



**Managing Director Of  
Community Services**

**RECREATION PROGRAMS & CUTOMER SERVICE**

**Manager of Recreation  
Programs**

**Supervisor of  
Senior Services**

**Seniors Volunteer &  
Membership  
Coordinator**

**Customer Service  
Clerk**

**Recreation  
Programmer**

**Aquatic &  
Recreation  
Program Staff**

**Customer Service  
Representative**

**WHAT WE DO**

Our department works to develop, plan, and implement recreation and leisure programs for residents of CW. This includes staff recruitment and training to operate our programs as well as marketing and registration. Our programs include: fitness, aquatics, day camps, pickleball, shinny sports and skating. The Victoria Park Seniors Centre offers an extensive range of recreation and leisure activities geared to older adults.

**KEY FACTS**

**Aquatics**

- 1** 90,000 pool visits in 2019
- 2** 4,000 participants in swim lessons in 2019
- 3** 500 staff hours per week to operate the aquatics centre

*\*some statistics used are pre-pandemic numbers due to significant facility and program closures from 2020 - 2022. Said numbers show a more accurate picture of where we should be at in 2023 and moving forward\**

**Customer Service**

- 1** Front desk is open 7 days a week and provides customer service to all recreation programs (Seniors Centre, CW Sportsplex, ECC)

**Fitness**

- 1** 114 weight room memberships and 32 fitness memberships
- 2** Weight room open over 100 hours per week
- 3** 16+ fitness classes offered each week at the Sportsplex

**Seniors**

- 1** 1,000 members reached in 2018
- 2** 170 volunteers assist in various activity and program areas
- 3** 32+ fitness classes offered at the VPSC each week
- 4** 10+ virtual fitness classes offered each week
- 5** 30+ drop-in activities offered weekly at VPSC

**NUMBER OF STAFF:**

- Manager of Recreation Programs
- Supervisor of Senior Services
- Seniors Volunteer & Membership Coordinator
- Recreation Programmer
- Aquatic & Recreation Program Staff (2 Aquatic Head Guards; 30 PT Aquatics staff; 1 PT Fitness Instructor; 5 PT Aquafit Instructors; 6 Day Camp Leaders (Seasonal))
- Customer Service: 1 FT and 3 PT

**CURRENT & UPCOMING PROJECTS**

- Continue to focus on website ease of use, social media, and e-marketing
- Increase program development and facility usage during non-peak hours - specific focus on increasing program opportunities for youth and seniors
- Implementation of the Township wide Volunteer program and appreciation format
- Implement recruitment, training and retention strategy for part time aquatic staff
- Day Camps: implementation of High 5 Certification



# TOP QUESTIONS ASKED

1

## **What can I do at the Sportsplex?**

The Centre Wellington Community Sportsplex offers programs 7 days a week. We offer a variety of drop-in Aquatic programs such as Aquafit, lane swims, adult leisure swims and parent and tot swims. Skating programs range from family skating and shinny, public skating, adult skating, and shinny for adults and seniors. We have a popular pickleball program that runs 5 days a week in our hall. Our weight room is open 16 hours a day 7 days a week and there are over 16 fitness classes per week in our aerobics room. Participants can purchase a membership or "pay as you go".

2

## **Do you offer programs to schools?**

Yes, we have a number of school programs. Our local schools use our sports fields, ice surface and aquatic centre for physical education classes and sports teams. We also run a very popular Swim to Survive program which provides 3 swim lessons for every grade 3 and 7 student in CW and the surrounding area.

3

## **When can my child take swimming lessons?**

Swimming lessons are offered 7 days a week throughout the year. Lessons begin for children as young as 4 months of age and there are many opportunities for all ages, including older adults. Most of our swim lesson participants are between the ages of 3-12 years old.

4

## **What type of programs do you offer at the Victoria Park Senior Centre?**

The VPSC provides a wide range of both in-person and virtual program opportunities for older adults and seniors. Our program areas include: drop-in activities (cards, games, music, arts, crafts, dancing, etc.), fitness classes, special interest courses, lunches, bus trips, wellness clinics, seminars, workshops and special events. Many program areas at the VPSC are supported by our volunteers.