

# RECREATION & PARKS BC

MAGAZINE

WINTER 2016

## RIPPLE EFFECTS

LESSONS FROM  
AQUATICS

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A SELF-SUSTAINING  
MODEL FOR COMMUNITIES





# elevating RECREATION



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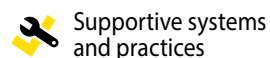
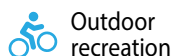
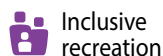


Symposium offers a variety of learning formats:

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Framework  
for Recreation  
in Canada



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† Indicates an Honorary Life Member who is deceased.

MESSAGE FROM THE PRESIDENT

## DARRYL CONDON



**THE NEW YEAR** brings many opportunities to reflect on the past and to build towards the future.

In 2016, this is particularly true for the BCRPA with the retirement of our former CEO, Suzanne Allard Strutt, and the hiring of our new CEO, Rebecca Tunnacliffe. Rebecca comes to us after leading the Physiotherapy Association of BC (PABC), as Chief Executive Officer, for the past 15 years. In this capacity she branded the BC physiotherapists as Canada's most physically active health professionals. Rebecca is an exceptional executive whose dynamic leadership and tenacious commitment have successfully advanced the vision of the organizations she has led and the interests of their constituents.

Rebecca is passionate about membership services and engagement. She is also an avid recreation participant and fully embraces the role that recreation and parks play in the lives of British Columbians. Our Board of Directors chose Rebecca as our next CEO because of her demonstrated commitment to BCRPA values and vision, and her leadership track record. Rebecca started in her new role on January 1st and the Board of Directors is looking forward to working with Rebecca to plot a renewed course for

In British Columbia we have a rich tradition of providing innovative aquatic services and this issue of *Recreation and Parks BC Magazine* builds upon this.

the Association and to lead our work to redefine recreation in BC and across Canada.

Changes of this nature provide a variety of opportunities to re-examine our role and to re-assert ourselves towards the activities that will most meaningfully support the members of this association in the future.

In British Columbia we have a rich tradition of providing innovative aquatic services. This issue of *Recreation and Parks BC Magazine* focuses upon the important role that water plays in the spectrum of community recreation and community building. It is timely, in the context of the new National Framework for Recreation, to consider how aquatic recreation may be affected by future changes. Related to this and also explored in this issue is a model for delivering services responsive to the gender diversity in our communities.

The role that aquatics play in the social fabric of Iceland is also explored, as is an innovative Lifeguarding training program, a competency model for hiring staff program and a competency model for staff. I hope that you enjoy the diversity and depth of the articles presented here.

It is an honour for me to serve as President of the BCRPA Board of Directors. Our talented Board, together with our dedicated staff, are determined to advocate for and to represent the interests of the sector in a manner that reflects the vital role we play in supporting the development of strong and healthy communities. As we embark on this period of transition, we look forward to your ideas, support and feedback along the way.

**DARRYL CONDON**

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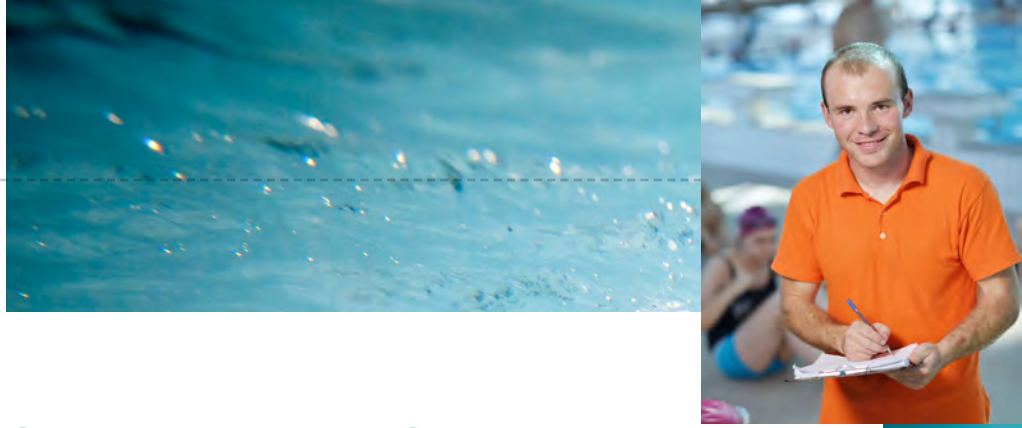
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BCRPA

# CREATING INDUSTRY STANDARDS AND PERFORMANCE EXCELLENCE



**THE BCRPA** is committed to supporting our members through certification, training, professional development and engagement. Together with our members and partners we set and maintain the highest standards of training and certification within BC. Our members and partners within the aquatics sector are helping develop, lead and instruct the training and programming that is setting the standard for the sector as a whole.

## TRAINING

Through the support of the Alberta Municipal Health and Safety Association and the BC Municipal Safety Association, we have been able to offer *PoolSafeBC* as one of the six web based courses available on the BCRPA E-Learning website. This is the perfect program delivery model for all aquatic centre staff, whether it is used for onboarding of new staff or for training existing employees. The online delivery enables anyone across the province to access professional development at their convenience, and complements the in-person workshop format that continues to be offered.

*PoolSafeBC* is designed to enhance staff's knowledge and skills in recognizing, evaluating and controlling hazards in pool settings. Subjects the course covers include rights and responsibilities of employers and workers, common hazards, microbiological organisms, chemical safety and emergency preparation and

## The planning committee of the recent 2015 Ripple Effects workshop shines the spotlight on collaborative leadership.

response. The online course takes approximately three to four hours to complete and issues a *PoolSafeBC* certificate once the 70% passing grade is achieved. A very convenient, and popular feature is the ability to stop and start the course as needed (as long as the same computer/device is used). The program will remember where the student left off within the course and will start up again from that place. *PoolSafeBC* is delivered by the BCRPA on behalf of all our partners which include: BC Municipal Safety Association, *WorkSafeBC*, CUPE and the Lifesaving Society.

BCRPA's master Trainers Sean Healy, Tony Toriglia and Dale Miller recently undertook the revision and upgrading of the Pool Operators Course

Level I & II - the industry standard in swimming pool operations and maintenance. The new materials are designed to provide BC specific content and specifically, to reference the new BC Pool Regulations that were released in 2010 and updated in 2012. The upgrades ensure we have consistent delivery of important course content across the province. *WorkSafeBC* was an integral partner on this upgrade, in part due to the emphasis the course places on employee safety and education.

With outstanding satisfaction reported from over 1,000 certified candidates, BCRPA Pool Operator courses are an employment requirement for an increasing number of organizations and municipalities to meet the "adequately



trained” provincial government guideline. BCRPA Pool Operator instructors are BC’s most highly qualified trainers who undergo rigorous training and screening and demonstrate in-depth knowledge and understanding of the pool regulations, operations and maintenance. Pool Operators with the BCRPA certificates are recognized as holding the gold standard in training.

### PROGRAMMING

The planning committee of the recent 2015 Ripple Effects workshop shines the spotlight on collaborative leadership. With the assistance and input from this year’s committee members - Dale Miller, Sean Healy, Michelle Wilcox, Debbie van’t Kruijs, Lauralee March, Deanna Udy, Leeann Virtue and Perry Fulop - the workshop program attracted the highest number of delegates to date.

The committee secured a top caliber line up of speakers including an Olympian and Paralympian, a World Health Organization report contributor, award winning architects and private sector innovators. Highlights of the event are featured on *page 22-23*.

Looking ahead, we are highly anticipating the next bi-annual Ripple Effects as it is being planned in conjunction with the 2017 International Life Saving Federation

World Conference on Drowning Prevention. The international conference brings together the world’s foremost experts, researchers and practitioners to share information on drowning prevention, rescue, lifesaving, water safety and other related issues. We look forward to showcasing the BC aquatic sector as Vancouver welcomes the world in 2017.

2015 Ripple Effects has inspired the articles in this issue of the Parks & Recreation BC Magazine. The lessons learned and showcased can be universally applied to other areas of recreation and parks.

Influenced by the best experts and leaders in field, we continue to grow and learn and establish industry leading standards and training opportunities for all aquatics personnel in our membership. ■

**BCRPA Pool Operator courses are an employment requirement for an increasing number of organizations and municipalities.**

Aquatics colleagues are one of the most active discussion groups on the BCRPA Collaboration site. In 2015, conversations were viewed over 3500 times on topics from “What do your Lifeguards wear on their feet?” to “Mermaid Suits.” Here is an example of a recent post:

## DISCUSS

**How does your facility manage the use of pace clocks & backstroke flags? Pros & cons? Any feedback on this topic would be helpful.**

*Click here to log in to the collaboration site and respond.*

We encourage members to submit a question or reply to a request for information on Aquatics or any of the other discussion groups (Arts & Culture, Children & Youth, Fitness, Parks, Recreation, and Sport). Together, we continue to raise the standards for our sector, sharing resources and information and building our communities through shared best practices and performance excellence.

PARKS AND RECREATION AQUATICS FRAMEWORK

# THE NATIONAL RECREATION FRAMEWORK HAS MUCH TO GUIDE OUR AQUATICS SERVICES

**OVER THE PAST FOUR YEARS** work has been going on across the country to create a new unifying framework for the parks and recreation field. That work culminated in a document that was presented to and accepted by the provincial and territorial Ministers of Sport and Recreation at a meeting last February. It now stands as a foundational document, guiding and supporting all we do in our field. Every Board or Commission member should have a copy, as should every elected representative at all levels of government and all of us working in the field. While it has much to say about all aspects of our work, it can be used more specifically in the planning and delivery of aquatics services in each of our communities.

**PATHWAYS TO WELLBEING:**

The National Recreation Framework is available at [www.cpra.ca](http://www.cpra.ca)

A Joint Initiative by CPRA (representing all the territorial and provincial parks and recreation associations) and the Interprovincial Sport and Recreation Council (representing all the provincial and territorial governments)

The document begins by refreshing the definition of recreation as it is used in public parks and recreation agencies. It also provides a corresponding vision which describes an ideal future from the field's perspective.

**DEFINITION:**

Recreation is the experience that results from freely chosen participation in physical, social, intellectual, creative and spiritual pursuits that enhance individual and community wellbeing.

**VISION:**

We envision a Canada in which everyone is engaged in meaningful, accessible recreation experiences that foster:

- individual wellbeing
- community wellbeing
- the wellbeing of our natural & built environments.

