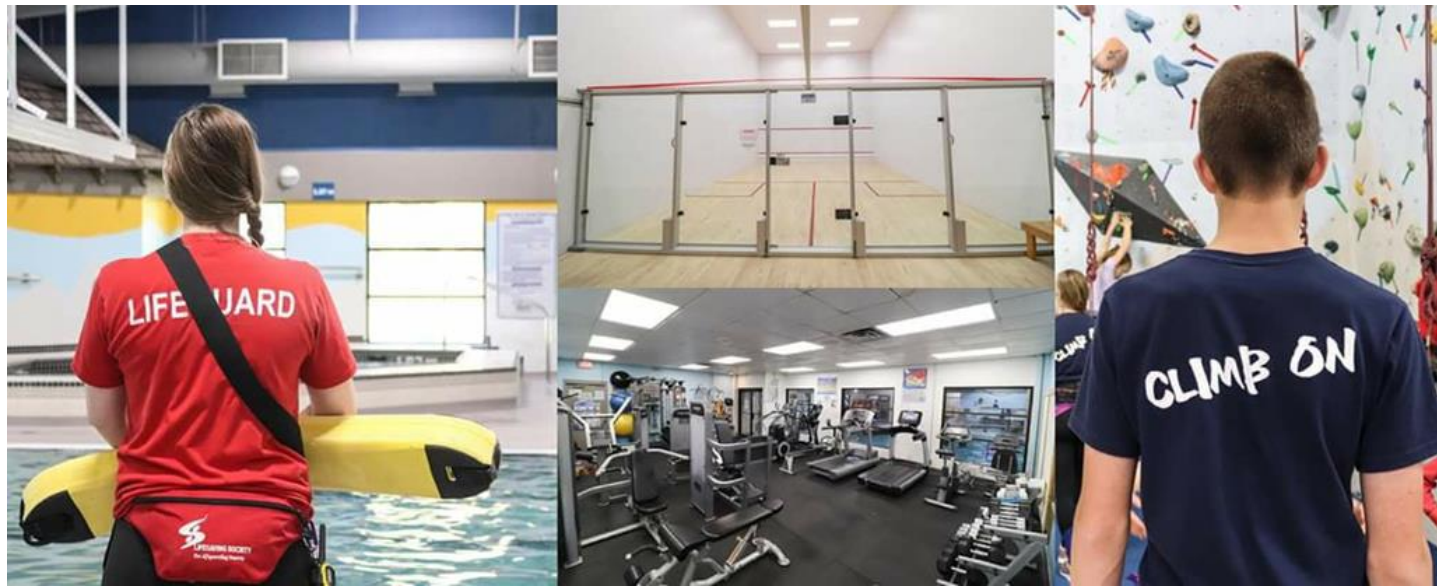


# BV Aquatic Centre Management Society AGM



# Our mission

The BV Regional Pool and Recreation Centre endeavours to provide high quality leisure, health and wellness, fitness and sport service to the residents of the Bulkley Valley. We endeavour to provided access to all during operating hours.







Thanks to the staff who make all the magic happen!





# Operating within COVID-19 orders and guidelines

- ▶ 2021 was full of continuous adaptations -we learnt a lot about being flexible!
  - ▶ January - July 2021 - slowly built-up program offerings with covid protocols
  - ▶ PHO order, mask mandates and standards of operations changed regularly
  - ▶ Fine tuning processes and procedure to best fit the evolving health orders and community needs
  - ▶ Temporary single admissions remained in place until July 15, 2021. Memberships and 10 passes back on sale in July.
  - ▶ Summer 2021 - ease in restrictions and opening up
    - ▶ July 15 Swim and Camp Programs reverted to pre-Covid “normal” capacity and with few Covid guidelines in place
    - ▶ Cleaning transitions and pre-booking lifted for leisure/public swim and Aquafit - kept some pre-booking - Fitness room, courts and lane swim
  - ▶ Fall 2021 - 3<sup>rd</sup> wave restrictions
    - ▶ Mask order back in-place
    - ▶ BC Vaccine Passports order in place (until January 2022, then extended to June 2022 (but really ended in April 2022))
  - ▶ December 2021 - 4<sup>th</sup> wave Omicron variant
    - ▶ Northern Health Circuit breaker(Fitness room closed until January 18, 2022): Adult Fitness programs and activities ceased.
    - ▶ Capacity limits back at - 50% and returned to one way direction



## PROOF OF VACCINATION REQUIRED

PLEASE HAVE YOUR BC VACCINE CARD AND ID READY



Patrons must show proof of COVID-19 vaccination, by order of the Provincial Health Officer. Please have your official proof of vaccination and government-issued photo ID ready. Thank you for helping to keep our community safe.

Scan this code to get your BC Vaccine Card now:



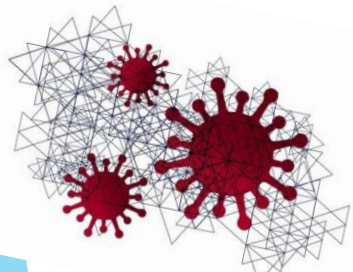
Need a paper copy of your BC Vaccine Card or a bit of extra help? Ask a friend or family member to print your electronic card or call 1-833-838-2323 to get your card mailed to you.

