

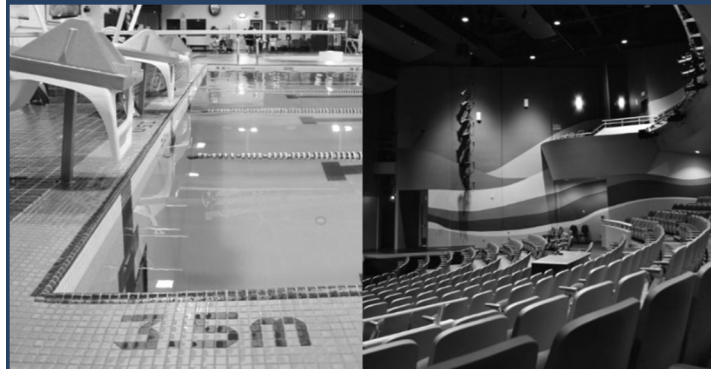
CULTURE AND RECREATION SERVICES

Department Service Levels

Overview

Culture and Recreation Services supports a thriving and inclusive community through performing and visual arts, history and heritage, community events, promoting an active and healthy lifestyle and supporting our sports and culture community. Our city comes alive with recreational and leisure activities and events and performances that bring people together to enjoy and engage in.

Our goal is to enhance the quality of life of every citizen in our community through recreation and culture. We offer cultural experiences that create a sense of place and pride in the community. Our drop in and registered programs and access to recreational facilities provide opportunities for all ages to stay physically active and maintain healthy lifestyles. We plan programs and services within our facilities in consultation with our user groups and community stakeholders.



CITY OF
FORT SASKATCHEWAN

DEPARTMENT SERVICE LEVELS

Service level documentation includes Priority Based Budgeting (PBB) data to support service level understanding and enhance understanding of program costs.

PBB is a business planning and budgeting tool to help better understand City programs. Prioritization through results and attributes scoring shares new information about programs and the budget.

Results are drawn from the City's strategic plan and other guiding documents.
Attributes are additional characteristics that also affect a program's overall relevance and prioritization.

Individual results/attributes are scored 0 to 4 with a score of 4 being critical in achieving result/attribute and score of 0 not having influence.

The total combined score of results and attributes places individual programs in a quartile grouping with quartile 1 and 2 programs more aligned with strategic goals, results and attributes and quartile 3 and 4 programs less aligned.



ACCESS PROGRAMS AND SERVICES

PBB Program Area Description/Overview:

Coordinate strategic programs and services that remove barriers to participation. This includes our Access for Everyone Program (Everyone Plays, Everyone Creates and Everyone Rides).

For detailed information about program cost, revenue, full-time equivalent, basic program attributes, and program results, refer to the [Program Summary Report](#).

Reason for Offering: Strategic programs that remove financial barriers to participation, employ strategies for growing future employees, and provide a service to increase participation in our programs and services.

Recreation Access Program: Recreation Access Program provides subsidized access to recreation and culture courses and memberships.

Junior Lifeguard Club: The Junior Lifeguard program incorporates elements of Lifesaving leadership into a program that is dedicated for children who have an interest in staying involved in Aquatics programming and eventually taking the leadership programs to become Instructor Guards. This program is key and used as a development program for potential future staff.

Swim to Survive: The Swim to Survive program teaches basic water safety and rescue skills to survive in Deep Water. The program is open to all ages and abilities. Swim to Survive is facilitated in a large group setting, allowing the registration fees to be reduced from other lessons and programming.

Service Levels:

Recreation Access Program: The allotment in 2023 was \$234 per person per year for culture/recreation programs and memberships. Tax funded at \$50,000 per year plus donations. Intake for this program is year-round. This program will see an increase in funding in 2024, to account for recent inflation, maintaining the ability to offer the same levels of services to the patrons participating in this program as were originally set out. The new allotment for 2024 is \$245 per person per year, tax funded from a \$52,500 budget.

Junior Lifeguard Club: Program offered January to March, April to June, and September to December.

Swim to Survive: Offered during Spring and Fall School Breaks.

Inventory/Volume/Demand:

Recreation Access Program: In 2022 there were 406 enrolled participants of which 308 were active. Based on current Stat Can housing, income, and population data for Fort Saskatchewan, there are 4,519 residents who would qualify for this program if they chose to apply.