The vision anchors the notion of a three legged stool that supports all that we do; focusing on the broadest possible definition of individual health and wellbeing, connecting people to fully functioning communities of geography or interest, and ensuring high quality sustainable indoor and outdoor environments in which to accomplish both.

The framework also provides a series of values and principles which are meant to act as the lens through which all decisions in our field are

made and provide guidance on how we evaluate our services.

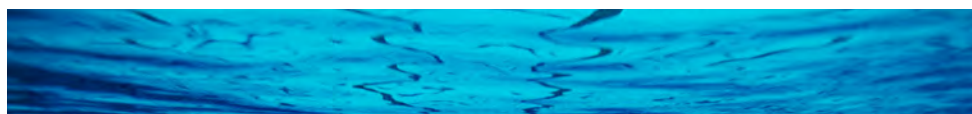
**VALUES:**

- Public Good
- Inclusion and equity
- Sustainability
- Lifelong participation

**PRINCIPLES:**

- Outcome Driven
- Quality and Relevance
- Evidence based decisions
- Partnerships and Collaboration
- Innovation

The Framework goes on to suggest five goals which set a context for evaluating our aquatic services as to how well they contribute to the vision and respect the values and guidelines. They are







BRIAN JOHNSTON

Make your pool the social focal point of the community, and use the values and principles as a kind of moral compass to keep you on the right track.

summarized below with a few thoughts on how you can use them to adjust aquatic services so that they are better able to achieve the goals.

#### **FOSTER ACTIVE LIVING THROUGH PHYSICAL RECREATION**

For those in aquatics services, that means a strong focus on teaching physical literacy; the basics that equip people to learn the skills that we are so good at teaching. If one doesn't have the basics, it is much harder to teach them to learn to swim. Also, find ways to bring more non users into your pool. In terms of active living, turning non users into users is more important than providing more service to those who already receive some.

Increase inclusion and access to recreation for populations that face constraints to participation. Identify any financial, cultural, physical or social barriers to use of your pools and find ways to remove them. Providing child minding or a closed session for women

who aren't comfortable in public in a bathing suit might take a lot of extra effort, but might be the most important things you do. Find ways to increase the diversity of your user base. One option is to sponsor more free special events, as they are often an easy and inexpensive entre to your facility.

#### **HELP PEOPLE CONNECT TO NATURE THROUGH RECREATION**

Connecting people to nature is becoming increasingly important in our world. You might try more programming in natural outdoor water bodies.

Ensure the provision of supportive physical and social environments that encourage participation in recreation and build strong, caring communities. What can you do to connect and integrate generations and subgroups in your pools? Find ways that even non swimming members of a multigenerational family can be on the pool deck enjoying an experience with their family members.

#### **GROW AND SUSTAIN THE CAPACITY OF THE RECREATION FIELD**

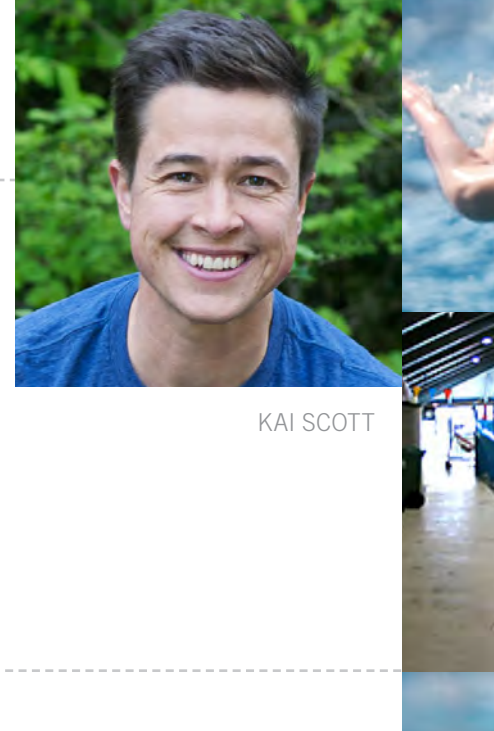
A focus on the longer term future is often at the heart of what is required under this goal. More emphasis on leadership training, establishing and enhancing mentoring programs, succession planning and more creative ways of using volunteers will help to sustain your human resources. More lifecycle maintenance may help to sustain your physical resources.

#### **SUMMARY**

And, as you try to achieve the above listed five goals, try to remember to measure Outcomes, which are measures of indirect benefit to all citizens in your community and therefore measures of the public good. They connect your activity to the goals that justify your service. Measuring only Outputs which are simple measures of the activity itself are not as effective. Also, remember that your pool is a means to an end rather than the end in itself. Make your pool the social focal point of the community, and use the values and principles as a kind of moral compass to keep you on the right track. ■

#### **BRIAN JOHNSTON**

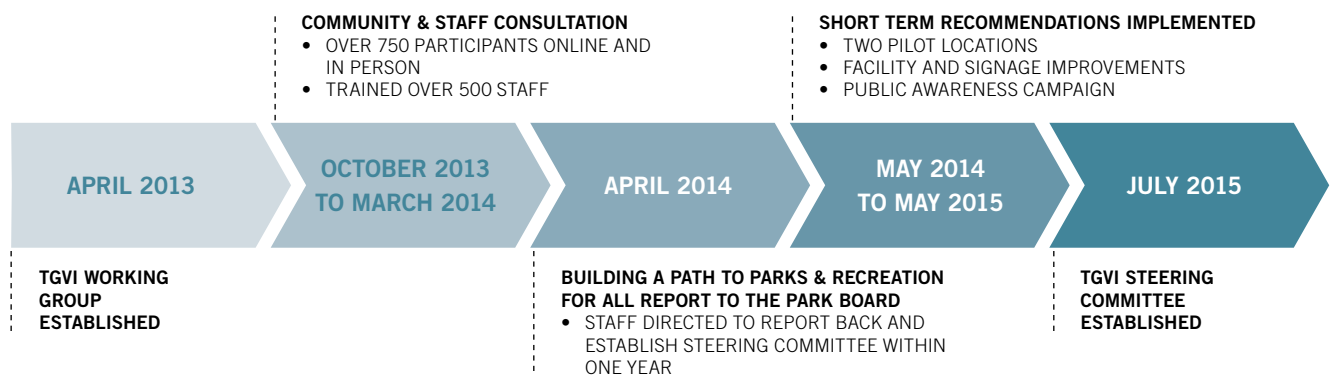
For the past 41 years Brian has been a private consultant with a firm called PERC, working across the country on a wide range of research and planning projects in the field of parks and recreation.



KAI SCOTT

LEARNING AND GROWING TOGETHER

# VANCOUVER'S TRANS INCLUSIVE PUBLIC SWIM



## TRANS INCLUSION IN VANCOUVER PARKS AND RECREATION

An 8-person, volunteer working group conducted a rigorous and comprehensive 10-month consultation process from October 2013 to March 2014. During this process, trans community members reflected on their experiences in Vancouver recreational facilities and reported feeling unsafe and afraid (34%), 60% experience challenges or barriers to access, and 42% avoid facilities due to lack of washroom or change rooms. In order to address the needs, challenges, and barriers identified during this process, the working group developed and presented 77 recommendations to the Vancouver Park Board. The commissioners unanimously accepted the recommendations in April 2014

and instructed staff to work with community members to implement the recommendations as part of the Trans and Gender Variant Inclusion Steering Committee.

## TRANS INCLUSIVE PUBLIC SWIM

As part of the implementation process, the steering committee has been working on piloting trans specific programming, including the Trans Inclusive Public Swim. The purpose of the swim is to create a safe and welcoming space for trans people, encourage more trans people to access recreation, and build community and confidence. The Trans Inclusive Public Swim takes place every Sunday at Templeton Pool in East Vancouver from 12:00 to 2:00pm. Templeton Pool has options

for men's, women's and universal change rooms. The latter requires walking across the pool deck to back of the building.

There was an extensive preparation process to maximize trans inclusion and ensure that goals are met. The staff at Templeton Pool, including lifeguards, cashiers, managers, and support staff were trained on how to respectfully and safely interact with trans patrons and handle issues. Furthermore, the signage at Templeton was changed to focus on function. This is an important shift from who should be in the rooms (e.g., stereotypical woman or man) to what one can expect in the rooms (e.g., a toilet, shower, baby change table).



The signage contains clear messages of “trans people welcome.” This is a signal to both trans and cis (see definitions on right hand column) patrons, allowing trans people to feel more confident and cis patrons to understand policies of inclusion.

In addition to signage, two private change booths were installed in the men’s change room to allow for additional privacy along with the open concept shower. A welcome table was installed to explain the swim and change room options, receive feedback, and provide snacks as a way to socialize and interact. Blinds covered windows and a view from the outside, which accommodated stealth<sup>1</sup> trans people and those who need more privacy. The Vancouver Park Board also provided on-site process Leisure Access Program for those trans patrons who needed financial support to access facilities.

The swim provides much needed support for trans patrons and the steering committee continues to learn how to respond to and accommodate the needs of trans and cis patrons.

The Trans Inclusive Public swim averages 80 patrons per week with excitement and appreciation for the swim among trans patrons. There is a sense of freedom to wear clothes and go into

spaces that had been previously avoided or entered with much trepidation.

There were several challenges encountered in the early stages of the swim, including entering and leaving the universal change room. There is also staring from regular patrons, who did not understand the different types of swim wear and bodies they encounter. Part of this was related to a language barrier. The Vancouver Park Board is working on providing information in different languages to facilitate understanding and to make the swim enjoyable and relaxing for everyone.

The key to success of the swim is founded in a collaborative process involving both Vancouver Park Board staff and trans community members with a focus on active listening and openness to learning on all sides. ■

For more information: [www.vancouver.ca/tgvi](http://www.vancouver.ca/tgvi) and contact the steering committee at [tgvi@vancouver.ca](mailto:tgvi@vancouver.ca).

**KAI SCOTT** is the co-chair of the Vancouver Park Board Trans and Gender Variant Inclusion Steering Committee, who co-wrote the "Building a Path to Parks and Recreation for All" report. Kai, a social scientist and engagement specialist, is the principal of Dialectic Research Services. He works with Aboriginal communities across Canada on resource development projects.

For some of us, our internal sense of our gender identity, does not match our physical body or the sex we were assigned at birth. Transgender (or trans) is an umbrella term including people who are transsexual, gender variant, and others who reject gender norms. Gender is a continuum beyond the binary of male and female. Cisgender (or cis) is a person whose gender assigned at birth matches their gender identity.

Transgender people may, or may not, undergo treatment, including gender confirmation surgery and/or hormone therapy, to create harmony between their bodies and their internal world. This is generally referred to as a transition. Other aspects of a transition may include changes to name and pronoun.