See specific requirements in  
BV Regional Pool & Rec NOTICE.

# Blessings of the Covid Pandemic - Take-Aways

## BV Regional Pool & Rec.

- Creativity!
- Increased understanding and empathy from the public
  - flexibility, waitlists
  - expressed GRATITUDE!
- Strengthened connection, conversation and collaboration within the community and nationally - recreation industry
- The staff team is smaller, but more positive, supportive and close-knit
- Increased awareness to the importance of mental health and wellbeing within all layers of our staff structure



## Province Wide Industry

- Regular online networking and support opportunities - creative solutions and celebration of successes
- Celebration and recognition of **HOW IMPORTANT** our industry **IS** to **COMMUNITY HEALTH** and **WELLBEING**
- **EVERYONE** working with:
  - Limited capacity - doing more with less
  - Reduced facility hours & schedules due to staffing challenges
  - Budget limits
- Staffing shortages:
  - employer's need to be creative and flexible with staffing positions
  - Working programs around when staff are available - now the "norm"



**Lifeguarding is a job with...**

**Flexible hours**

**Transferable skills**

**Employee perks (free facility pass)**

**Teamwork**

**Great wages**

**Fantastic work experience**

## LIFESAVING SKILLS CLINIC

See what it takes to have a career in aquatics!

### FREE SESSION

\*Pre-Requisites: 13+ yrs old & comfortable in water  
Refine the key skills required for Bronze Medallion, Cross & National Lifeguard programs.

**April 6, Tuesday  
6:45-7:45pm**



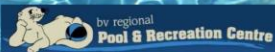
**BV Pool & Rec Centre**  
1316 Toronto Street  
Smithers, BC, V0J 2N0  
250-847-4244  
www.bvpool.com

## LIFEGUARDS AND SWIM INSTRUCTORS WANTED!

If you are already a certified lifeguard or instructor, hand in a resume with a cover letter to the Front Desk.

For more information about courses and becoming certified, check out our Recreation Guide or ask us at the Front Desk.

Or check out our website:  
www.bvpool.com.



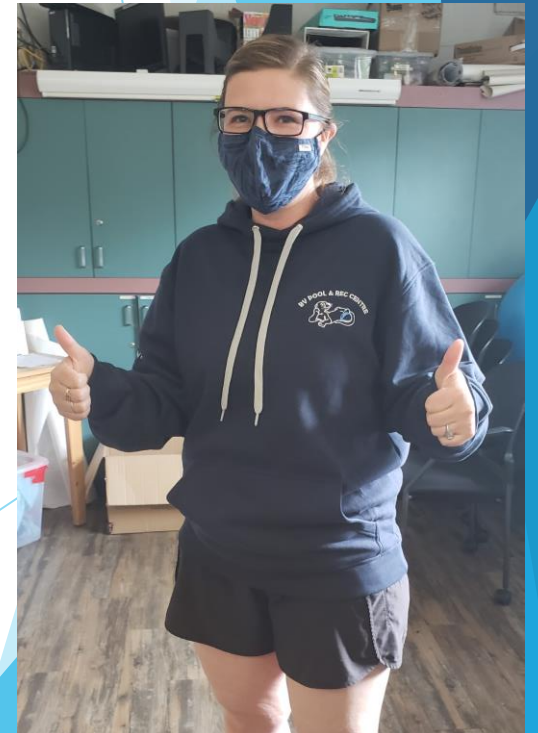
Call or email for more info:  
250.847.4244  
info@bvpool.com

# Staffing Shortage

- ▶ We have been challenged with staffing levels since 2019
- ▶ This is not uncommon in our community or recreation facilities across BC and has continued during the pandemic
- ▶ Staff and Board of Directors have been making changes each season as required. Being careful to consider facility usage and balancing community needs.
  - ▶ Reduced hours of operations and reduced program offering
  - ▶ Compact multi-use schedules
  - ▶ Management helping on the front line
  - ▶ Giving out overtime as required
  - ▶ Pre-closing on some long-weekend to allow for staff “breaks” - incentive
- ▶ Lifeguard Training Program
- ▶ Wages and classification review and strategies



- ▶ We had a total of 44 employees in 2021. 29 were new staff joining the team within the year
  - ▶ 2020: 46
  - ▶ 2019: 61
- ▶ Prioritized wage reviews, and staying ahead of BC minimum wage increases. Goal to get our Part-time/ Full-time positions towards living wages (2019-2021)
  - ▶ part-time lifeguard(3): \$20.00 to \$25.09
  - ▶ casual lifeguard(2): \$18.50 to \$20.79
  - ▶ part-time front desk: \$18.00 to \$19.09
  - ▶ aquatic supervisors: \$23.00 to \$26.33
  - ▶ coordinators: \$23.80 to \$27.00
- ▶ Classification and Organizational structure review
- ▶ On-going investments in training opportunities and “FUN” working environment have been identified as important and key “stay” factors from current staff