Junior Lifeguard Club: In 2022, there were 44 program participants out of a maximum of 50 spots available. Fall 2022 Junior Lifeguard Club was completely full, with a waitlist.

Swim to Survive: This program ran for the first time in 2022 with 12 Participants, with a maximum of 30 spots available.

Standard Operating Procedures/Specifications:

Recreation Access Program: Eligible Applicants include residents on an approved government program (AISH, PPD, FSCD, or Income Support) and/or residents with a combined household after tax income at or under the Low-Income Threshold.

Statistics Canada Low Income Thresholds (LICO - AT) 2020							
Number in Household	1	2	3	4	5	6	7 or more
Income Under	\$ 24,041	\$ 29,262	\$36,435	\$45,514	\$51,763	\$57,407	\$ 63,051

Profile of Users:

Recreation Access Program: Any resident on AISH or another approved government program as above, or a household income that is at or below the LICO after tax cut-offs. In 2022, ages of clients ranged between 0 and 85 years. 70% of clients were approved based on the LICO scale, 30% approved based on receiving AISH or other Government supports for individuals with disabilities. Additionally, 88% of clients chose membership access while the remaining 12% chose registered courses as their access option. Clients are able to renew year after year as long as they continue to meet the eligibility criteria.

Junior Lifeguard: Participants are 9-15 years old for Junior Lifeguard Club.

Swim to Survive: In 2022, Participants ages ranged from 7 years old, up to 70 years old.

AQUATICS - REGISTERED PROGRAMS

PBB Program Area Description/Overview: Provide water safety education through the Lifesaving Society Canada programs, and the Lifesaving Society leadership courses. Teaching people of all ages and abilities to be safe in on and around the water. Also, offer a Preschool Program to introduce children to water through play.

For detailed information about program cost, revenue, full-time equivalent, basic program attributes, and program results, refer to the [Program Summary Report](#).

Reason for Offering: To provide essential swimming and lifesaving skills to members of the community.

Inventory/Volume/Demand: Prime program times have now reached their capacity at Harbour Pool.

Learn to swim: As of September 2022, Harbour Pool offers the Lifesaving Society Canada Swim for Life Program for all learn to swim lessons. This includes Swim for Life Parent and Tot, Swim for Life Preschool, Swim for Life Swimmer Program, Canadian Swim Patrol, Swim Abilities, Stroke Development, and Swim for Life Adult. These programs are offered every day of the week at various times. Group and Private lesson times are incorporated into the program schedule. 2022 had 3,223 public swim lesson registrations.

We also include School Learn to Swim programming into our schedule – These lessons are offered throughout the year to schools and are often the only way children access the Lifesaving Society Canada program. In 2022

there were 215 participants.

Leadership: Harbour Pool offers Lifesaving Leadership Courses throughout the year. These include Bronze Star, Bronze Medallion, Bronze Cross, NL (National Lifeguard), AEC (Aquatics Emergency Care) and Swim Instructor. Harbour Pool also administers the Lifesaving Society Standard First Aid Courses for City Staff. In 2022 there were 223 participants.

Other programs – Preschool Plunge and Play and Aqua Bootcamp. In 2022 there were 205 participants in these programs.

Frequency or Response Timing: Harbour Pool is open to the public Monday through Thursday from 6:00 am - 10:00 pm, Friday 6:00 am - 9:00 pm, Saturday 2:00 pm - 7:00 pm, and Sunday 2:00 pm - 9:00 pm.

Weekday peak demand is 4:00 - 8:00 pm. Weekend peak demand is 2:00 - 5:00 pm, in addition to lesson times offered in the mornings, lessons are also offered on most weekends during the school year from 8:00 am - 1:00 pm Saturday and 12:00 - 2:00 pm on Sunday. Demand varies depending on the season and time of day.

Harbour Pool programming is not offered on statutory holidays.

Standard Operating Procedures/Specifications: One instructor per swimming lesson. There are currently no Lifeguards on deck during lessons.

Programs are monitored for fill rates every session, seasonally and annually. If programs do not meet the fill rate requirements, classes are cancelled and new classes are created based on waitlist demand. Harbour Pool has determined minimum required registrations to ensure instructor staff costs and program costs are covered.