(1) Someone who does not disclose publicly their trans history.

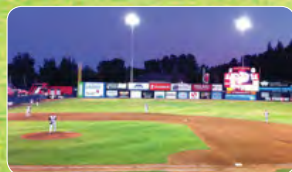
# WHEREABOUTS... PEOPLE AND PLACES OF BCRPA

After 17 wonderful years in Oak Bay, **ED BAKKER** has retired as Tennis Supervisor. Ed has built a tennis program second to none and will continue on with the department as a coach. Ed is replaced by **SIMON VICKERS** who has returned to tennis at Oak Bay and his sports roots after several years as a manager with BC Hydro. The City of Campbell River Recreation & Culture Department added a new Marketing and Administration Supervisor position in 2015. **VICKI SWAN** accepted the position and comes with an extensive background in marketing and communications. The Cowichan Valley Regional District (CVRD) has undergone an organizational realignment, and **JOHN ELZINGA** has taken on a new role as general manager of Community Services, including overall responsibility for recreation, arts and culture, public safety, and transit. **TERRI ASKHAM** from the City of Victoria replaces John as manager of the Island Savings Centre, and the CVRD welcomes Terri to the team. In the Regional District of Nanaimo, **JERRY MICHAEL** has left his temporary posting as the Aquatics Programmer for a permanent position with Saanich Commonwealth Place Pool and **ANNE PORTEOUS** has returned to the position. **JENN HOPEWELL** will return to Adult Programming in early February 2016. In Saanich, **EVA RICCIUS** is the new Senior Manager, Parks. **KERRY BYSOUTH**, Manager of Parks and Facilities with the District of Mission has retired after over 10 years with the Department. Program Coordinators **AMANDA TESLUCK** and **MELISSA KENDZIERSKI** are on Mat Leave. **STEPHANEY MCCORMICK**, District of Mission Recreation Leader, has moved into Melissa Kendzierski's position and **KRISTA DESOUSA**, past Recre-

ation Leader with the District of Mission, will be replacing Amanda Tesluck. A Youth Engagement Worker position has been created and **LAUREN OZANNE** is in the role. Lauren previously worked in Kelowna in a similar role. **KERRY HILTS**, Director of Leisure & Community Services has moved from the District of Kent to take a job in Alberta and the District is in the process of hiring his replacement. In October, The City of Port Coquitlam's Recreation Department welcomed **LORI BOWIE** as the Department's new Director of Recreation. Lori joins the Department from the City of Surrey where she served as the City's Healthy Communities Manager. **DALJIT GILL-BADESHA** has recently been named as the Healthy Communities Manager for the City of Surrey's Community and Recreation Services Division. Daljit has been with the City of Surrey since 2011, in the role of Middle Childhood and Youth Manager and recently has been co-managing the Newton Community and Recreation Services Section. In the City of Richmond, **KIM SOMERVILLE**, former Manager-Arts Services is now the Manager, Community Social Development. **EVA BUSICH-VELOSO** Coordinator Seniors Services retired this past summer and **HEATHER MUTER** is the new Coordinator Seniors Services. **TANYA FINK** is in the new position of Senior Coordinator, Community Social Development. Dougal Forteach is the new Affordable Housing Coordinator. **HILARY LETWIN** has joined the Richmond Art Gallery as the Curatorial Assistant. **DARIUS STEIN** and **HANNEMARI JALAVAARO** are Preparators at the Richmond Art Gallery and **MIRIAM PLISHKA** is a new Park Planner.



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# 39<sup>th</sup>

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.....  
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### HIGHLIGHTS

Expert keynote speaker, **DR. DAVID NOWAK**, PhD, contributing member of the Nobel Peace Prize winning Intergovernmental Panel on Climate Change, 2007, presents on Trees and Forest Characteristics for Improving Air Quality on Horticulture Day, February 18.

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# A SELF-SUSTAINING MODEL FOR COMMUNITIES

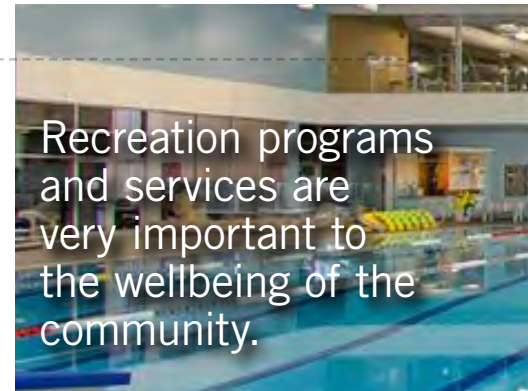
**IN JUNE 2015**, the Northern Rockies Regional Municipality (NRRM) opened its doors to a brand new aquatic centre. The NRRM, also known as Fort Nelson, is characterized by an abundance of natural resources: lush mixed forests, exciting oil and natural gas development, an emerging agricultural sector, and a tourism sector anchored by the Alaska Highway.

Located on historic Mile 300 of the Alaska Highway, Fort Nelson is home to about 4800 residents. It is important to note that Fort Nelson is a remote community and therefore very self-sufficient. Fort Nelson is 380 km away from the nearest community of Fort St. John. During the winter months this drive can take over 5.5 hours and, depending on weather, can be incredibly risky. These factors all play into the reality that recreation programs and services are very important to the wellbeing of the community.

In order to operate the aquatic centre, it is vital that staff training and development take place in-house as much as possible. Sending staff out to complete training at all levels of aquatics (from the bronze levels through to National Lifeguard) can be very financially difficult, not to mention time consuming. The first step in realizing this goal was to certify staff at the instructor level (and instructor-trainer when possible). Once this was

completed, it was evident that a new program needed to be designed. This program would need to encourage local residents to get certified, with the hopes of working for the NRRM in some capacity in the future. It was from this realization that the “Lifeguard Training School” was born.

In the early planning stages, it was determined that the target audience would be people who were early on in their careers, with a willingness and ability to participate in the lengthy training involved in becoming a lifeguard. It was obvious that most of these people would be high school students. Meetings followed with the superintendents from School District 81 to explore available options and from there everyone began work on designing a program that would fit within the school curriculum. Prior to developing this program further, managers across many municipal departments (including Human Resources, Recreation & Corporate



Services) brought the new program proposal to the Mayor and Council. In turn, these elected officials were supportive both in philosophy and expense and they continue to be champions of this program.

After some development and consultation, the stakeholders developed a program that everyone was satisfied with. The students (grades 11 & 12) would spend two periods each day at the pool participating in both dry-land and wet training. In the first semester, they would develop their swimming abilities and skills and certify in Bronze Medallion, Bronze



DANIELLE MORIN

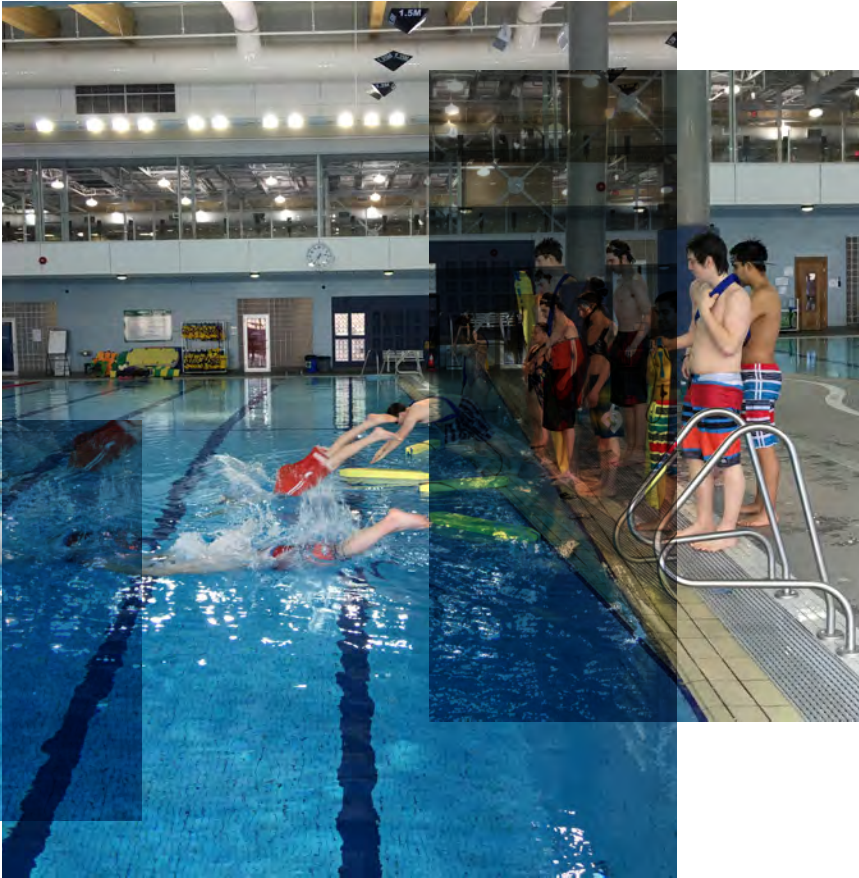


Cross, Standard First Aid, CPR-C, AED Responder and National Lifeguard-Pool Option. Fort Nelson Secondary School is on a rotating schedule and so fitting this program into aquatic operations was the most challenging component. In addition, in any given year there are only approximately 130 eligible students in grades 11 and 12. The value in having the program was evident though so all

groups worked together to make it work. This program was only developed through the successful collaboration of Recreation Management, Aquatic Staff, District Superintendents and Teachers. It displays the creativity and innovation of all groups and demonstrates how when stakeholders share resources, the end result is one which benefits all parties. The program not only provides the participants with an invaluable experience, but it also allows the NRRM to train staff that can provide exemplary service to the public at the facility in Fort Nelson or at any other pool they choose to work in.

The program was initially overseen by the Recreation Program Manager. With the recent addition of an Aquatic Manager (AM), it is now facilitated

and instructed by the AM and Aquatic Staff. In the first two years there were six and four participants, respectively. In 2015 there were nine participants. While these numbers may seem low compared to other successful programs, it is important to remember that this is a very extensive program for which non swimmers are trained to become employable, working lifeguards. The goal during orientation is to provide students with as much information as possible so those who participate in the course are serious about completing. In addition, there are very little allowances for absences, which is a significant issue for students in remote communities. It was also important to remove any and all barriers that would deter students from participating, so this program is completely free to students.