## Staff Retention



- ▶ BCRPA Family Day grant \$1,000
- ▶ Gas Tax funding
  - ▶ \$50k - replacement of the Main Pool Boiler
- ▶ Wetzin'kwa Community Grant - \$14,200 - SPRAY FEATURE replacement (funds collected in 2020 - put in place in 2021)
- ▶ McEwen Fund: Adaptive Aquatics program- \$1,500  
This funding allows us to run Adaptive Aquatics. A free of charge program for school aged children with special needs.
- ▶ Jet Controls - \$1,000 donation - Auto-belay
- ▶ BV Foundation - \$2,000 for the RAP program
- ▶ BV Foundation Community Impact Grant - \$25,000 towards front counter/lobby project - for 2022
- ▶ Covid related grants and aids:
  - ▶ CEWS - \$293,864

## Grants and Donations



## Thank you - Membership SALE!

We want to say a BIG THANK YOU for your DEDICATION and SUPPORT over the last year-and-a-half. We are offering 25% off all **6-month and Annual MEMBERSHIPS!**

This sale is valid **July 16 – August 13.**

\*memberships must start by Aug 13 and the discount cannot be used with other discounts\*

# 25% OFF



### Summer 2021 - RE-START - effective July 16, 2021

| Infants- Free | 2-12 yrs | 13-18yrs | 19+ yrs  | 60+ yrs  | up to 5 people |
|---------------|----------|----------|----------|----------|----------------|
| POOL & GYM    | Child    | Youth    | Adult    | Senior   | Family*        |
| Drop-in       | \$3.50   | \$4.60   | \$6.70   | \$4.60   | \$13.70        |
| 10 Pass       | \$31.50  | \$41.40  | \$60.30  | \$41.40  | \$123.30       |
| 1 Month       | \$42.00  | \$55.20  | \$80.40  | \$55.20  | \$164.40       |
| 3 Month       | \$94.50  | \$124.20 | \$180.90 | \$124.40 | \$369.90       |
| 6 Month       | \$163.80 | \$215.25 | \$313.55 | \$215.25 | \$641.15       |
| Annual        | \$252.00 | \$331.20 | \$482.40 | \$331.20 | \$986.40       |

### FULL FACILITY - Courts, Wall, Pool & Gym

|             | Child    | Youth  | Adult    | Senior   | Family*    |
|-------------|----------|--|----------|----------|------------|
| Drop-in     | \$4.00   | \$5.10   | \$8.60   | \$6.15   | \$16.60    |
| 10 Pass     | \$36.00  | \$45.90  | \$77.40  | \$55.35  | \$149.40   |
| 1 Month     | \$48.00  | \$61.20  | \$103.20 | \$73.80  | \$199.20   |
| 3 Month     | \$108.00 | \$137.70   | \$232.20 | \$166.05 | \$448.20   |
| 6 Month     | \$187.20 | \$238.70   | \$402.50 | \$287.80 | \$776.90   |
| Annual      | \$288.00 | \$367.20   | \$619.20 | \$442.80 | \$1,195.20 |
| Walley Ball | \$18.65* | *2nd court time \$10.45, for up to 8 people. Extra people pay admission. |          |          |            |

**\*Family Rate includes up to 5 members of the immediate family, a max of 2 parents or guardian accompanying children under 19. Additional siblings receive 50% off.**

| OTHER FEES: | Shower | Parent daytime rate | Toonie time | Twilight |
|-------------|--------|---------------------|-------------|----------|
|             | \$3.90 | \$4.25              | \$2.00      | \$4.25   |