Leadership programs often run at the same cost as surrounding municipalities – the courses are run even with minimal candidates. Leadership programs are essential to provide entry level training for potential future staff.

Service Levels: Swimming lessons are offered at a variety of times and days throughout the week to reach as many participants as possible for this essential lifesaving skill. Programs are offered year-round.

Legislation, Regulations or Standards: Lifesaving Society Alberta Pool Safety Standards; Lifesaving Society Public Pool Safety Standards for Canadian Pools; Lifesaving Society Policies and Procedure Guide for Delivery of Lifesaving Society Program and Services; Alberta Pool Regulations; Alberta Pool Standards.

Profile of Users: Learn to swim: Majority of participants are under the age of 18. Those over the age of 18 enroll in Adult Lessons to learn new life skills or to participate in swimming with their children. Adults also register for stroke improvement courses to take up swimming more regularly or training for triathlons.

Leadership Courses: Participants are 9-15 years old for Junior Lifeguard Club, 12+ for Lifesaving Society Bronze programs and Aquatic Emergency Care (AEC), 16+ for National Lifeguard (NL) and Swim Instructor programs.

AQUATICS - RENTALS

PBB Program Area Description/Overview:

Offers a zero-depth entry pool with 6 lanes. Amenities in the facility include a dry sauna, a whirlpool, a warm pool, spray features, a zero-depth bay area, a Tarzan rope, a slide, and a diving board. Booking a party package also allows using the inflatable in the deep end. The pool also offers a multi-purpose room that can be booked in addition to the pool or separately.

For detailed information about program cost, revenue, full-time equivalent, basic program attributes, and program results, refer to the [Program Summary Report](#).

Reason for Offering: Essential swimming and lifesaving skills and fun recreational opportunities for members of the community, and school recreation.

Inventory/Volume/Demand: 2022 had 285.5 hours of rentals and 8517 participants.

Frequency or Response Timing: Harbour Pool is open to the public Monday through Thursday from 6:00 am - 10:00 pm, Friday 6:00 am - 9:00 pm, Saturday 2:00 pm - 7:00 pm, and Sunday 2:00 pm - 9:00 pm.

Private Pool Rentals – These rentals are limited to one booking space on Sunday and two on Saturday throughout the year. We offer 1 hour of pool time and the multi-Purpose Room is booked with these rentals. Our booking fill rate for private rentals in 2022 was 71%.

MPR Bookings – This space is used for pool programming and private room rentals. This room is 72 square meters and has the following capacity: 85 people standing space only, 42 people with chairs only, 34 people with chairs and table set up. The MPR is available for rentals at varying hours throughout the week and on weekends, when there is no pool programmed scheduled.

School Rentals – Schools have the opportunity to book recreation swims on Monday, Wednesday, and Fridays from 10:00 am - 12:00pm or Tuesday, Thursday, and Fridays from 1:00 pm – 3:00 pm.

Standard Operating Procedures/Specifications: Harbour Pool follows the Lifesaving Society bather to guard ratios.

Service Levels: Limited public times are available for private pool rentals. During the school year, September – June, there are 300 hours available for schools to book either recreational swimming or lessons.

Legislation, Regulations or Standards: Lifesaving Society Alberta Pool Safety Standards; Lifesaving Society Public Pool Safety Standards for Canadian Pools; Alberta Pool Regulations; Alberta Pool Standards

Profile of Users: This program provides service to the Piranhas Swim Club (primarily children and youth), families who rent the pool for children’s birthday parties and school rentals.

AQUATICS – SPONTANEOUS USE

PBB Program Area Description/Overview:

Provide spontaneous lane swim, public swim, sponsored/special event swims, and drop-in aqua fitness programs to suit the interests and needs of all ages and abilities.

For detailed information about program cost, revenue, full-time equivalent, basic program attributes, and program results, refer to the [Program Summary Report](#).

Reason for Offering: Spontaneous use allows for practice of fitness and swimming skills and promotes active living. Allows the opportunity to participate in fun drop-in recreational activities with members of the community and engage in non-programmed activities to suit their individual needs.