## Lifeguard Training School further enriches and enhances the curriculum offered to high school students

The costs incurred to the municipality are: 12 hours/week for 19 weeks of instructor costs and the course fees for each level of certification for each participant (Bronze Medallion, Bronze Cross, First Aid/CPR/AED and NL).

These students have the opportunity to develop high-level training in a supported and hands-on environment. They receive eight secondary school credits for the program (Bronze Courses, First Aid/CPR & NL). The instructors also provide students

with the opportunity to grow and gain self-confidence through learning a number of new skills that will benefit them in both their professional and personal life. The participants get to improve their physical health and have the opportunity to gain qualifications that can transfer to any aquatic facility. In fact, the NRRM currently has four full time and four casual employees employed that are graduates of the program.

The program is not exempt from growing pains. For the most part, it has

been very successful “as-designed” however the main roadblock came when developing reporting practices that fall within the requirements of the school district. After the first report card, it was evident that the information required was not nearly comprehensive enough to allow adequate feedback to parents and students. This was especially true since the program is pass or fail and if a student fails any given component, they are unable to continue. In addition, it was clear that having participants certified in Water Safety Instructor (WSI) was also very important to operations. The hurdles to offering that were instructor training and time allotment, as everything needed to be completed in one semester. For the next semester, the NRRM will be adding WSI to the program in hopes of producing more well-rounded lifeguards.

Regional Council, staff, management, the school district, students and the public are all very supportive of this initiative and look forward to seeing it grow and prosper. In addition, Lifeguard Training School further enriches and enhances the curriculum offered to high school students in Fort Nelson, thus providing them with options when exploring their post-secondary goals. ■

Danielle is the Recreation Program Manager for the Northern Rockies Regional Municipality. In this capacity, Danielle is constantly being challenged to create new and inventive ways to provide quality recreation opportunities for this Northern Community. She believes collaboration and cooperation are paramount when running a successful organization. In her spare time, Danielle works with local youth doing private lessons for competitive dance and volunteers her time as the choreographer and costume designer for the annual community musical.





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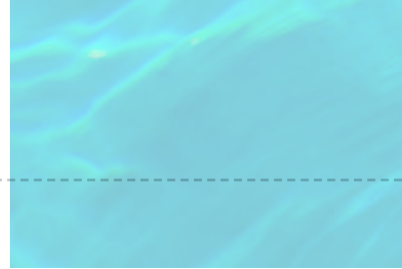
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This is the last issue of *Recreation & Parks BC* magazine for 2015 members. Renew your membership to continue receiving this, and all the other BCRPA membership benefits.



## PARKS AND RECREATION

# A COMPETENCY MODEL APPROACH TO HIRING THE BEST PEOPLE FOR THE JOB

**THE CITY OF SURREY** is experiencing a tremendous growth period having recently opened two world class 50 meter pools within 12 months of each other. With this phenomenal expansion came the challenge of recruitment. To address this need Surrey created a Core Competency Model to assess the capacity of potential staff to perform their roles well. Focusing on potential employee competencies helps to identify those who can excel based on the essential knowledge, skills, attitudes and values needed for the effective delivery of Aquatics programs and services in the City of Surrey.

The Competency Model is a tool for assessing the capacity of a staff member to perform in their role and is essential for guiding professional development and career advancement.

The project team started by meeting with varying levels of staff and management to define and identify the competencies most important to the organization based on the City values and aquatic position specific requirements. The team believed that individuals who naturally share values with the organization will be more invested in their work and satisfied in their jobs. Surrey's Competency Model supplements the Canadian Parks and Recreation's Core Competencies for Recreation and Parks document, which describes competencies relevant to practitioners in any recreation

and parks position by defining competencies specific to aquatics. The Model divides competencies into two key categories: Behavioural and Technical. Organizational research and our experience both indicate that Behavioural Competencies are harder to learn and to teach as they are founded by an individual's values and beliefs. Technical Competencies are based on the criteria that are provided by governing bodies, such as the Canadian Red Cross and the Lifesaving Society. As the Technical Competencies are readily available, this article will focus on the Behavioural Competencies Matrix that was developed for the City of Surrey Aquatics department Competency Model.

The Core Behavioural Competencies we prioritized are: Relationship

Building, Personal Effectiveness and Leadership. These are shared between all Aquatic Classifications: Lifeguard, Headguard and Aquatic Programmer. It is critical to ensure that an organization developing a competency approach invests the time and resources needed to thoroughly assess the value and intended impact of a competency model. It is also important to engage staff in the process of identifying the unique set of core competencies that match the local context and desired staff team characteristics.

The Matrix system below highlights the three core competencies areas and the associated behaviours developed for Surrey.

Selecting "Relationship building" as one of our Core Competencies intentionally prioritizes the ability to be customer focused and to interact effectively with people of all cultures and diverse backgrounds. Every aquatic staff member must competently establish and maintain positive relationships, effectively diffuse

Strong leaders actively seek opportunities for staff growth and development and provide the supportive mentoring and guidance needed.



“Leadership” is the final Core Competency of the model’s behavioural matrix.



PERRY FULOP



LORI BOWIE

conflict, and deal with difficult situations with both customers and staff members.

The second Core Competency, “Personal Effectiveness”, highlights the need for Aquatic staff to be safety focused, to demonstrate professionalism and to be self-aware at all times. A key outcome of the Competency Model project was to implement a process that will identify individuals who are eager to learn, fully engaged and of course, enjoy the job they do daily!

AQUATICS - BEHAVIOURAL COMPETENCIES		
LIFE GUARD	HEADGUARD	AQUATIC PROGRAMMER
<i>Relationship Building</i>		
<b>Customer focused</b> <input type="checkbox"/> committed to providing excellent customer service <input type="checkbox"/> develops and maintains positive relationships with staff and customers <input type="checkbox"/> Approaches customer interactions as an educator vs. rule enforcer <input type="checkbox"/> Seeks solutions to satisfy the customer	<b>Customer focused</b> <input type="checkbox"/> committed to providing excellent customer service <input type="checkbox"/> develops and maintains positive relationships with staff and customers <input type="checkbox"/> approaches customer interactions as an educator vs. rule enforcer <input type="checkbox"/> demonstrates strong interpersonal and communication skills <input type="checkbox"/> develops solutions to satisfy the customer	<b>Customer focused</b> <input type="checkbox"/> committed to providing excellent customer service <input type="checkbox"/> develops and maintains positive relationships with customers, staff and community partners <input type="checkbox"/> effectively mediates customer service issues <input type="checkbox"/> demonstrates strong interpersonal and communication skills <input type="checkbox"/> values and focuses on community needs and benefits
<b>Values diversity and inclusiveness</b> <input type="checkbox"/> interacts effectively with people of all cultures and socio-economic backgrounds <input type="checkbox"/> respects diversity <input type="checkbox"/> listens and strives to understand other perspectives	<b>Values diversity and inclusiveness</b> <input type="checkbox"/> interacts effectively with people of all cultures and socio-economic backgrounds <input type="checkbox"/> respects diversity <input type="checkbox"/> listens and strives to understand other perspectives	<b>Values diversity and inclusiveness</b> <input type="checkbox"/> interacts effectively with people of all cultures and socio-economic backgrounds <input type="checkbox"/> respects diversity <input type="checkbox"/> listens and strives to understand other perspectives <input type="checkbox"/> ensures needs and interests of the community are reflected in program offerings.
<b>Teamwork</b> <input type="checkbox"/> develops and maintains positive relationships with staff <input type="checkbox"/> is a team player <input type="checkbox"/> is able to lead and to follow	<b>Teamwork</b> <input type="checkbox"/> develops and maintains positive relationships with staff <input type="checkbox"/> is a team player <input type="checkbox"/> is able to lead and to follow <input type="checkbox"/> contributes to building strong teams and maintaining a positive team culture	<b>Teamwork</b> <input type="checkbox"/> develops and maintains positive relationships with staff <input type="checkbox"/> is a team player <input type="checkbox"/> is able to lead and to follow <input type="checkbox"/> demonstrates ongoing monitoring of team dynamics

“Leadership” is the final Core Competency of the model’s behavioural matrix. Desirable candidates are able to delegate effectively, appropriately and fairly. They focus on building capacity within their staff team and within individuals by effectively sharing knowledge, experience and expertise. Strong leaders actively seek opportunities for staff growth and development and provide the supportive mentoring and guidance needed. Surrey’s Competency Model is a foundational tool to assist staff in identifying professional growth areas and elevating performance. It will also be used to develop staff training sessions and clarify expectations for existing staff. With Surrey’s eight Pool Coordinators, six Aquatic Programmers, nearly 20 Head lifeguards and 400 lifeguards, using common language and consistent performance measures ensures that all aquatic staff can clearly define outstanding performance for each position outlined in the Competency Model.

As a next step, Surrey is developing an Aquatic Specific Personal Performance Review (PPR). A PPR is a staff development tool that is used with new staff during their probationary period and will be built on the Competency Model. The Model will also be used to support the professional development of individuals wanting to advance into leadership positions within the City of Surrey.

Our belief is that implementing a core competency framework significantly contributes to sustaining a positive work culture by increasing job satisfaction, employee retention and performance excellence in the work place. Developing and hiring staff with the desired behavioural competencies in the areas of “Relationship Building”, “Personal Effectiveness”, and “Leadership”, staff hired and promoted will be “the best fit” and able to contribute fully to achieving the organization’s goals. ■

After a long tenure in Surrey, Lori Bowie has recently been appointed the Director of Recreation for the City of Port Coquitlam. Lori is passionate about working with communities to promote active living, build positive social connections and create healthier communities. She has enjoyed a long career in municipal recreation focused on leadership development and capacity building for recreation staff and community groups. She is also a sessional instructor with the School of Kinesiology at UBC and a Board Member of Pacific Sport Fraser Valley.

Perry Fulop is the Aquatic Liaison Manager & Newton’s Community and Recreation Manager with the City of Surrey’s Parks, Recreation and Culture Department. In this role he provides leadership and support to the expanding Surrey Aquatics team. He began his career as a lifeguard and has taken on various roles throughout the years he has devoted to the field of Aquatics. Perry has a Bachelor of Commerce and 35 years of hands on experience leading in an aquatic environment.



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A VISIT TO

# ICELAND



**IN THE MIDDLE** of the North Atlantic sits Iceland with its capital, Reykjavík, 5,693km from Vancouver. With the name “ice land” it is easy to imagine a cold inhospitable place, unforgiving at best, perhaps the last place to visit. But nothing could be further from the truth. Make plans to visit Iceland soon! This enigmatic little country is a real treasure.