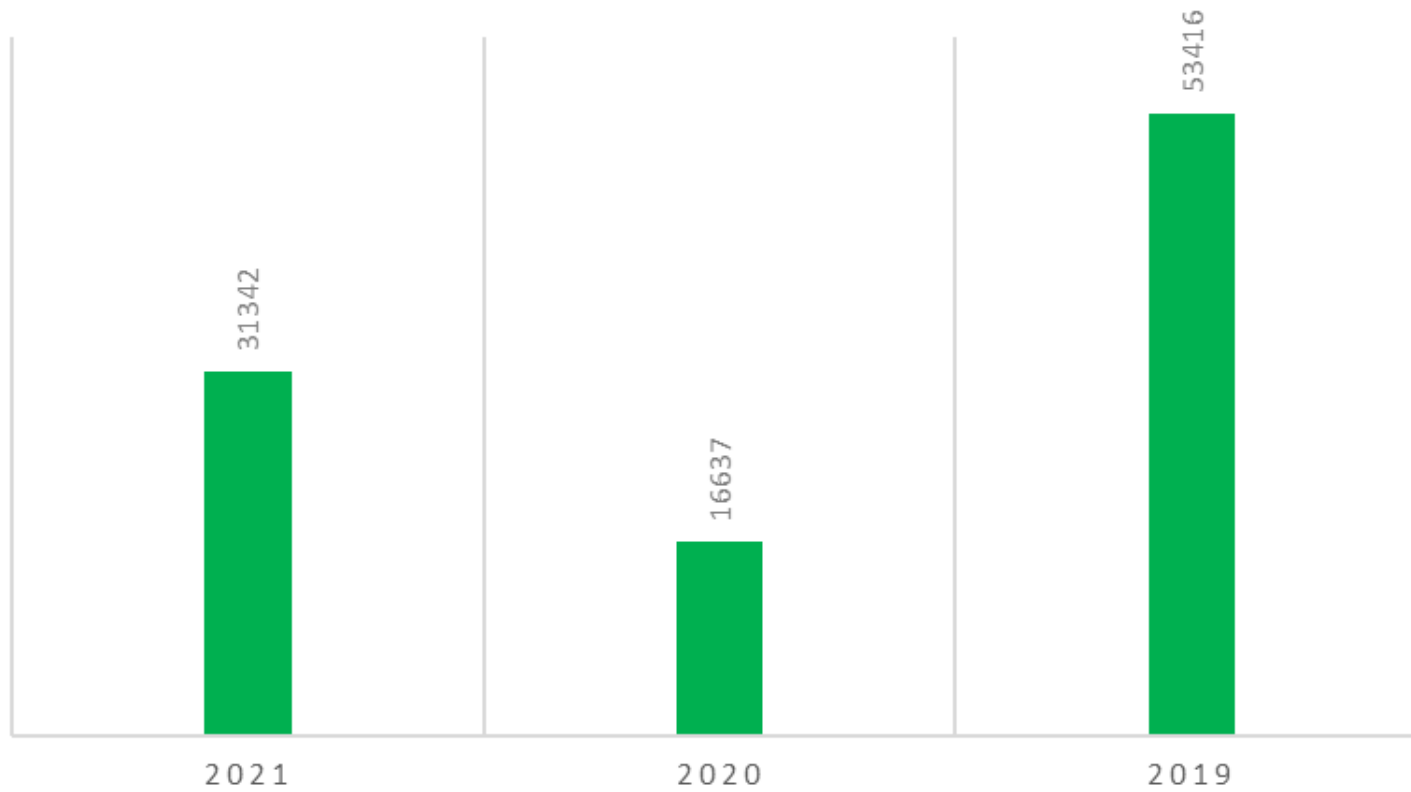
**Group rates** for 10 plus people, book 2 weeks in advance and save. Call us for details.