Inventory/Volume/Demand: 2022 Spontaneous Use – 48,673 participants.

Frequency or Response Timing: Harbour Pool is open to the public Monday through Thursday from 6:00 am - 10:00 pm, Friday 6:00 am - 9:00 pm, Saturday 2:00 pm - 7:00 pm, and Sunday 2:00 pm - 9:00 pm. Harbour Pool is open for spontaneous use on the following statutory holidays from 1 to 3 pm, Family Day, Good Friday, Easter Monday, Victoria Day, Heritage Day, Labour Day and Thanksgiving Day. Harbour Pool is closed New Year’s Day Jan 1, Canada Day July 1, Truth and Reconciliation Day Sep 30, Christmas Day Dec 25 & Boxing Day

Dec 26.

Weekday peak demand for public swimming is 4:00 - 9:00 pm. Weekend peak demand is 2:00 - 5:00 pm. Demand varies depending on the season and time of day. Aqua fitness peak demand is 12:00 pm- 1:00 pm.

Standard Operating Procedures/Specifications: Harbour Pool follows the Lifesaving Society bather to guard ratios and Harbour Pool Standard Operational procedures.

Service Levels: Spontaneous use times change for the different seasons. In the summer season – every Friday afternoon is a specialty swim for children and youth.

Legislation, Regulations or Standards: Lifesaving Society Alberta Pool Safety Standards; Lifesaving Society Public Pool Safety Standards for Canadian Pools; Alberta Pool Regulations; Alberta Pool Standards

Profile of Users: This program includes lane swim, Aqua Fitness classes, public swim times, and special event days. The users of this program would be of all ages 0+ years.

ART GALLERIES AND PUBLIC ART PROGRAMS

PBB Program Area Description/Overview:

Curate the Alberta Lottery Fund Art Gallery and the City Hall Art Nook. Curate and coordinate the City's Public Art Program and the Art in Public Places Program. The City Hall Art Nook and the Alberta Lottery Fund Art Gallery feature local and regional artists. These Public Art Programs create a sense of place and community and bring beauty and art to all areas of the City for people to enjoy. Manage, recruit and support volunteers at the Alberta Lottery Funds Art Gallery.

For detailed information about program cost, revenue, full-time equivalent, basic program attributes, and program results, refer to the [Program Summary Report](#).

Reason for Offering: To provide opportunities for local and regional artists to showcase their work and to provide visual art viewing opportunities for the community.

Inventory/Volume/Demand: There are 11 monthly shows at the Alberta Lottery Fund Art Gallery. One Adult and/or one Student Art in Public Places Artist is chosen each year. Public Art is commissioned as opportunities arise.

Art in Public Places Pieces include: Aged Dandelion (Student); Cholowski's Barns on Hwy 15; Dancing Sunflowers; Dogwood Daze; Faith Filled Sentinel across the River; Hallelujah; Home Ice; Home on Alberta Lake; Migration Moment; Natures Family; Old Elementary School; Remember the Blacksmith; Roots; Summer Time; The Old Barn (Student); Water We Lookin' At.

Public Art includes: Acres of Dreams; Big Piece of the Puzzle; Currents; Fabric of the Community; Fort on the Saskatchewan; Inspector Jarvis; Olive; Open Road; Partners in Community Policing; Propagate; River Valley; Skate Park Graffiti Art; The Babysitter

Frequency or Response Timing: Art Gallery Exhibits are curated once per year. Art in Public Places Artist and Piece are selected once per year. Public Art is completed as opportunities arise.

Standard Operating Procedures/Specifications:

Art Gallery

1. Permanent resident of the province of Alberta.
2. Only original artwork created within the past 5-7 years will be considered, with an emphasis on fresh

and new pieces.

3. Senior high school aged residents of the City of Fort Saskatchewan (grades 10-12), are eligible to submit for consideration.
4. Artists using any media are eligible. For example (but not limited to), watercolor, oil, carving, fibre arts, glass art, illustration, ink, mixed media, mosaic, painting, pencil, photography, pottery, printmaking and sculpture.
5. Live or living art representations of any form will not be considered.

