

Subject: Access to Recreation Policy	Adopted by: By-law Number 2014-045
	Effective Date: June 3, 2014
Appendix A - Procedures and Practices	Revision Date:
	4 Pages

Appendix A: Procedures

The Township may consider delivering programs and services and/or seek out and maintain partnerships with community agencies to deliver recreation opportunities for all age groups, including children, youth, seniors, adults and families.

All programs and services will be developed and delivered in the context of:

- **Partnerships:** Develop community-based partnerships whenever possible to increase access to programs and services and facilities.
 - Parks and Recreation department directly supports community volunteers in organizing:
 - PolarFest
 - Jazz, Art and Craft Festival
 - Ennismore Shamrock Festival and Truck and Tractor Pull
 - Lakefield Trail Events
 - Service Clubs provide Red Cross swimming instruction, in partnership with the Township, using Jones Beach and the Ennismore Waterfront Park. This program provides a low cost option to families, teaching children how to swim and the survival skills needed when in water.
 - YMCA provides day camp opportunities, in partnership with the Township, using the Lakefield Park and Beach. This program provides an affordable summer day camp experience for children.
 - The Township supports many Service Clubs and organizations in the community through a variety of means such as: facility space, in-kind staff support, in-kind promotional support, and the Council approved Municipal Grant Program.
- **Citizen Outreach & Engagement:** Building awareness of the benefits of recreation programs and services; and providing culturally responsive programs and opportunities for community engagement in program design and delivery.
 - Parks and Recreation provides two (2) Parks & Recreation Guides for Spring/Summer and Fall/Winter, available in hard copy and on the Township website which:
 - Contains activities and programs available within the Township,
 - Promotes events occurring within the Township,
 - Provides contact information for recreation providers, service clubs, libraries and seniors; and
 - Outlines the trails, facilities and parks within the Township.
 - The Township provides recreation and sport organizations with free advertising opportunities on the Township of Selwyn website, social media platforms,

community message boards, calendar of events and the Parks and Recreation Guide (described above).

- The Township celebrates Parks and Recreation month in June as a means to engage the community
- **Training:** Ensure that Township staff is knowledgeable in the provision of accessible programs and services and customer service policies as soon as practical after beginning their employment. Ongoing training will be provided related to changes in policy, practices and procedures as required.
- **Quality service:** The Township will make every effort to meet quality service delivery standards and practices in all program, service and facility planning, policies and procedures and positive interactions with customers.

Facilities

The Township will build and maintain facilities that are available to a broad range of users in the context of:

- **Community Access to Community Space:** Affordable and accessible community space that will encourage formal and informal recreation activities.
 - Ice rentals are available at a cost to different minor sport groups and adults at both the Ennismore Community Centre and the Lakefield-Smith Community Centre. Minor sports rates are subsidized. (See: *Facility Fees and Charges*)
 - Public ice skating times are available in each of the ice arenas and are open to the public. (See: *Facility Fees and Charges*)
 - Reception and meeting facility rentals are available at a cost in a number of Township indoor facilities. These reception rooms are licensed under the LLBO and have kitchen facilities available and support community and family events.
 - A number of indoor and outdoor recreation facilities, parks, beaches and trails are available and accessible to the public throughout the Township.
 - Many facilities are accessible at no cost, these include:
 - Parks and Beaches: Burritt Mann Memorial Park, Cenotaph Park, Isabel Morris Park, Chemong Park, Victoria Park, Ennismore Waterfront Park and Beach, Lakefield Beach & Playground, and Jones Beach; and
 - Township Trails: Lakefield Millennium Trail, B.E.L. Rotary Trail, Ennismore Heritage Trail and the Trans Canada Trail.
- **Quality infrastructure:** Providing indoor and outdoor facilities that meet the requirements of the Accessibility for Ontarians with Disabilities Act and other regulations and are operated in an environmentally and cost effective manner.
 - Many facilities have been made accessible, or will be renovated as resources allow, in accordance with AODA standards.
 - As a part of the Community Improvement Plan (CIP) and the Recreation Services Plan, the Township has identified improvements/enhancements to parklands, amenities and facilities, to increase their use by the public.