**note 2021 Fee update :** all admission rates have been increased by 4%.

## Memberships and 10-Passes BACK July 2021!

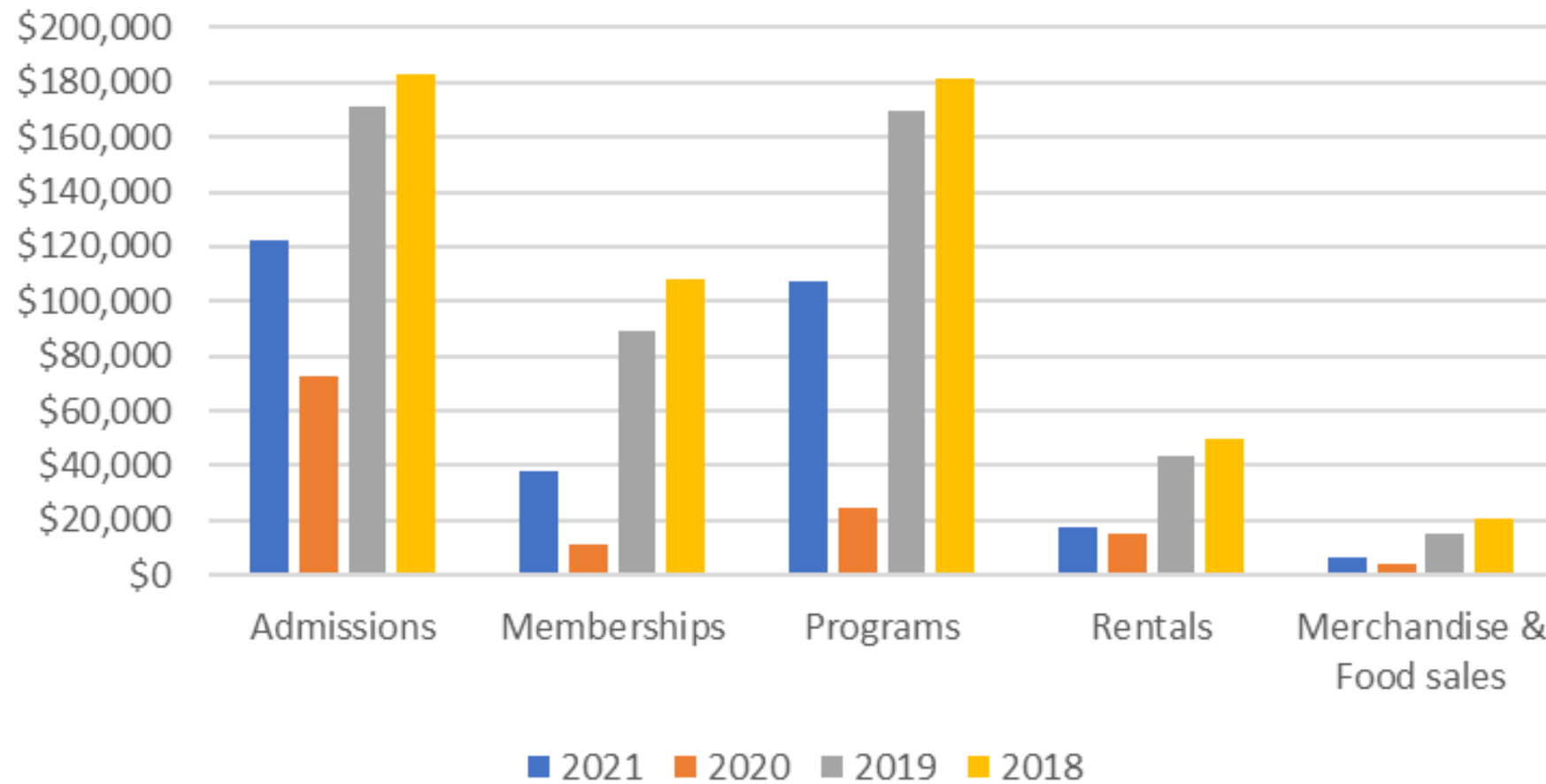
# 2021 Visit stats

## TOTAL VISITS





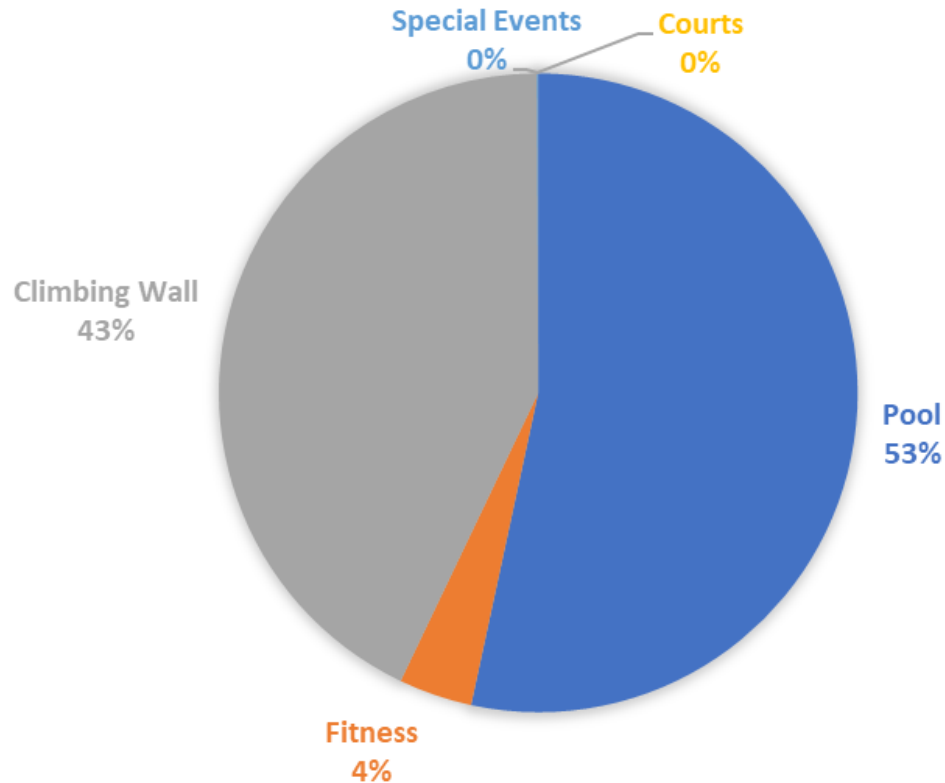
## Facility User Revenue



### IMPACT:

- ▶ Covid-19 limited access and capacity
- ▶ Staff shortage/reduced hours and programming
  - ▶ Limited Otters Lane rentals
  - ▶ No school group programs

## 2021 PROGRAM REVENUE



| Program Revenue | 2021             | 2020            | 2019             |
|-----------------|------------------|-----------------|------------------|
| Pool            | \$57,360         | \$17,236        | \$101,206        |
| Fitness         | \$3,998          | \$2,602         | \$4,704          |
| Climbing Wall   | \$46,030         | \$4,802         | \$58,811         |
| Courts          | \$0              | \$0             | \$1,233          |
| Special Events  | \$70             | \$140           | \$3,337          |
| <i>Total:</i>   | <i>\$107,458</i> | <i>\$24,779</i> | <i>\$169,292</i> |

- ▶ Pool Programs BIG impact: low capacity while keeping distance requirements
- ▶ Parented lessons for young and low level swimming lessons - barrier to participate
- ▶ Kids Camp and Wall programs did well in 2021, indoor environment and ability to wear mask created success for these programs
- ▶ Fitness Programs: reduced class sizes and restrictions
- ▶ Special Events very limited during Covid





# BC Lifesaving Society Affiliate Award: The highest participation in First Aid Programs for; population of less than 20,000.