All artwork will be presented to the Selection Committee. The Selection Committee will then review all of the submissions in November for the following year's Exhibit Schedule. The criteria used in selection of artist, artwork and allocated space are:

- The artistic integrity and the quality of the aesthetic experience.
- Variety of media exhibited overall within a curated time period.
- Size of exhibit and overall exhibit quality - Alberta Lottery Funds Art Gallery requires more than 15 pieces as size allows; and
- Contribution to art initiatives in the Fort Saskatchewan Community.

Art in Public Places

1. Permanent resident of the City of Fort Saskatchewan.
2. There are two submission categories – adult and student. The student category pertains specifically to senior high school and post-secondary school students who reside in the City of Fort Saskatchewan.
3. Only original artwork, created within the past three (3) years will be considered.
4. A maximum of two (2) pieces of art or one (1) series (consisting of a maximum of three (3) pieces of work) may be submitted for consideration.
5. Artists using any media i.e., watercolor, oil, carving, fibre arts, glass art, illustration, leather art, ink, mixed media, mosaic, painting, pencil, photography, pottery, printmaking, wood art, sculpture and etc. are eligible.
6. A Transfer of Ownership form and a Copyright Release & Exhibition Agreement will be administered once an artwork has been selected.
7. Artists whose work is purchased for the Art in Public Places Program collection may not submit for three (3) years following the year in which their artwork was purchased.

Artwork is adjudicated by the Art in Public Places Program Selection Committee made up of the Mayor, the Culture & Recreation Director, and up to three members of the local arts community. Whenever possible, one or two of the local arts community members will be the previous years' Art in Public Places Program selected artists. The criteria used in the selection of Art in Public Places Program artworks is as follows:

- The artist fosters art culture in the Fort Saskatchewan Community.
- The artwork will be of lasting value and artistic merit and will enhance the City of Fort Saskatchewan's Art in Public Places Program collection.
- The artwork will be primarily chosen based on the artistic integrity and the quality of the aesthetic experience it offers.

Public art is specific to the location, theme and project being completed.

Profile of Users: Art Galleries and Public Art Programs have two separate user groups. One – local and regional artists who are looking for places to showcase their work and expand their audience. Two – residents and visitors who appreciate art and love to experience new artists and pieces.

CHILDMINDING SERVICES

PBB Program Area Description/Overview:

Childminding in the Dow Centennial Centre offers childcare for those using the facility. This is an ancillary service for the provision of recreation and fitness spontaneous use and registered programs at the Dow Centennial Centre. The program is subsidized for adults paying admissions for general facility usage and paying a fee for childminding services. Facilitates an option for adults to participate in a healthy and active lifestyle.

For detailed information about program cost, revenue, full-time equivalent, basic program attributes, and program results, refer to the [Program Summary Report.v](#)

Reason for Offering: Child Minding: Child minding is an important ancillary service in the provision of indoor recreation. These programs are offered at a subsidized rate in order to facilitate adult participation in an active and healthy lifestyle.

Service Levels:

Child Minding Hours of Operation are set seasonally according to past attendance, drop-in program schedules, peak hours of use, and customer feedback. The use of this service has been monitored since re-opening in March 2022, after being closed for 2 years. Childminding services will continue to be monitored in 2023.

Inventory/Volume/Demand:

Child Minding: In 2022, approximately 125 families were served by child minding each month.

Standard Operating Procedures/Specifications:

Child Minding: Our staff have RCMP Vulnerable Sector Check, Child Intervention Check, HighFive trained, Inclusive Play Leadership Certified and first aid certification. We adhere to the following recommended adult-to-child ratios set by the Government of Alberta: 2-19 Months 1:4 and 20 Months - 7 years 1:8.

Profile of Users:

Child Minding: Parents of children aged 0 – 8 years old.

COMMUNITY EVENTS – CULTURE AND RECREATION

PBB Program Area Description/Overview:

Coordinating and hosting City hosted events including Legacy Park Family Festival, Canada Day, Movie Under the Stars, Registration Day x 2, Sheep Week and Sheep Leaving Parade, Enchanted Forest, and Lights Up. Assist with coordinating and hosting other community events where the City is a partner.

For detailed information about program cost, revenue, full-time equivalent, basic program attributes, and program results, refer to the [Program Summary Report.](#)

Reason for Offering: To celebrate our community by hosting unique events that promote community

engagement, education, inclusivity, and increase the quality of life of our citizens and participants.