The Vikings certainly thought so as they were the first to land at Reykjavík (translation: smoky bay). Permanent residency soon followed. Ingólfr Arnarson is heralded by the nation as the first permanent settler. He made Iceland his home and started a nation in 874. The neighbouring island – Greenland – was discovered by exiled Icelander Erik-the-Red in 982. One theory suggests that the name difference was nothing more than a marketing scheme. Reality is that Greenland is much colder with more ice and snow, while Iceland has verdant lowlands and a moderate climate. Winters hover near  $-0^{\circ}\text{C}$  in Reykjavík and the slightly colder highlands comparable to much of southern Canada.

The unexpected balmy conditions of Iceland are in part a product of weather and ocean systems. That ‘smoky bay’ was likely first discovered because of steam rising from the earth. Iceland straddles two tectonic plates: the North American Plate to the west and the Eurasian Plate to the east.

At Þingvellir (roughly pronounced: Thing-vellir), a National Park and treasure of Iceland, you can see and participate in the geology. At points you can playfully jump the fault line. At the Silfra Cathedral, you can scuba dive the crystal blue waters between the massive walls of basalt rock (one of those life experiences that will make you feel insignificant).

Sitting precariously at this geographic position means living with the very real prospect that the earth can change, move, erupt or explode. Remember that volcano - Eyjafjallajökull - that stopped air traffic? Now, while the earth gods are at rest, hot water abounds and comes to the surface through fissures across the countryside. Plumes of steam can be seen breaching the landscape accompanied by a strong sulphurous smell (always good for a few campfire-style jokes). Geysir, the original volcanic hot spring from which all others get their name, is located here. Geysir still performs - blowing water high into the air every 10-15 minutes (another must-see).



With free hot water, Icelanders have been ‘taking to the waters’ since the days of settlement. In some cases they make small natural stone barriers close to the source to make hot pools. In other locations, islanders capture the water in basins to make bathing pools. Now Iceland has more swimming pools per capita than any other nation. Numbering nearly 200 public pools for a country of approximately 325,000 people, Iceland is a nation of swimmers. In Reykjavík, pools are a significant part of daily living. While Canadian communities aspire to see per capita visitation at 4-5 visits, ‘Víks’ swim  $\sim 20$  times per year (and that’s a conservative estimate for public pools only).

# Where Water Safety is the Law.

But for Icelanders swimming is certainly not just about leisure. Icelanders all take water, water safety, and swimming hygiene very seriously. Early Iceland was a nation of fishers and mariners and the very real dangers of water, both on the land and off-shore, took their toll through drowning. In 1927, a southern district in Iceland (Eyafłaja) incorporated swimming and water safety into the school curriculum. In 1940, that law became federal. Today, the law still stands under the language of the Icelandic Sports Act: All children in Iceland shall be taught to swim unless exempted by a physician for health reasons. Iceland now boasts one of the best water safety records and arguably the best when considering its access to water.

## TRAVEL TIP:

Only swim where signs tell you the water is safe. Look for the Iceland swimming symbol of a bather's head with water lines underneath. A thermometer on the symbol indicates a hot spring or hot tub (Icelandic: Heitur pottur). Always swim with a buddy, preferably an Icelander as they all know how to swim and how to save!

A bather's trip to Iceland simply wouldn't be complete without a visit to the Blue Lagoon (Bláa Lónið), a geothermal

Sitting precariously at this geographic position means living with the very real prospect that the earth can change, move, erupt or explode.

spa, fed by seawater from depth (6,500ft/1,981m). Originally created more by mistake than design - a result of the 1980 Svartsengi Geothermal Power Station construction - the Blue Lagoon is now a tourist hot spot. It comes complete with a Michelin Star Restaurant, appropriately named Lava. This place will pamper you. The famously curative water starts its journey to the lagoon nearly two kilometers below the surface. At depth, the water is ~464°F / 240°C at 36 atmospheres of pressure. At the surface, the water arrives at a consistent ~38-40°C, full of silica and other minerals. Admission starts at ~\$60 and includes a wristband to capture all added expenses like beer (~\$15), while you soak. On check-out you pay the balance.

In the summer of 2000, swim-mad Icelanders opened Nauthólsvík, a geothermal beach on the edge of Reykjavík. Named for the Nauthóls Family who originally farmed the area, golden sand was brought in and big seawalls built to form a nearly enclosed horseshoe-shaped lagoon. Cold sea and hot geothermal water fuse together in



SEAN HEALY

the bay, making the lagoon temperature higher than the surrounding Atlantic by 3°- 5°C. The year-round popularity of the facility continues to grow. People come for sunbathing (summer), sea-bathing and sailing. A service center provides changing rooms, hot showers and food. A big hot tub (~38°C) faces the beach and a steam bath (~48°C), provide opportunities to warm-up and languish with nature and friends.

While a boyhood dream and a love for all things 'water' pulled me to this exotic place, Iceland offers countless adventures for everyone. Research and plan your own escape but be sure to pack your camera and your swim suit. ■

Góða ferð  
(Bon Voyage)

Sean came to the recreation field, more by accident than design, through competitive swimming and his early work as a lifeguard. Today, Sean works as the Director of Aquatic Services for the Vancouver Park Board and gives to the community in a variety of volunteer roles. He continues to be faithful supporter of the aquatics industry and allied local non-profit organizations like the Lifesaving Society and BC Recreation and Parks Association.

OCT. 22-23, 2015

# Highlights from 2015 Ripple Effects Aquatics Workshop

This well-attended event is offered every two years. 2015 hosted delegates from all corners of BC like Dawson Creek, Trail, and Houston-as well as some out of province delegates from the Yukon. Two days of professional development and networking included sessions on scheduling software, lifeguard management, and drowning prevention! See you all in 2017!



KEYNOTE SPEAKER:  
KARIN LARSEN, CBC REPORTER



KEYNOTE SPEAKER  
ELISABETH WALKER-YOUNG, PARALYMPIAN



BCRPA MASTER TRAINERS FOR POOL OPERATOR COURSE  
(L TO R) DALE MILLER, TONY TONGLIA, SEAN HEALY

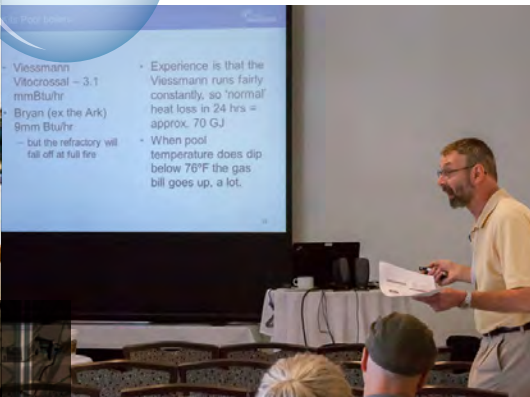




# BCRPA Provincial Ripple EFFECTS Aquatics Workshop



BRIAN JOHNSTON



SEAN HEALY



KEYNOTE SPEAKER  
DR. STEVE BEERMAN



WENDY SCHULTENKAMPER



# 42<sup>nd</sup>

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### LADYSMITH

Ladysmith Parks, Recreation & Culture has contracted with GDH Solutions of Kelowna to renew the **Recreation Master Plan** last completed in 2001. Staff members are looking forward to a winter full of community engagement opportunities and a resulting master plan that will inform activities throughout the next decade.

A generous grant from Tree Canada in partnership with BC Hydro has facilitated replacement of some overgrown and damaged trees on the Town of Ladysmith's "**Green Streets**".

The Ladysmith and District Arts Council recently held a grand opening of the long-awaited elevator to the Waterfront Art Gallery, enhancing this destination cultural gem. After years of the Arts Council fund raising and lobbying the Town of Ladysmith to make this **unique heritage industrial building accessible**, many benefactors made this worthwhile project possible.

### OAK BAY

Oak Bay has partnered with the Greater Victoria School District to create a **Neighbourhood Learning Centre** (NLC) within the new Oak Bay High. The 14,000 sq. ft. NLC opened in September and is operated by Oak Bay Parks, Recreation & Culture.

The NLC contains:

- A licensed Day Care, Paddington Station, which operates year round and provides care for a maximum of 25 children aged 3 years to school age.
- Licensed before and after-school care is offered for up to 120 children attending Willows school, and is located in five purpose built, licensed activity rooms.
- The 1300 square foot Youth Centre comes with its own kitchen, washrooms, state-of-the-art television, surround sound and computers, as well as foosball, a pool

table and table tennis. The Rotary Club of Oak Bay donated \$40,000 to furnish this centre.

- Additional programs such as fitness and senior programs are offered in the Flex Activity Rooms.

Cultural programs and partnerships have been growing within Oak Bay including bi-monthly concerts at the recreation centre, summer concerts at Willows Park and Culture Week activities in August. There has also been two successful summer public art programs led by the Arts Laureate. In support, Council has recently added Culture to the mandate of the Oak Bay Parks and Recreation Commission. As such, the department will now be called **Oak Bay Parks, Recreation & Culture**. A new part-time Arts and Culture Programmer position has been created.

The Parks Department has completed an **upgrade to the Kiwanis Playground** thanks to funding from the Oak Bay Kiwanis Club as well as a redesign and planting of the Rose Garden in Windsor Park.

With funding from the Oak Bay Rotary Club, a **new climbing wall** was added to the Oak Bay Recreation Centre pool.

### WEST SHORE PARKS AND RECREATION

The West Shore is growing at a rapid pace, and two new high schools have been built to manage the growth. Included in both of the schools are **Neighbourhood Learning Centres** (NLC) which provide inviting spaces where everyone can access community services, recreation and culture. West Shore Parks & Recreation is proud to offer programming at Neighbourhood Learning Centres in both Belmont and Royal Bay High Schools. West Shore Parks & Recreation will be operating the entire NLC at Royal Bay School which includes a youth area, out of school care space, a multipurpose space for community programs, and a licensed preschool room. As part of the school development at Royal Bay, an **artificial turf field** was installed with lights. This additional amenity came about through a partnership with the School District, West Shore Parks & Recreation and a community soccer association.

A **new artificial turf field** has also been added to the infield at the Velodrome and provides community user groups with an additional field to book. The field has been lined to accommodate rugby, soccer and lacrosse. Lights are available to allow for rentals year round.

2016 marks the 10 year anniversary of the program, **The Biggest Loser Winner**. This program began in 2006 as a staff initiative, grew to a boot camp and progressed to a small group training program. Over the past 10 years, this program has helped 1611 participants begin a healthier lifestyle.

