

## APPENDIX D: Review of Implementation of 2005 KCCS Community Needs Assessment Report Recommendations

Three members of the Community Needs Assessment Committee (Melina Hung, Humaira Akhtar and Robert Lockhart) reviewed the 2005 Report in May 2016 and developed the recommended action plan. Different KCC committees and personnel were asked to comment on the implementation of each recommendation.

**PC** Program Committee, **CNAC** Community Needs Assessment Committee, **CRS** Community Recreation Supervisor, **CC** Communication Committee, **CEC** Community Engagement Committee, **BMC** Building Maintenance Committee, **PAC** Pool & Arena Committee

NEED	TASK	ACTION	RESPONSIBLE	DUE DATE	COMMENTS
<p><b>1. Parallel programming for parent and children, i.e. hold popular adult programs at the same time as children's programs, particularly after school, on evenings and weekends.</b></p>	<p>1.1 ESL programs at the same time as other children's program, such as during the very popular VPL Story Time</p>	<p><b>PC:</b> Current programs include: Parent/child participation classes:</p> <ul style="list-style-type: none"> <li>•Parent &amp; tot Storytime</li> <li>•Parent &amp; tot gym</li> <li>•Parent &amp; tot pottery</li> <li>•Mini Bakers</li> <li>•At My Pace Learning classes</li> <li>•Little Chefs</li> <li>•Music together</li> </ul> <p>Suggest a small ad or header in the brochure promoting this service for parents and carers.</p>	<p><b>PC, CNAC, Staff</b></p>		<p><b>STAFF:</b> Still in progress  <b>CNAC</b> can only (again) make this recommendation from 2005; it cannot implement it. This recommendation should be considered by the Program Committee for possible implementation.</p> <p><b>PC:</b> There are challenges in coordinating parallel programs:</p> <ul style="list-style-type: none"> <li>- Parents or carers drop off older siblings to school. Programs don't start till 9:30 – 10am</li> <li>- Preschool program duration 75mins max; children's programs are usually 90mins.</li> <li>-Adult programs tend to start at 9am and best option would be the gym or naptime.</li> </ul>

	1.2 Establish option for Parents to register for other classes (fitness, dance, art...) after dropping off young children for one program/activity		<b>PC, CNAC, Staff</b>		<b>CNAC</b> can only (again) make this 2005 recommendation; it cannot implement it. This recommendation should be considered by the Program Committee for possible implementation
<b>2. More programming in the evenings and on weekends to optimize use of available space and match the “spare time” of patrons:</b>	2.1 Target age-specific segments, e.g. older adults/younger seniors (50+ )by offering program activities which are age appropriate yet challenging. (The “senior” label should be not attached to these activities).		<b>SC, CNAC, Staff</b>		<b>STAFF:</b> Added a number of classes for the Fall on the weekends <b>CNAC</b> can only (again) make this 2005 recommendation. Program Committee for possible implementation <b>SC:</b> Evening Art classes starting in the Fall Ukulele lessons starting Sept. 17. Calligraphy class in the late afternoon starting soon. A repeat of the iPad help class
	2.2 Pickle ball in the evening? Weekends?	There is a city-wide group booking for this activity with hundreds of loyal patrons travelling from one centre to another. There are plans for expansion outdoors at QE Park	<b>PC</b>		No issue, no action required
	2.3 Sports program for pre-teens and teens, especially girls?		<b>PC, Staff</b>		<b>STAFF:</b> Programmers have added girls only soccer, girls only basketball, Junior Lifeguard Club, Teen Ballet, Watercolour for Youth, at home first aid for teens, Starlite choir for youth and youth band.  <b>PC:</b> These programs have been on offer for the past 12 months. “Game

					Ready” is a co-ed program. “Girls on the Go” was a program in the past but has been dropped because it requires a leader.
	2.4 Include this question in the next round of surveys to further probe “what kind of programs different age-groups look for at the community centre.”		<b>CNAC</b>		This recommendation has already been implemented in the design of the Patrons survey in June 2016
	2.5 Offer shorter program duration, e.g. 5 sessions instead of 10 sessions, and consider offering an incentive for booking more than one session	- Longer seasons like Fall, have the option of doing 6+6 week courses i.e. kitchen kids, boost reading skills. - Some art and computer classes are offered as 5 week sessions	<b>PC, Staff</b>		<b>STAFF:</b> Some art classes and computer classes offered as 5 week sessions  <b>PC:</b> Underway
	2.6 Test the attractiveness of gender-specific programs, particularly among male adults e.g. Yoga	<ul style="list-style-type: none"> <li>•Yoga for stiff guys</li> <li>•Girls only soccer</li> <li>•Girls only basketball</li> </ul>	<b>PC, Staff</b>		<b>PC &amp; STAFF:</b> Staff researching more ideas.
	2.7 Summer activity camps for seniors, e.g. leisure walks, Bridge, Chess, Mah-jong games followed by lunch at the Senior Centre		<b>SC, Staff</b>		<b>STAFF:</b> Consider for Spring/ Summer season  <b>SC:</b> We have dancing and walking groups also many exercise classes, as well as bridge, Mah-jong and a very popular puzzle table in the mornings and afternoons. Lunch is served every day except Sundays. Saturdays and Sundays we have a movie. We have also had a