The City plans, organizes, and hosts a number of events throughout the year, which include:

- **Registration Day:** A one stop registration, volunteer recruitment, and information showcase of recreation, culture, and service organizations within the City.
- **Legacy Park Family Festival:** A kick-off to summer event that includes local food, entertainment, community-lead activities and the return of the sheep.
- **Canada Day:** The City’s largest event, aimed to help the community celebrate the country that they live in. We host a number of activities throughout the day, which includes a pancake breakfast, parade, afternoon activities, car show and shine, afternoon and evening entertainment, and fireworks.
- **Movie Under the Stars:** An opportunity for City patrons to come out and enjoy a classic outdoor movie experience. Guests can enjoy activities for an hour and a half before the movie begins. We bring in a local group as the food provider and they use the opportunity as a fundraiser.
- **Sheep Leaving Parade:** An event where we say goodbye to our sheep until they return the following spring. Guests have the opportunity to interact with and feed the sheep prior to the parade starting. The parade is unique in the sense that we parade our sheep through our downtown core and all of the guests follow behind.
- **Lights Up:** A celebration of the holiday season. Guests have the opportunity to sip hot chocolate, eat a cookie, take a picture with Santa Claus, roast a marshmallow over the fire, get their faces painted, or say hello to a winter princess. The evening concludes with the Mayor reading ‘Twas the Night before Christmas’ and flipping a ceremonial switch that lights up all of City Hall.
- **Enchanted Forest:** A favourite holiday tradition in Fort Saskatchewan. Local organizations and businesses create unique, beautiful and fun Christmas trees that represent them and reflect the holiday season. Guests have the opportunity to view these trees at City Hall, the Fort Saskatchewan Public Library, Dow Centennial Centre, and Shell Theatre. Visitors have the opportunity to vote for their favourite tree and in turn, the organization receives a congratulatory prize.

Inventory/Volume/Demand:

EVENT	Attendance	Community Groups/Participants	Sponsorship/ Admission
Registration Day	300-450	42	\$0
Legacy Park Family Festival	3,000 – 5,000	20-25	\$8,000
Canada Day	12,000 – 17,000	30-40	\$40,000
Movie Under the Stars	500-750	3-5	\$2,500
Sheep Leaving Parade	400 – 600	3	\$0
Lights Up	1,000 – 1,500	5-10	\$0
Enchanted Forest	10,000+	40	\$0

Service Level

EVENT	Duration of Event
Registration Day	6-8pm
Legacy Park Family Festival	1-6pm
Canada Day	8am-11pm
Movie Under the Stars	6-9pm
Sheep Leaving Parade	2-4:30pm
Lights Up	6-8pm
Enchanted Forest	40 days

Frequency or Response Timing:

- Registration Day: Variable
- Legacy Park Family Festival: First Saturday in June
- Canada Day: July 1
- Movie Under the Stars: Third Friday in August
- Sheep Leaving Parade: Labour Day Monday in September
- Lights Up: Third or fourth Friday in November
- Enchanted Forest: Third or fourth Friday in November to January 7th

Standard Operating Procedures/Specifications: Culture & Recreation Special Events Guidelines

Legislation, Regulations or Standards: Alberta Health Services Special Events Organizer Package; Alberta Health Services Special Event Organizer Notification

Profile of Users: Users of all the events include families, seniors, user groups, local businesses, and service organizations.

COMMUNITY ORGANIZATION DEVELOPMENT

PBB Program Area Description/Overview: Provide support to local recreation and culture organizations to grow and develop. This work involves collaboration with community partners and user groups. This also includes working with local non-profit organizations who desire to add a new facility, specialized amenities or enhance existing infrastructure through the City's Community Initiated Projects (CIP) program. Fund opportunities to support eligible events through the Tourism Hosting Grant application process

For detailed information about program cost, revenue, full-time equivalent, basic program attributes, and program results, refer to the [Program Summary Report](#).

Reason for Offering: The City provides support to local cultural and recreation organizations to grow and develop. Sub-categories in this area include the Tourism Hosting Grant, Community Initiates Projects, and support to user groups.