### CAMPBELL RIVER

The North Island Regional Working Group, led by the City of Campbell River, and including, Strathcona Regional District, Town of Comox, City of Courtenay, Comox Valley Regional District, and Port Alberni just completed a successful collaborative effort to find a **new Recreation Management Software provider**. The group met regularly beginning in January 2014 and supported each other through software research, RFP development and software demonstrations. A joint RFP went out early in 2015 and the top three candidates were invited to provide live demonstrations in September. Approximately 60 staff from all six organizations attended the demos and scored each vendor. At the end of the process, each organization selected their highest scoring proponent, and for all six organizations that turned out to be **PerfectMind**. The process of organizing Discovery sessions has started and the regional group looks forward to continued collaboration and cost savings by working together.

A **new Marketing and Administration Supervisor Position** was added in Campbell River. After only six months and with a focused approach on marketing, a dramatic increase in some program registrations and special event attendance was realized.

### REGIONAL DISTRICT OF NANAIMO

The annual transformation of **Victor Kraatz Arena into a magical Winter Wonderland** occurred with facility windows being painted with seasonal scenes and ugly sweaters making an appearance.

The transition from summer to fall included a third year of involvement with the national **'Active Aging Week'**, during which work with community partners highlighted the various services and programs available to our adult population. The adult portfolio continues to see great interest in **pickleball** with more demand for programming than there is space for. Access to two former elementary schools has allowed for some exciting opportunities on the community programming side of things.

A **draft agreement with Snuneymuxw First Nation** is now in place for the re-development and operation of a sport court located on reserve lands that neighbour Electoral Area 'A'- Cedar, Cassidy, South Wellington. The goal of the project is to not only provide an updated amenity in the area but to help develop stronger community relationships.

Like many, the RDN is gearing up for the transition to the **ActiveNet system** in 2016 with training to begin in February. The goal is to launch in August 2016 in time for the fall/winter registration. Also on the horizon in 2016 is a **Master Plan update**. The 2015 **Usage Survey** was recently completed which totals the participating Regional electoral areas and municipalities' contributions towards recreation facilities. Also completed in 2015 was an **Organizational Efficiency Review**, which was approached internally and involved one-on-one employee interviews allowing staff to provide direct and individual feedback regarding the organization as a whole and specific to their work area. Recently, the Regional Board formally received the Review.

Watch for **Oceanside Place** on the small screen in 2016 as the facility will be featured in an upcoming Hallmark movie with a working title of 'Family Court'. Crews will be transforming one of the rinks into a basketball court and using the administration wing of the facility in other scenes. This past fall, arena programmers transitioned the **'learn to skate' programs** to the local Sandy Shores Figure Skating Club. To date, this approach is working well with arena programmers still overseeing the **popular parent and tot and first steps programs**.

Also in 2016 will see a **new three year vending contract** with Ryan vending for both Ravensong Aquatic Centre and Oceanside Place. The guidelines of the 'Stay Active, Eat Healthy' program will continue to be followed.

**Ravensong Aquatic Centre celebrated 20 years** in October with a week-long celebration including 'retro' pricing, patron contests and various staff alumni visits. Staying in aquatics, a mechanical engineering firm has been contracted to create a **Strategic Energy Plan (SEP)** that will identify operational and equipment upgrades to maximize efficiencies and reduce utility consumption. In addition, the SEP will provide a time line and an equipment replacement capital plan that ensures replacement of mechanical systems are complimentary to existing systems and reflect the leading edge in new technologies.

The **Morden Colliery Regional Trail** held an open house on the bridge and trail design with 100 people in attendance. The two bridges over the Nanaimo River and short section of trail will create a **continuous four kilometre trail corridor** between Morden Colliery Historic Provincial Park and Hemer Provincial Park. The next steps are to create a detailed bridge design and get the various approvals required.

**Mount Benson Regional Park** – the team has finished working with the Nanaimo and Area Land Trust on a **covenant** for the park to ensure that the protection, conservation, maintenance and enhancement of the park are considered when providing for recreational use. The covenant acknowledges that the park management plan will govern how land is used.

**Rollo McClay Community Park**– staff worked with the Gabriola Softball Association and local volunteers to install a **playground** at the park. Funding was provided through a donation from the softball association and Community Works Funds.

## SAANICH

**FootGolf** has been introduced at the Cedar Hill Golf Course. This combination of soccer and golf has been well received and has introduced a new group of patrons to the facility.

A **management plan** was adopted in September for Cuthbert Holmes Park (25.6 ha). Current planning for the McKenzie Rd., Hwy. 1 interchange shows possible impacts into the park and these are being reviewed with the Ministry.

A regional **RFP for recreation software** was undertaken in the Greater Victoria region, with four submissions being shortlisted for review.

## LOWER MAINLAND



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## MAPLE RIDGE / PITT MEADOWS

The **Active Kids Hour** is an exciting new program in Maple Ridge and Pitt Meadows. School





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BC SUMMER GAMES:  
RISE ABOVE, REACH BEYOND.  
ABBOTSFORD, BC JULY 21-24, 2016

District 42, Maple Ridge / Pitt Meadows Parks & Leisure Services and the Middle Childhood Matters Committee partnered to fund ground breaking **research on children** in the community. The Human Early Learning Partnership (HELP) out of UBC conducted this research in 2014 using a tool called the Middle Development Instrument or MDI. The MDI measures children's well-being and four key assets that promote positive development. The MDI research reported **47% of children vulnerable on the Well-Being Index and 35% of children vulnerable in the Sleep and Nutrition Asset.**

The three partners have created an action plan to address the above vulnerabilities which includes the creation of an **education and prevention program**. The foundation of the program consists of **Live5210 messaging** (an evidence-based message promoting four simple guidelines for raising healthy children), **physical literacy** (building confidence and competence in children to be active for life); **relationships** (developing positive relationships and community connections for children); and utilizes **Play It Fair** (a program that is based on the UN Rights of the Child which reinforces positive values that are derived from the fundamental principles of human dignity and equality).

The **pilot program** is being facilitated in three elementary schools during noon hour for the Grade 3 students. The program ran eight weeks

between October and December 2015. Each week, Grade 3's built positive relationships with adults, practiced fundamental movement skills and enjoyed a healthy snack. The pilot was financially supported by the RBC Learn to Play Grant and the BC Recreation Foundation.

### PORT COQUITLAM

A **Get Out Camping program for marginalized and at risk youth** throughout the Lower Mainland is in the planning stages. 88 youth will come together from Pitt Meadows, Maple Ridge, Port Coquitlam, Port Moody, Burnaby, Vancouver and Richmond to take part in a three day two night camp in one of the Regional Parks. It is unplugged, so no phones or electronics of any kind are allowed. The focus is on connecting kids with nature and each other, as well as providing outdoor recreation opportunities that allow them to step outside their comfort zone and overcome obstacles; a metaphor for the challenges in life they are facing.

In November, the City announced that it would become a host city for **BC Super Week**, the nation's biggest professional road cycling series. Named the PoCo Grand Prix, this criterium-style race will take place on July 12, 2016 and will feature over 200 professional riders competing over a 1.3 km circuit. In addition to the professional races, the event will also feature races for kids, youth and corporate riders.

The City also signed a **memorandum of understanding with the Port Coquitlam Sports Alliance**, a society that works to develop the capacity of local sport groups and promote the long-term growth of sport in the municipality. The MOU will position the Sport Alliance in the allocation of fields and ice.

The City is also in the process of **planning a new Community Recreation Complex** to replace the aging Port Coquitlam Recreation Complex. Located on the existing site, the new complex will include an aquatic facility, ice surfaces and a variety of fitness and multi-purpose spaces to better meet the needs of the City's growing community. The City is currently exploring options for the design and construction of the facility.

### ABBOTSFORD

Two programs have inspired neighbourliness - the Neighbourhood Small Grants Funds and Neighbours Day. The **Neighbourhood Spirit Small Grant Fund** is a partnership between the City, Vancouver Foundation, and the Abbotsford Community Foundation. Residents can apply for up to \$1,000 dollars to start an initiative in their neighbourhood that increases vibrancy, inclusion, and crime prevention. Neighbours Day is an invitation for residents to think about the importance of neighbourliness, and to celebrate their neighbourhoods. **Neighbours Day** is held on the third Saturday in September.

A successful literacy campaign partnership, the **Little Free Libraries in Parks Program**, saw four Little Free Libraries installed in parks. These “Take a book, Read a book” boxes are maintained by the Rotary Club of Abbotsford-Sumas, the local Rotaract, University of the Fraser Valley students, and other community partners. Since installation, the Little Free Libraries have distributed over 20,000 books in the community. For more information about either of these initiatives, please contact Susan Federspiel, Community Developer, at [commdevelopment@abbotsford.ca](mailto:commdevelopment@abbotsford.ca) or 604-557-1464.

The winter season is always a time when community members reflect on the need to help others and many reach out to volunteer. Residents often look for ways to give back to their community and the City of Abbotsford bolsters this spirit by hosting a number of **volunteer programs** from Adopt a Park, Adopt a Street, Special Events, Arena, Aquatic and Day Camp opportunities. Even with the rainy west coast weather, Adopt a Park/Street volunteers are able to beautify their neighbourhoods most of the year. These volunteers collect litter, provide positive activation of park spaces and report maintenance concerns they may come across. The Special Event volunteers assist with set-up, activities, clean-up and much more. The Volunteer Coordinator also works with community organizations who host a myriad of events throughout the city in an effort to help advertise their volunteer needs. Moreover, the Recreation Centres are bustling as families lace up their skates, get ready for a swim or enjoy various Day Camps. Recreation volunteers are able to decrease the student to instructor ratio, work on skill development with children who struggle and gain valuable work experience in the process. Abbotsford is facilitating community connectedness one volunteer at a time. For more information about the volunteer programs, please visit [www.abbotsford.ca/volunteer](http://www.abbotsford.ca/volunteer).

The **2016 BC Summer Games** preparations are well underway in Abbotsford. The Board of Directors have been in place since April and are hard at work in all areas planning for the arrival of almost 3,000 athletes in July 2016. The Board launched its Games tagline inspiring athletes, coaches, officials, volunteers and the entire community to “**Rise Above. Reach Beyond**”.