- Through the Recreational Trails Master Plan, the Township will continue to work on the enhancement of trail amenities, trail linkages, way-finding signage and access to trails.

Facility Fees and Charges

The Township will strive to provide its residents with an affordable range of recreational opportunities to improve health and quality of life. Primarily, the Township will support programs that are offered through community partners and stakeholders.

There are many different revenue streams that can be developed to provide programs, services and facilities (user fees, sponsors, donations, fund raising events, tax funding). Township services will be funded through a combination of these revenue sources.

Fees will be established considering the following:

- Direct facility and service costs (staffing, heat and hydro etc...).
- Analysis of the market, past practices and the potential to recover cost (e.g. adult vs. minor sport fee).
- Final fees will be established relative to the market, the facility type and the need to support affordability balanced against tax support.

Assistance/Support

Financial assistance processes should be non-intrusive, have ease of access, be administratively efficient and respect the dignity of the individual making the request. Barriers to participation may include fees, equipment costs, transportation, etc.

- **Affordability:** The Township may provide support to assist community organizations to develop approaches that will assist them in responding to requests for subsidized access to sport and recreation programs they deliver;
 - The Township supports community organizations in a variety of ways including:
 - For all-day tournament or event ice bookings (e.g. skating competition), the auditorium is provided rent free but must be supervised by the organizer.
 - Minor hockey organizations, figure skating and the Junior C's are permitted two (2) free rentals per year, exclusive of hockey tournaments/skating competitions, at no charge to support fundraising events, meetings or training.
 - Special Event Committees (e.g. Jazz & Art Festival, PolarFest, Shamrock Festival, etc.) are permitted one fundraising event per year, including profits from the bar operation.
 - In consideration of their ongoing commitments to Township facilities and beautification and in accordance with pre-amalgamation practices, the Lakefield Lions, Lakefield Lioness, and Lakefield Horticultural Society are permitted to use the Marshland Centre for their regular monthly meetings at no charge
 - Minor Sports are not charged for field use (without lighting) for programs that include baseball and soccer.
 - For an all-day field-use event (baseball/soccer tournament) the field rental rate will be reduced by 50% for a charitable, not-for-profit, community

organization/service club or group that is raising funds where the net proceeds from the event support community not-for-profit organization(s) or to benefit an individual/family that has experienced a catastrophic loss/health related issue.

- In-kind Township support, consultation and promotional resources may be made available; to assist community organizations deliver recreation programs and services.
- Public ice skating times are available at a minimal cost in each of the ice arenas throughout the year and are open to the public
 - The Township promotes a sponsorship program with local businesses and organizations to provide public skating free of charge as often as possible.
- The Township provides a reduced ice rate to minor sport groups to promote affordability for youth sports. In addition, a direct tax subsidy is provided to both the Ennismore and Lakefield-Smith Community Centres to account for the reduced minor sport rate.
- The Township provides comparable rates to assist in meeting the needs of organizations or clubs.
- The Township issues charitable tax receipts in accordance with Township Charitable Tax Receipting Policy.
- Information is provided to organizations regarding external funding sources including the Canadian Tire Jumpstart or KidzSport programs to assist their applicants who experience difficulty paying a registration fee.
- The Township provides organizations with information regarding grant/partnership opportunities to help organizations maximize their resources.
- The Township will organize training/information sessions to assist organizations with items such as budgeting, grant writing, marketing, and volunteer management.

Monitoring

- Township staff will continue to work with the community and its partners to monitor the accessibility of facilities and the needs of their partners in order to provide programs and services to the community and its residents.

Contracts/Partnerships

- Contracted program agreements with individuals/organizations delivering programs in partnership or on behalf of the Township must have regard for this policy unless language related to access to programs and services is incorporated into the Agreement.