- ▶ Picture: Amanda DeWit - First Aid Instructor/Supervisor & Tamara Gillis Facility Manager
- ▶ Special mention to Calla Stevens who taught a good amount of the First Aid courses in 2021 and to Kayla Watrich Facility Programmer who schedules all the courses!

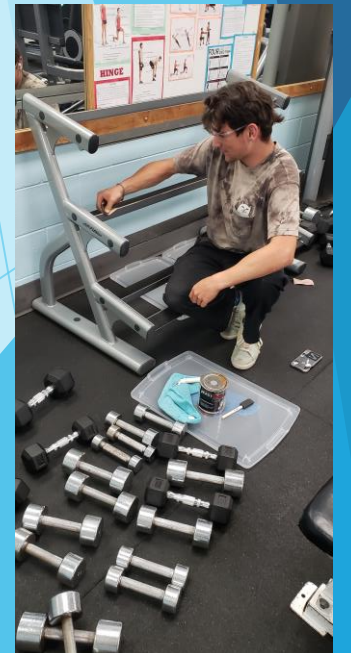




## Facility Maintenance Closures

2021: Zero mechanical closures!

- ▶ Pool closures:
  - ▶ Main Pool September 21<sup>st</sup> to 22<sup>nd</sup> - 20hrs (Diarrhea)
  - ▶ Main Pool and Hot Tub October 30<sup>th</sup> to 31<sup>st</sup> - 24.5 hrs
- ▶ Had a number of functional facility closures due to staffing levels and our strict staff illness policies - the community is notified via email and social media posts
- ▶ Staff take great pride in our facility cleanliness and it shows!





# 2021 goal outcomes

## Facility and Maintenance

- Facility Program and Function Review (complete)
  - Provide vision and direction for Grant applications for future improvements
- Replace SPRAY FEATURE - (complete)
- Phone System replacement - (complete)
- Climbing Wall - T-NUT replacement - (complete)
- Main pool boiler replacement - (complete)
- Outdoor HWY Sign - considering replacement options - in progress



## Programs and Management

- Staff recruitment and retention - ON-GOING
- Operating during a global pandemic - adapt - ON-GOING
- Re-build our membership and programs - ON-GOING
- Re-stock and expand First Aid Manikins - (complete)
- Facility Operation Procedures - ON-GOING
  - Finish off the HR policy section - new updates required 2022
- Organizational structure review - (complete)
  - Job Description review/wage scales
  - Development and enhancement of Climbing Wall and Court programs
- User fee Review - By-law update (complete)
  - 4% increase July 2021
- Website overhaul - in progress



1



2



3

1. Spray Feature Replacement
2. Water Fountain replacement
3. Auto-belay! - thank you JET CONTROLS for your sponsorship.
4. New lane ropes
5. Main Pool Boiler replacement
6. Facility Function and Program review Study
7. Climbing Wall T-nut replacement



4



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2021 Major projects



## Facility and Maintenance

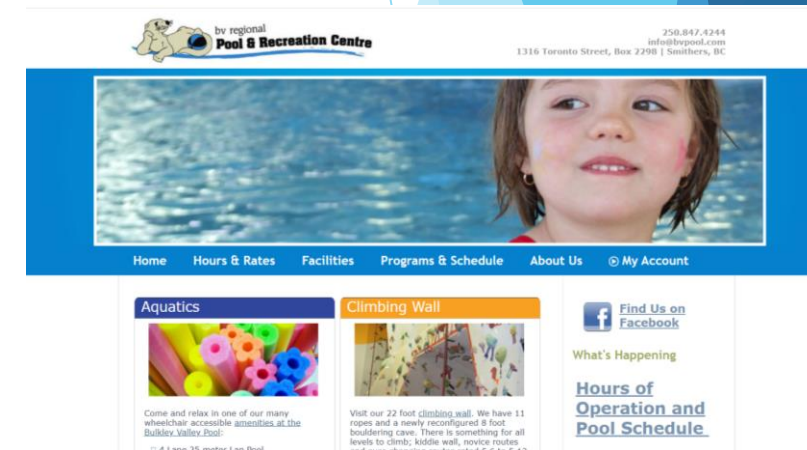
- ▶ Phase 1 - Facility improvement project
  - ▶ Design stage, grant writing and fundraising
  - ▶ Front desk casement work (temporary)
- ▶ Court/Climbing Wall roof & flashing replacement - (complete)
- ▶ Change room lockers replacement - on order
- ▶ Replace Tot Slide
- ▶ Investigate possibility of a EV charging station

2023:

- ▶ Collaboration with the Town of Smithers - Ice plan consolidation project and heat recovery system
- ▶ Continue work on improvement project

## Programs and Management

- ▶ Staff recruitment and retention
- ▶ Re-establishing special events and school group programs
- ▶ Facility Operation Procedures, finalize HR policy section
- ▶ Website overhaul - in progress
- ▶ Learn to Swim Program - transition from Red Cross to Lifesaving Society - January 2023
- ▶ Community collaboration and fundraising for Phase 1, Facility Improvements!