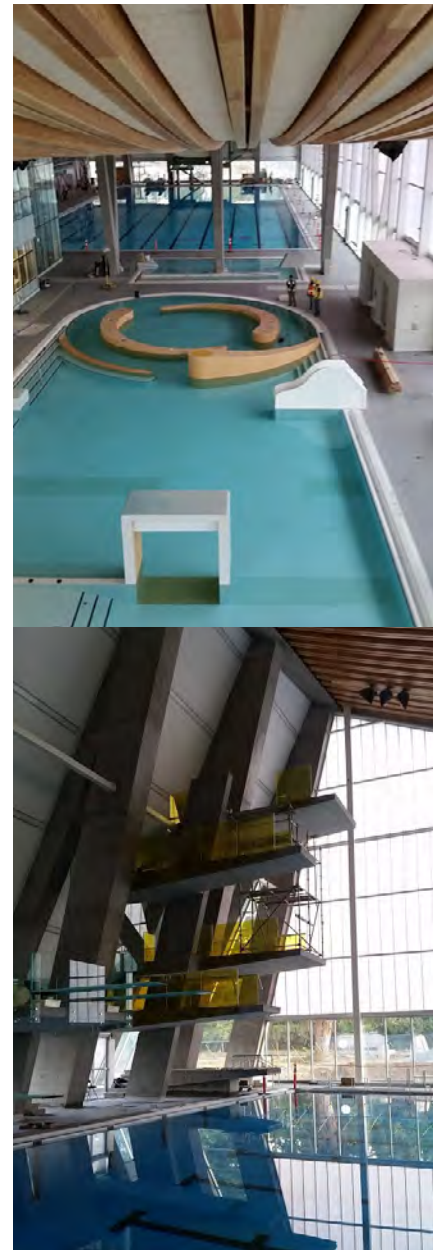
The Games community awareness activities successfully kicked off on July 21, 2015 with a wonderful 1 Year to Go event enjoyed by approximately 400 attendees who saw performances by a number of Abbotsford entertainment groups, culminating with the raising of the BC Games flag at City Hall. In preparation for the Games, facility upgrades have included **resurfacing of the track** at Rotary Stadium (Athletics venue) and the currently under construction **MRC Sports Complex** that will see three brand new synthetic turf fields open early in 2016 (Soccer venue).

## SURREY

The construction of the **new Grandview Heights Aquatic Centre** is nearing completion. Opening in the spring of 2016, Grandview Heights will feature a 50m FINA standard lap pool, complete with 10 x 50m lanes; 1m and 3m springboards; 1m, 3m, 5m, 7.5m, and 10m dive platforms; and a variable-depth floor. It will also include a large leisure pool, waterslide, family Hot Tub, adult Hot Tub, Sauna, Steam Room, and 7000 square feet of weight room space. Public programming at Grandview Heights Aquatic Centre will begin March 14<sup>th</sup>, 2016.

The City of Surrey is now providing **informal parent education workshops**, called “Practical Parenting Workshops at Recreation Surrey”, at four Surrey recreation centres. These two hour workshops provide informal opportunities for parents to connect with other parents, access information in a safe and supportive way, and are designed for families with children age 0-18. The workshops are free drop-in programs, and open to all. Alexandra Neighborhood House and the Children’s Foundation are partnering with the City to facilitate the workshops.

The **Surrey Kids Conference** was hosted in honour of Universal Children’s Day, celebrated annually on November 20<sup>th</sup>. This date marks the day on which the United Nations General Assembly adopted the Declaration of the Rights of the Child, in 1959, and the Convention on the Rights of the Child, in 1989. The Conference is a collaborative, creative, inclusive, and healthy approach to linking children ages 6 to 12 to community resources, services, and educational experiences. It is delivered in partnership with community agencies and supports Surrey’s initiatives related to middle years’ children. The theme for the 2015 Kids Conference was “*Respect for Diversity... All Different... All Equal*”. The successful event took place at the



GRANDVIEW HEIGHTS AQUATIC CENTRE

Guildford Recreation Centre and 379 children participated.

## RICHMOND

The City of Richmond’s recently developed **2015-2020 Seniors Service Plan**: Healthy and Active Aging will guide and inform seniors’ services and programs for the next five years. Developing the Plan involved a robust engagement process inclusive of workshops, surveys, interviews and community mapping exercises. The Plan envi-

sions continuing to move Richmond towards a nurturing, connected community that promotes healthy and active aging. Implementation of the Service Plan will be the joint responsibility of the City, its partners and a range of other community organizations. It is only through partnership that this Plan's vision will be realized. The Plan outlines five directions and articulates actions divided into short, medium and long term timelines. The five directions are:

1. Communication and Awareness
2. Responsive and Relevant Services
3. Respect, Inclusion and Sense of Belonging
4. Coordinated Service Delivery
5. Targeted Training and Professional Development

For more information, contact Heather Muter, Coordinator, Seniors Services, at [hmuter@richmond.ca](mailto:hmuter@richmond.ca).

The City of Richmond undertook an extensive research study this past summer to collect information on the needs of Richmond residents. The **Community Needs Assessment** study examined residents' use of spaces, facilities, programs and services across the City's Community Services Division, made up of parks, recreation and sport, arts, heritage, and cultural services and childcare. The purpose of the study was to collect information to help the Community Services Division plan for the future. The study reached over 1,000 residents through a telephone survey. In addition, youth, immigrants and community partners were also targeted to collect more in-depth perspectives. The results showed that overall Community Services is doing an excellent job of meeting the needs of the community. Residents were very satisfied with the facilities, programs and services provided and felt that there was significant benefit to using the City's facilities, parks and services or participating in a program. Research also found that over 90 per cent of respondents have used a (community) facility or park space in the last year.

For more information, contact Charlene Phung, Research Planner, at [cphung@richmond.ca](mailto:cphung@richmond.ca).

On November 21, Mayor Malcolm Brodie officially unveiled the **Richmond Sports Wall of Fame** and inducted 16 individuals and teams into this new key feature of the Richmond Olympic Experience at the Richmond Olympic Oval. This permanent installation celebrates

the contributions and achievements of past athletes, teams, builders and officials of sport in Richmond. All nominations were received by the public and were reviewed and selected by the Richmond Sports Wall of Fame committee. Members of the public will be encouraged annually to submit nominations in the seven categories of: Athletes, Builders, Coaches, Officials, Pioneers, Teams and Special Achievements. For more information, contact Gregg Wheeler, Manager, Sport and Community Events, at [gwheeler@richmond.ca](mailto:gwheeler@richmond.ca).

On November 28, the **Richmond Olympic Experience (ROX)** at the Richmond Olympic Oval was officially opened as the first member of the International Olympic Committee's (IOC's) Olympic Museums Network located in North America. This highly-interactive and dynamic visitor experience features three state-of-the-art and never seen before **sport simulators**, allowing visitors to experience travelling 150 km/hour in a bobsleigh on the Vancouver 2010 track, sit-skiing on the Paralympic Team's training course in Kananaskis, Alberta, and navigating the raging white waters of the Chilliwack river in a kayak through narrow hanging gates. A race car and ski jump simulators are also included. Visitors can view **Olympic artefacts** that have been collected from athletes and other museums for display celebrating the history of sport and the Olympic Games with items that include a complete collection of Olympic torches dating back to 1936, an array of medals dating back to 1924 and an exhibit dedicated to the role of equipment technology in advancing sport. This experience also includes a motion seat theatre, exhibits featuring the Canadian Olympic Committee and Canadian Paralympic Committee, the history of sport in Richmond, Olympic history touch tables and lounge with a direct link to the IOC's unparalleled database of images, videos and stories. Find more information at [www.therox.ca](http://www.therox.ca).

Richmond's fourth **Writer-in-Residency program**, featuring celebrated playwright and arts educator, Sally Stubbs, came to a close on Saturday, November 21 with a multi-disciplinary, multi-generational performance showcase featuring several community participants at the Richmond Cultural Centre.

Sally Stubbs' residency was launched as part of Culture Days on September 25 and over the next two months she provided public programming at the Richmond Arts Centre, Minoru Place Activity Centre (a.k.a. Seniors' Centre) and the Richmond Public Library's Brighthouse Branch. During this period, she offered manuscript consultations and led workshops for children and their parents, older adults and youth. Each workshop explored the theme of "dreams" through a variety of techniques including storytelling, acting, poetry, song writing, video editing and puppet making. For more information, contact Liesl Jauk, Acting Manager, Arts Services, at [ljauk@richmond.ca](mailto:ljauk@richmond.ca).

## THOMPSON / OKANAGAN



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Greater **Vernon's** state-of-the-art **athletics park** is now open, offering an IAAF certified synthetic running track. The Vernon area has not had a track facility in the past which has been a barrier to hosting higher-level athletics events, like BC Summer or 55+ Games. The newly constructed facility, which was completed in the fall of 2015, features a synthetic running track and all of the athletics features, including: a javelin and shotput area; hammer and discuss cages; high jump and long jump pits and steeple chase. The athletics park has also provided the community with two new sports fields: one synthetic turf and one natural turf. The addition of the artificial turf field has increased the community's sports field inventory by a playable equivalent of three natural turf sports fields...a great value considering the challenge and cost of securing land for new sports fields. The project was made possible through a partnership with the local college, Okanagan College - Vernon Branch, for long-term use of the college-owned land, and a successful referendum that allowed the Regional District to borrow seven and a half million dollars to construct the park. With seating for four hundred spectators, tournament-standard lighting, and a beautiful amenities building, the new park is the ideal location for large events, which the Vernon area





GREATER VERNON'S STATE-OF-THE-ART ATHLETICS PARK

looks forward to putting to good use as proud host of the 2017 55+ BC Games.

Following a positive referendum result on November 28 to borrow \$13,250,000, the City of Vernon, through Greater Vernon Recreation, will begin the next steps in the design and construction of a twin facility at **Kal Tire Place**. The referendum was a result of the *Civic Arena Engineering Assessment Report* that concluded that, at almost 80 years of age, many of the facility's operating systems were deteriorating and at risk of imminent failure. Additionally, the cost for the required renovations to keep the Civic Arena functional for five years would be \$5.6 million. Based on the objective to replace the Civic arena with a new facility outlined by the Greater Vernon Advisory Committee (GVAC), the following five site options were reviewed and compared with respect to their location viability for the replacement sheet of ice: Kal Tire Place (north side), Kal Tire Place (west side), Priest Valley Arena (west side), Priest Valley Arena (east side), and a new standalone arena (within city limits or regional park land). The viability of

each site was evaluated on a variety of factors, including land acquisition, capacity for future expansion, parking retention, and cost. The Kal Tire Place twinning to the North option was chosen based on:

1. The site is owned by the Regional District of North Okanagan and is scheduled to be transferred to the City of Vernon.
2. Current zoning allows for this usage.
3. The existing ice plant can accommodate additional ice sheets.
4. The new twinned facility will supply significant savings to operating costs (\$150,000) compared to the cost of operating two standalone facilities.
5. Expanding Kal Tire Place creates opportunities for rentals, tournaments and events (both on ice and dry floor) that are not possible with two standalone facilities.
6. The construction of a new facility can be completed without creating any disruption to current ice and dry floor users. The lands to the west of the existing facility are part of the Kin Race Track lands and are currently unavailable.