This Tourism Hosting Grant provides funding to local non-profit organizations to host sanctioned events brought into the city that will demonstrate economic benefits through increased tourism and profile the city at an international, national or provincial level.

Community Initiated Projects Program was developed to help local organizations with requests for capital projects that are not identified in current City plans. A committee of various departments has been created to review any applications.

Support to the local user groups is provided on an ongoing basis. Support ranges from providing information and reviewing grant applications, to project support by liaising between the organization and city departments. Providing information about non-profit set up, marketing, social media has been provided in the past.

Service Level:

Intake of applications are as follows:

- February
- May
- September
- Emergent requests will be reviewed on an individual basis

Applications are received by the City of Fort Saskatchewan and reviewed to ensure they are complete and accurate. Applications that meet the purpose and criteria will be considered by the Grant Committee for review and decision. The Grant Committee's decision is final. Applicants will be notified of the decision in a written letter within 14 days of the committee meeting. Applicants that are successful through the process will receive a cheque following notification of grant approval.

Inventory/Volume/Demand: In 2022, there was \$9,500 given in grants to local non-profit community organizations through the Tourism Hosting Grant. One or two applications are received each year for Community Initiated Projects and User Group Support demand depends on the year.

Frequency or Response Timing: Tourism Hosting Grant applications are accepted year-round. Applications for the Community Initiated Projects are due by October 1. The Applicant will receive a response within 60 days from date of submission. The project then follows the City's budget process. User group support is provided year-round.

Standard Operating Procedures/Specifications: Tourism Hosting Grant and Community Initiated Projects

Policy Alignment: Tourism Hosting Grant and Community Initiated Projects

Profile of Users: Non-profit community groups in the community. These groups offer sport, recreation, arts, culture, and community wellness initiatives.

CULTURE AND RECREATION PROGRAMS REGISTERED

PBB Program Area Description/Overview:

Culture and recreation programming throughout the City of Fort Saskatchewan. This year-round program incorporates opportunities for all ages with a special emphasis on children, youth and families. The cultural program involves coordinating and contracting instructors for art, drama, music and any other cultural opportunities for the community. The recreational program involves coordinating and contracting instructors for various sports programs, registered recreational programs, summer camps, outdoor play, no school day activities, and various school break programs. These program opportunities are based at the Dow Centennial Centre, Shell Theatre and other City Locations supporting these registered activities. This program does not include programs at the Fort Heritage Precinct

For detailed information about program cost, revenue, full-time equivalent, basic program attributes, and program results, refer to the [Program Summary Report](#).

Summer camp programs provide affordable and accessible day camps with various themes throughout the summer. Summer Programs include children's day camps and the Leaders In Training (LIT) program. There are three age categories for Children's Summer Camps: Kinder Camp (ages 3-5), Discovery Camp (ages 6-8), Explorer Camp (ages 9-11) and Specialty Camps (ages 8-11). Leaders in Training are program volunteers who assist with camps (ages 12-15). Staff screen and interview applicants, train successful participants and provide continued support through mentorship in an inclusive environment.

Provide affordable summer sport day camps for various sports such as soccer, golf, badminton, volleyball and basketball.

For detailed information about program cost, revenue, full-time equivalent, basic program attributes, and program results, refer to the [Program Summary Report](#).

Reason for Offering: Arts, Culture and Heritage programs provide leisure activities for adults, families, and children. Opportunities for leisure activities promote positive mental health. To provide affordable and accessible day camps for children in the community. Provide a Leaders in Training Program where youth gain valuable training, leadership skills, and job experience.

Service Levels: The Fort Heritage Precinct (FHP) offers pre-registered programs to the public. These programs are organized by the Programs Coordinator and are led either by an FHP staff member or by a contracted instructor. These programs are typically aimed at youth and adults, and span a variety of themes and topics, from cemetery tours to fire lighting to sourdough bread making. Summer Camps run 7-8 weeks in June, July and August depending on school schedules. Summer camps run Monday to Thursday 8:00 am - 5:00 pm and Friday 8:00 am - 1:00 pm. Kinder Camp runs 8:00 am - 12:00 pm and 1:00 - 5:00 pm. Discovery Camp and Explorer Camps run 8:00 am - 5:00 pm. This year the before and after care was offered as part of the camps.