# 2022/2023 Major Projects & Focuses

# Facility Function & Program Study

## Key outcomes

- ▶ Phasing Project
  - ▶ Phase one is part of a bigger long-term project. Phasing allows for swift progress of smaller more manageable projects; fundraising and reduces facility disruption
- ▶ Fitness Facility
  - ▶ Access from across the natatorium and it is very small
  - ▶ Only accommodates a few people at the time.
  - ▶ Limited access for those with mobility challenges
- ▶ Administration & Lobby
  - ▶ Poor control points, aging casement, crowding
  - ▶ Existing administration areas do not satisfy the facility's needs - inefficient
  - ▶ Lack of a meeting room and classroom is limiting
- ▶ Universal Access
  - ▶ Improve access to facilities for users of all abilities and orientation - addressed in Phase 2
- ▶ Existing pool tank
  - ▶ The compromises of the original build limit use and function of the pool space. - addressed in Phase 2





# PHASE 1

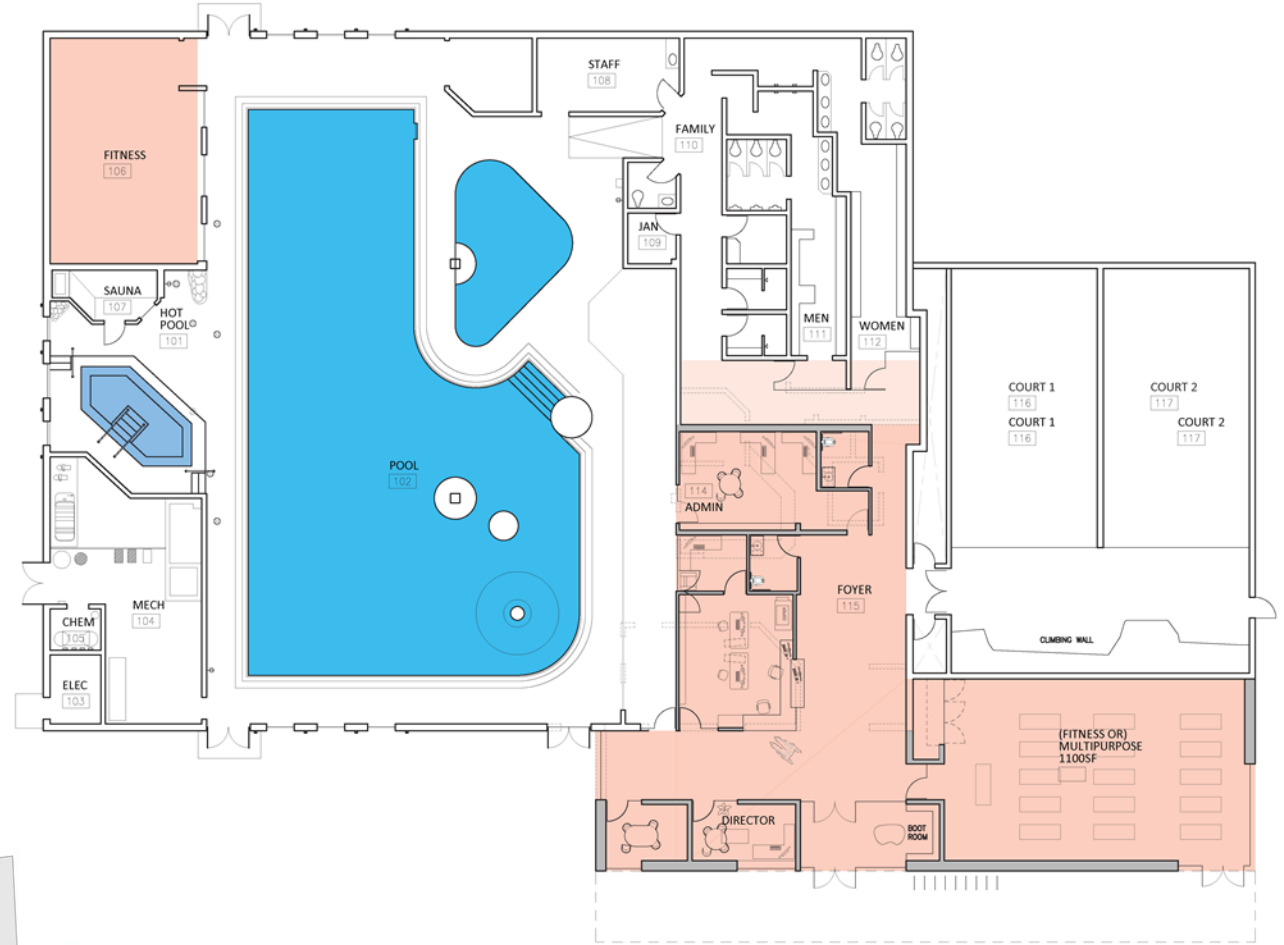
## Addition to the front of the building