					suggestion for crib but so far it has not started.
	2.8 Weather permitting, consider use of the outdoor for classes, quiet activities e.g. Yoga, though a space at KCC will still be needed.		<b>Staff/Instructor</b>		<b>STAFF:</b> Must control outside noise
	2.9 Programs for working women & also for men in evening and weekends		<b>PC, Staff</b>		PC & STAFF: Staff researching ideas, available room space also limited
<b>3. Simplify Registration Procedures</b>	3.1 Some difficulties with ActiveNet online registration. The Process needs to be simpler and more user-friendly. Collect feedback and ask for improvements by the Park Board	<ul style="list-style-type: none"> <li>• Identify specific problems to be referred to Park Board</li> <li>• Send questions to KCCS mailing list</li> </ul>	<b>Executive</b>		
	3.2 Can results of swimming classes by entered to ActiveNet by instructors to save parents time and headache when registering their children for subsequent classes?		<b>CRS/Confirmation</b>		

4. Make program and activity information more accessible	4.1 Make the KCCS website more user-friendly, easier to navigate and search for information, and promote its use as a communication platform with members and the general public, particularly in the dissemination of program information		CC		Should be taken by Communication Committee after it is formed.
	4.2 Check current production schedule of the program brochure to see if the process could be further streamlined to offer patrons more time between the arrival of the brochure and registration.	Refer to Table 4.2 below	PC, Staff, Contractor of brochure		STAFF: Currently on-line 2 week before hard copy published. 60% of registration for a program allowed on-line/40% by phone or at reception.  PC: Same as above
	4.3 Check what possibilities available for the brochure to reach apartment/condo residents	PC: Brochure/Letters to occupants Check with Susan if our brochures are delivered in bulk and left around apartment/condos or delivered via Canada Post to residents' mail boxes.	PC, Staff		STAFF: Delivery at apartments / condos is not consistent – some accept/some reject.

	4.4 Where data is available, staff to provide regular feedback on the effectiveness of social media and website	<b>PC:</b> Staff to report back on Facebook page stats	<b>PC/ CC</b>		
	4.5 Understand the demographics of prospective patrons and their preferred modes and styles of communication, and deliver the messages accordingly		<b>CNAC, CC</b>		<b>CNAC:</b> This aspect was explored in the June 2016 Patrons survey. Changes to Communications would be the responsibility of the Communications Committee. This recommendation should be considered by that Committee.
	4.6 Advertise KCC subsidy, raise more awareness with signage etc.	<b>Executive:</b> Changes to the notice have been recommended to send to the brochure designer	<b>Executive, Staff</b>		<b>STAFF:</b> completed
	4.7 Suggestion/ Feedback- Suggestion Box & Feedback possibility on website		<b>CC, Staff</b>		<b>STAFF:</b> More visible signage added

<p><b>5. Higher quality Programs in Skating</b></p>	<p>5.1 Skating programs need a thorough review:</p> <ul style="list-style-type: none"> <li>- Schedule – instead of having 2-hour lessons, 2-hour public skate, and then 2-hour lessons, it should be 2-hour lessons back-to-back</li> <li>- Should have different age-level skating lessons at the same time or immediately back-to-back</li> <li>- 45-minute skating lessons (instead of 30) recommended</li> </ul>		<p><b>PAC</b></p>		<p>As of fall 2016, the skating programs schedule has been adjusted for the four hours of lessons on Sundays. We will confirm with Maegan that there are different age level skating lessons at the same time or immediately back to back. There was a suggestion of 45 minute lessons instead of 30 minutes.</p> <p>Marketing the arena (skate lessons, Play Palace parties, etc.) established in 2015 will remain on our list of goals.</p>
	<p>5.2 Explore possible programs to be held at the Arena’s skaters lounge for parents or another child while skating lessons are taking place. Lounge may be committed</p>		<p><b>CRS</b></p>		<p><b>PAC:</b> This suggestion promoted discussion about activities which would not impede birthday parties and one idea might be indoor curling. Jim Hall might know more about this equipment.</p> <p><b>CRS:</b> Artist project beginning in the Fall so will start to look at options to incorporate.</p>

