

COMMISSION REPORT

TO: CHAIR AND MEMBERS
PARKS, RECREATION & CULTURE
COMMISSION

DATE: 2019 Nov 26

FROM: DIRECTOR - PARKS, RECREATION &
CULTURAL SERVICES

FILE: 08800-20

SUBJECT: AQUAFIT PROGRAMMING

PURPOSE: To provide information on current and planned recruitment and retention practices for Aquafit instructors.

RECOMMENDATIONS:

1. **THAT** Commission receive this report for information.
2. **THAT** Mr. Paul McGown and Mr. Richard Lee be sent a copy of this report.

REPORT**1.0 INTRODUCTION**

At the 2019 November 12 Parks, Recreation and Culture Commission meeting, Mr. Paul McGown and Mr. Richard Lee, appeared as a delegation and spoke of a reduction in Aquafit classes offered by the City and the need for more Aquafit instructors. Arising from discussion, Commission passed the following motion:

THAT staff prepare a report for the next Commission meeting, outlining initiatives to retain instructors and provide a projected timeline of implementation.

This report provides the information requested by Commission.

2.0 POLICY SECTION**Goal**

- A Connected Community
 - Social connection –
Enhance social connections throughout Burnaby
- A Dynamic Community
 - Community development –
Manage change by balancing economic development with environmental protection and maintaining a sense of belonging

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- A Thriving Organization
 - Financial viability –
Maintain a financially sustainable City for the provision, renewal and enhancement of City services, facilities and assets

3.0 BACKGROUND

Aquafit classes are part of the City's aquatics programming and are offered at Bonsor, Fred Randall, CG Brown and Eileen Dailly pools. The following table provides statistical information for Aquafit.

	2017		2018		2019	
	Classes *	Attendees**	Classes*	Attendees **	Classes *	Attendees **
Bonsor	16	8,189	16	9,058	14	9,350
Fred Randall	22	22,319	21	25,696	15	11,153
CG Brown	19	9,379	19	8,368	16	7,765
Eileen Dailly	23	24,007	22	25,935	14	17,391
** annual	Total	63,894		69,057		45,659
* per fall week						
<i>Note: 2019 numbers reflect numbers to date</i>						
<i>Fred Randall Pool had an extended 3 month shutdown in 2019</i>						

Due to staffing challenges in the Aquafit program in recent years, adjustments have been made to optimize program delivery across the City. Classes with the lowest subscription have been deleted and efforts are made to balance classes at the pools at the most popular times. Although the number of classes have been reduced, attendance numbers appear to be stable for the past two years. This reflects that the City's clients who desire these programs are still attending the classes even though the times are no longer optimal. We thank our clients for this flexibility as we work through these challenges.

To retain Aquafit instructors the following initiatives have been in place for many years.

- In aquatics shift selection process, supervisors have attempted to make shifts that involve Aquafit attractive by making the shifts longer.
- Aquatic supervisors have created specific optional paid in-service training for Aquafit instructors. Should the Aquafit instructors participate in these in-services they would be able to maintain their Aquafit certifications. Nowhere else in aquatics are staff paid to maintain a qualification that can be used anywhere.

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4.0 PROPOSED ACTIONS

In addition to addressing immediate program challenges, work is underway to improve recruitment and retention of Aquafit staff. This work includes the following:

- Review of current market conditions and programming in other cities to determine best practices and innovative solutions in aquatics
- Explore wage premiums to provide incentives to Aquafit instructors
- Consider new scheduling adjustments to make shifts that involve Aquafit instruction more attractive
- Examine certification requirements for Aquafit instructors
- Consider alternative staffing models to provide Aquafit service.

In addition to these operational possibilities for improving Aquafit service, the collective bargaining process and a review of job class specifications will provide opportunities to secure and retain instructors.

5.0 CONCLUSION

The work to address the expressed concerns with our Aquafit service is underway. The goal of this work is to implement changes in the first quarter of next year. An update will be provided to Commission at the 2020 February meeting.



Dave Ellenwood
DIRECTOR - PARKS, RECREATION & CULTURAL SERVICES

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