- Re-configuration of the administration and lobby area
- Larger boot-room
- Large fitness/multi-purpose room
- Dedicated office spaces
- Private director office and breakout room

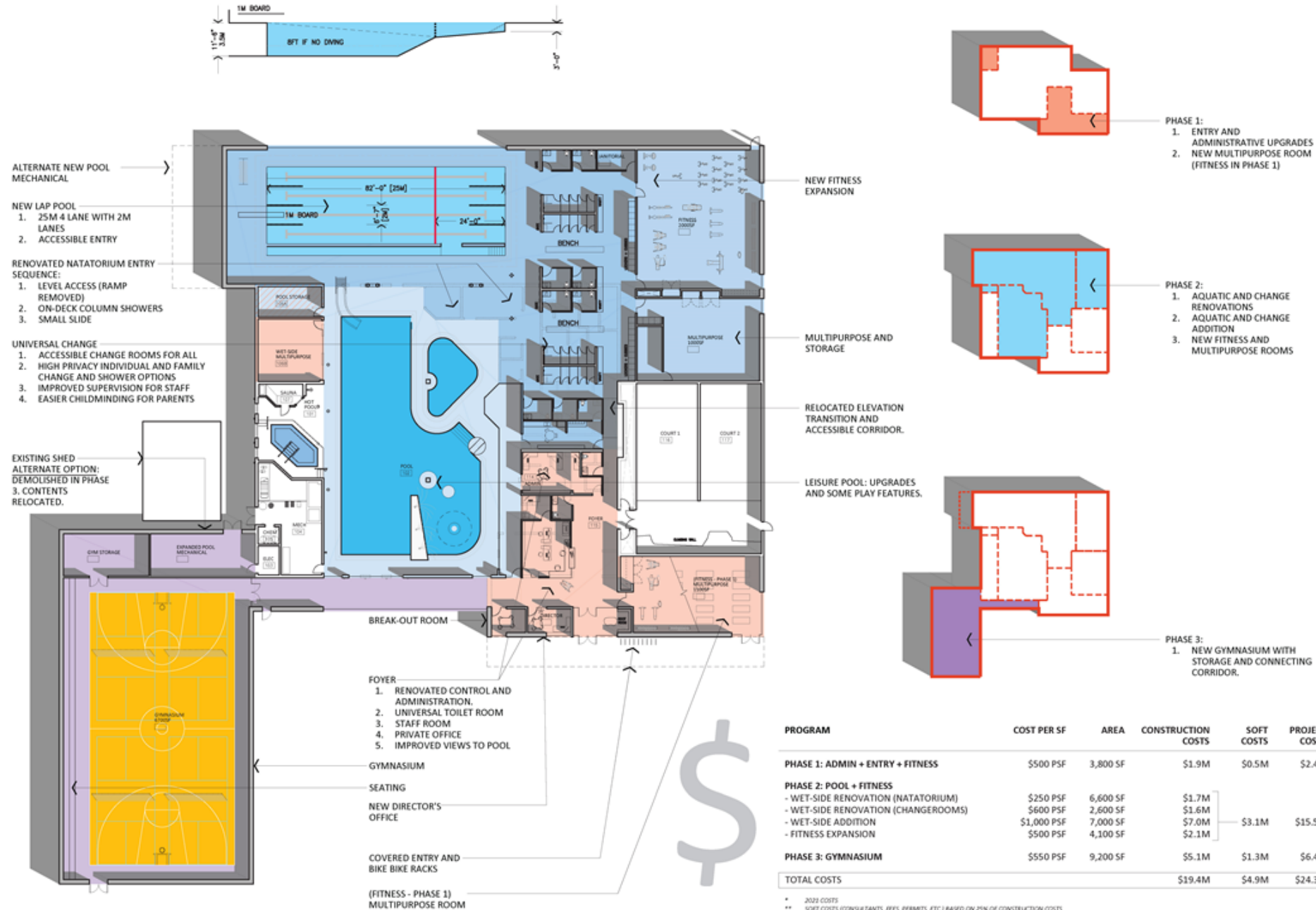
## Conversion of the existing fitness studio into a multi-purpose space

- Classroom
- Program room
- Meeting room
- Birthday party room

Timeline - Goal to be complete by 2026!



# PROPOSED FACILITY PLAN PREFERRED OPTION - REVISED





# Thank you for coming

LOOKING FORWARD TO CONTINUING TO SERVE THE  
COMMUNITY AND PUTTING THE PANDEMIC BEHIND US

WE ARE EXCITED FOR WHAT 2022 HAS IN STORE FOR US!