	5.3 Consider mini-golf or archery in the Arena's upstairs mezzanine concurrently during skating lessons for parents and/or another child. Drop-in fee could be \$2		<b>PAC</b>		
	5.4 Upgrade atmosphere of Arena foyer to highlighting the history of the Arena and its roots in the community. Also creating social space in the Arena foyer		<b>PAC</b>		<b>PAC:</b> An 'Artist in Residence' team has been hired to begin this project. The committee will work closely with the artists during the one year of this project <b>CRS:</b> Artist project beginning in the Fall so will start to look at options to incorporate.
	5.5 Explore the installation of a vending machine with health food choices though vandalism is a concern		<b>Staff</b>		<b>STAFF:</b> Vandalism is a concern.
<b>6. Focus on excellent customer service and relationship building</b>	6.1 Organize KCC Open House at least once a year. Consider other language options		<b>CEC</b>		Bi-annual open house (as we have other annual CE events)
	6.2 Offer monthly KCC tour of facilities to target new comers to the neighbourhood – Board Directors and staff to help in conducting the tours		<b>CEC</b>		Monthly invitation of new/community layperson to CEC meeting to exchange ideas and to be informed. Inviting Kevin Wong, a community member, to our next CE meeting.

	6.3 Provide training and on-going management reinforcement of the customer-driven service approach to help front line staff to be friendly and helpful at all times		<b>Executive</b>		CNAC patron survey suggests that staffs are friendly and helpful.
	6.4 Strive for service excellence, e.g. a “panic” button to call for help from back-office staff when the front office is super busy		<b>Executive/ Staff</b>		<b>Executive</b> does not see a need for this.  <b>STAFF:</b> Don’t think this is necessary
	6.5 Make the current Youth Room more dedicated to youth - a place for them to socialize and build a sense of belonging		<b>Youth Committee</b>	Dec 2016	Assigned to youth group.
	6.6 More publicity on new fitness equipment installed and provide explanatory sign on its usage and benefits nearby	<b>PC:</b> New signage (sandwich boards) have been positioned around the centre promoting free Exercise Room Orientation (with Barry).	<b>Staff</b>		<b>STAFF:</b> In progress  <b>PC-</b> Hardeep will provide examples of these new signs around the Centre and Exercise room
	6.7 More signage on Fitness Centre orientation sessions, and information on daily traffic flow (to reduce overcrowding) at the lobby and Fitness Centre		<b>Staff</b>		<b>STAFF:</b> In progress – signage being made.

	6.8 Ensure that all Family, Accessible and Gender-neutral washrooms are properly labelled		<b>Staff</b>		<b>STAFF:</b> Washrooms established; better signage needed
	6.9 Explore technology to bridge language gaps at the Front Office, e.g. use of electronic Translation devices.	The Executive has recommended purchase of an electronic translation device for use at the front desk, likely in the next 4 – 6 weeks	<b>Staff / Executive/ CC</b>		<b>STAFF:</b> Being explored by executive
	6.10 More collaboration between Board and Staff in on-going programming improvements and enhancing customer satisfaction	Program Evaluation Surveys are conducted each fall by staff. The results are brought to the Program Committee for discussion between Board members and Staff.	<b>PC, Staff</b>		<b>STAFF:</b> Underway <b>PC:</b> Underway , Note: Also see item 6c in September 2016 Agenda
<b>7. Cleanliness, Security and Parking issues</b>	7.1 Periodic check of the men’s changing room to ensure that shower curtains are always in place or need to be replaced		<b>Staff</b>		<b>STAFF:</b> Maintenance staff to implement.
	7.2 Prevent thefts - investigate turning the Fitness Centre cubbies into actual lockers	<b>Board:</b> Staff is looking at replacing cubbies with lockers. NOTE: the wallet lockers are seldom used	<b>Staff &amp; Board</b>		<b>STAFF:</b> There are current lockers that could be used. Exploring the option

	7.3 Ensure that the semi-annual and annual deep cleaning Schedule is in place and vigilantly followed, including power washing of showers and pool area. Fitness room ventilation also needs to be cleaned twice a year	<b>BMC:</b> Follow up from June & Sept. Reports required Dec. 2016- Jan 2017	<b>CRS &amp; Maintenance Manager</b>	Sept 29/16	<b>CRS:</b> Work underway as part of current push on cleaning protocols and staffing. <b>BMC:</b> Work underway as part of current push on cleaning protocols and staffing. Further committee has inspected & prepared reports for most rooms wrt to cleaning & maintenance
	7.4 Improve lighting at the Seniors Centre entrance and vestibule Area  Repaint parking lines in north lot	<b>BMC:</b> Check to see if lamp wattage can be increased with existing fixtures	<b>BMC</b>	Dec.20 16  Sept 2016	Was in place – re-establish.  Identified in spring 2016. Completed summer 2016
	7.5 Annual Spring cleaning to clear unwanted items		<b>Staff</b>		<b>STAFF:</b> Completed.