7. The cost to build the west option was estimated to be \$344,241 higher than the north option.

The City of Vernon is responsible for the project and operation of the facility through the Design, Build, Maintain and Operate Agreement with the Regional District of North Okanagan (RDNO). The new facility will have a regulation-size 200' x 85' sheet of ice, seating for 400 spectators as well as a lobby, change rooms, washrooms and mechanical rooms. In addition, the facility will also feature spaces requested by major user groups and the public including a dryland training facility, multi-purpose room, additional office space and a new parking area adjacent to 43 Avenue. The first step will be to determine the best project delivery model for the design and construction of the facility. There are a number of options being explored. The City has committed to following a construction approach that maximizes value for money and delivers the best product for the community. Once the delivery model is chosen, the City will begin the tendering process to determine who will design

and construct the facility. The City is committed to provide the public and user groups ample opportunity to be involved in the design process through open houses, workshops and input sessions. The design work is expected to take nine – 12 months followed by 24 months of construction for a total of 33 – 36 months to complete the project. The new facility at Kal Tire Place could potentially open in the fall of 2018.

### REGIONAL DISTRICT OF THE OKANAGAN

The popular **Tracks** walking program for novice walkers expanded in the fall of 2015. Thirty-eight walkers joined the inaugural Gellatly Nut Farm Tracks program that had regular walks every Tuesday and Thursday in West Kelowna. On Mondays and Wednesdays another group of 37 participants walked along the Mission Creek Greenway in Kelowna. Many participants who continue their bi-weekly walks through the winter are looking forward to the spring Tracks program beginning in April 2016.

Jack-o-lanterns guided guests around the Gellatly Nut Farm Regional Park at the **Spooktacular Pumpkin Walk**. Over 1,800 visitors attended the event and were greeted by over 100 lit jack-o-lanterns. The West Kelowna Fire Rescue was on hand too. Food donations by participants were gratefully accepted by the West Kelowna Food Bank. Prizes were awarded to the guests who had carved the best and scariest pumpkins as well as to those dressed in the most ghoulish costumes!

Currently on display at the Environmental Education Centre for the Okanagan (EECO) is the exhibit 'How Do We Get from Here to There? Traveling the Green Highway'. The exhibit has

been created in partnership with the Okanagan Collaborative Conservation Program, and the exhibit will be making its tour throughout the Okanagan Valley over 2015-2016. Visitors will learn about the interconnectedness between native species and their land, with in depth looks at the American Badger, Bighorn Sheep, Great Basin Spadefoot and Gopher Snake.

Participants used cedar, fir and pine boughs to create wreaths and swags in our **Green Christmas** programs. The cedar, fir and pine boughs were from regular fall pruning in Regional Parks. A total of six programs were held at the Environmental Education Centre for the Okanagan in late November, including programs offered in partnership with Kelowna Community Resources and Pathways Abilities Society. Participants took home hand crafted natural Christmas decorations.

### CARIBOO



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Work on the \$11.3 million upgrade and renovation to the **West Fraser Aquatic Centre** in the Cariboo Memorial Recreation Complex continues. Detailed design of the facility is scheduled to be nearing completion early in the new year with the first bid packs going out

soon after. It is anticipated that construction of Phase One of the project will commence in early March. Phase one consists of the addition of a new 25m six lane swim tank, new hot tub, new second floor fitness centre and improved change room facilities. The existing pool tank will remain open during this time to minimize impact on the community. Upon completion of the first phase it will open to the public and then the old tank will close and be transformed into a new leisure pool which will include a lazy river and numerous play features along with a giant waterslide. Phase one is expected to be completed in January 2017 and Phase two is scheduled to be completed in September 2018.

### QUESNEL

Quesnel community volunteers have gathered forces over the past three years to raise sufficient funds for a new accessible playground. Installation is planned for the spring of 2016 and will replace existing non accessible play structures at the Quesnel and District Arts and Recreation Centre.

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## 39<sup>th</sup> ANNUAL PROVINCIAL PARKS AND GROUNDS SPRING TRAINING

February 17 — 18, 2016  
Coast Hotel & Convention Centre, Langley, BC

### PARKS & GROUNDS SPRING TRAINING

**FEBRUARY 17-18, 2016**  
LANGLEY

VISIT: [www.bcrpa.bc.ca/parks-spring-training](http://www.bcrpa.bc.ca/parks-spring-training)



### SYMPOSIUM 2016

**APRIL 27-29, 2016**  
Fairmont Chateau Whistler

VISIT: [www.bcrpa.bc.ca/symposium-2016](http://www.bcrpa.bc.ca/symposium-2016)



### IN YOUR FACE 2016 YOUTH WORKERS' CONFERENCE

**OCTOBER 1, 2016**  
Creekside Community Centre, Vancouver

VISIT: [www.bcrpa.bc.ca/youth](http://www.bcrpa.bc.ca/youth)

### ONGOING THROUGH 2016 AROUND BC:

#### PLAYGROUND SAFETY AWARENESS

A must for staff from parks and recreation responsible for play equipment areas or playgrounds. This is a one-day introductory course on playground safety and the Canadian Standards Association's Children's Playspaces and Equipment Standards.

**FEBRUARY 16, 2016**  
LANGLEY

VISIT: [www.bcrpa.bc.ca/recreation\\_parks/parks/playground\\_safety.htm](http://www.bcrpa.bc.ca/recreation_parks/parks/playground_safety.htm)

#### HIGH FIVE®

Quality assurance standard for organizations delivering recreation & sport programs for children ages 6-12. Choose from several different courses, delivered online and in person.

VISIT: [www.bcrpa.bc.ca/recreation\\_parks/recreation/high\\_five/overview.htm](http://www.bcrpa.bc.ca/recreation_parks/recreation/high_five/overview.htm)

#### E-LEARNING

You will find the courses very easy to follow with lots of new tools to apply in your workplace. The BCRPA's online learning site currently features six courses:

- Aboriginal Cultural Awareness
- BCRPA Shared Use Agreement Guide
- Engaging the Hard to Reach
- Social Inclusion
- Vulnerable Populations
- PoolSafeBC

VISIT: <http://elearn.bcrpa.bc.ca>

#### POOL OPERATOR COURSES

The BCRPA has revised and upgraded both the Level I and Level II Pool Operator Course. Training is mandatory in BC for all pool and spa operators. The new materials are designed to provide BC-specific content and to align with the new BC Pool Regulations that were released in 2010 and updated in 2012. In addition, the upgrades ensure consistent delivery of important course content across the province.

VISIT: <http://bcrpa.bc.ca/poolop>

### ELSEWHERE:

#### ParticipACTION TEEN CHALLENGE

A national physical activity program created to get youth moving. Registered Community Host Organizations (CHOs) are eligible to apply for up to \$250 to support a one-time event and up to \$500 to support an ongoing program (4 weeks or longer for a minimum of 30 minutes per week). Funds can be used to support facility use, transportation costs, nutrition, coaching or equipment.

VISIT: [www.participaction.com/teen-challenge](http://www.participaction.com/teen-challenge)



(Mind, Exercise, Nutrition...Do It!)

Together with the YMCA of Greater Vancouver, and with support from the Childhood Obesity Foundation, the BCRPA is delivering MEND (Mind, Exercise, Nutrition...Do It!), an internationally acclaimed program aimed at improving children's physical activity levels, nutrition and self-esteem in these communities across BC:

- Abbotsford
- Campbell River
- Cranbrook
- Fort St. John
- Langley
- Maple Ridge
- Nanaimo
- North Cowichan
- North Vancouver
- Powell River
- Saanich

VISIT: [www.bcrpa.bc.ca/MEND](http://www.bcrpa.bc.ca/MEND)  
or call the MEND Regional Coordinator  
at 604-629-0965 ext. 256.

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**Schoolhouse Products Inc.**  
schoolhouseproducts.com/ca

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# In Your Face



## Youth Workers' Conference

SAVE THE DATE ✓



**SATURDAY, OCTOBER 1**

**CREEKSIDE COMMUNITY CENTRE, VANCOUVER**

Don't miss In Your Face 2016 - a one-day professional development conference for youth workers.

[www.bcrpa.bc.ca/youth](http://www.bcrpa.bc.ca/youth)

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# BCRPA pool operators

The BCRPA has revised and upgraded both  
Level I & II Pool Operator courses.



All  
pool operators  
must have  
appropriate  
training  
Sec 11.1.a of  
BC Reg 296/2010

## New Course Features include:

- New Participant Manuals
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- References to the revised BC Pool Regulations and Guidelines

Contact the  
BCRPA today!  
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Take a course today! View course offerings at [www.bcrpa.bc.ca/poolop](http://www.bcrpa.bc.ca/poolop)

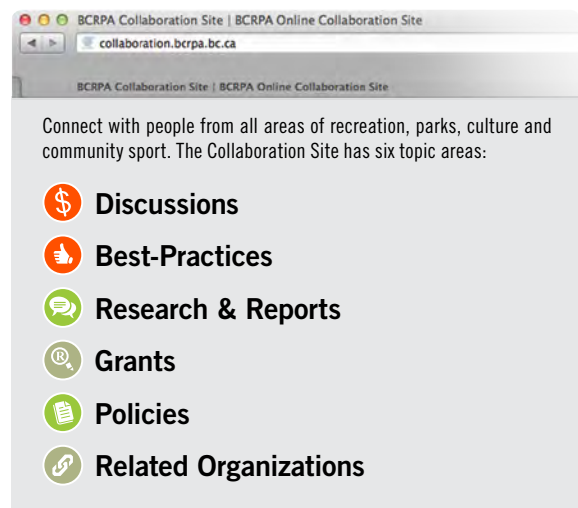
## BCRPA Online Collaboration Site



The BCRPA has created a dynamic tool to help you and your colleagues come together to get more done. The New BCRPA Collaboration Site is open for you 24/7 and it's so EASY to use.

Just go to [collaboration.bcrpa.bc.ca](http://collaboration.bcrpa.bc.ca) and get started – networking, exploring hot topics, searching for industry information, sharing documents, collaborating on ideas and projects, learning about grant opportunities, discussing best practices and more.

Get connected today.  
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