Legislation, Regulations or Standards: We adhere to the recommended adult-to-child ratios set by the Government of Alberta.

Inventory/Volume/Demand: Arts & Culture Programming are offered to citizens four times per year via the Leisure Guide. Classes are taught by contracted instructors or Fort Heritage Precinct staff. We also support programming from the Historical Society.

Public Programs at the Fort Heritage Precinct, otherwise known as “Heritage Classes” are advertised through the Leisure Guide and on social media.

In 2022, there were 423 participants in Heritage Classes and 90 participants in Arts and Culture Classes.

Type of Camp and Number of weeks offered	Participant Ages	Registered Participants	Max Participants
Summer Camps – ALL	3-15 years	247	385
Golf Camp	8-15years	46	48
Basketball Camp (Basketball Alberta)		41	40
Challenger Soccer Camp		31	
Sportsball	3-9 years	32	32
Pop up and Play	All ages	52	

Frequency or Response Timing: Programs are offered 4 times a year. City Summer Camps and Sports camps are offered in July and August.

Profile of Users: Primary users of arts, culture and heritage programs are adult females 40+ and elementary aged children. Summer camp participants are ages 3 - 11 for day camps and before and after care. Leaders in Training are ages 12 - 15.

COMMUNITY FACILITIES AND OUTDOOR SPACES – RENTALS AND BOOKINGS

PBB Program Area Description/Overview:

This program supports numerous facilities, room spaces and outdoor space rentals throughout the City. Locations throughout the City are used to host weddings, celebrations of life, meetings, training sessions, small-scale events/markets, banquets, and conferences. Community and outdoor spaces are available to rent, including but not limited to West Rivers Edge, Dow Centennial Centre meeting rooms, Turner Park, Golf and Curling Club, Community Hall, Picnic Shelter, Baseball Diamonds, and outdoor soccer fields.

For detailed information about program cost, revenue, full-time equivalent, basic program attributes, and program results, refer to the [Program Summary Report](#).

Reason for Offering: The City provides spaces for cultural, recreational, business and social activities to take place for its business, citizens and visitors. Facility Bookings work with a variety of clients including non -profit organizations, individuals and businesses. Booking requests include indoor surfaces, outdoor fields, ice, weddings, funerals, social events, conferences and training sessions. Ice requests, sport and user groups, weddings, and funerals have the highest volume and demand.

Inventory/Volume/Demand: On average, bookings clerks manage roughly 40 phone calls each day. From April to September, the staff work through an average of 100 emails each day and from October to March, this increases to 150-200 due to soccer, hockey and Christmas bookings. The Facility Bookings team books approximately 29,000 hours throughout the year.

Bookings is responsible for bookings of the following spaces and facilities throughout the City of Fort Saskatchewan:

- CN station
- Lions Banquet Hall
- Curling Club
- Children’s Party Room
- Green Room
- Scotia Bank Room
- Fort Heritage Precinct
- Fort Saskatchewan Community Hall (Normandy & Ortona)
- Turner Park Picnic Shelter
- West River’s Edge
- Band Shell
- Baseball Diamonds
- Outdoor Soccer Fields

*Bookings is also responsible for booking the Arenas (Ice and Dry Pads seasons, ATCO Gymnasium, Auxable Flex Hall, Nutrien Soccer Field, and Taurus Field. Information regarding the service level in these spaces is captured later in documents in subsequent sections.

Frequency or Response Timing: Bookings office is open Monday to Friday 8:00 am - 4:30 pm. Inquiries are typically answered within 72 hours. A new online booking form is now available online as another option to access the bookings staff.

Service Levels: Availability of the facilities for bookings depends on the facility, the season, and the user groups’ needs.

Policy Alignment: Facility Bookings adhere to the City allocation policy and procedures, Lease and Reciprocal Use Agreements, Conditions of Rental, and the Fees and Charges Bylaw to process requests for facility and outdoor spaces.

Profile of Users: Primary users are City staff, local community groups, local and regional sports organizations, local and regional industry and community residents.

FITNESS AND WELLNESS REGISTERED PROGRAMS

PBB Program Area Description/Overview:

Provide a full assortment of instructed drop in and registered programs to suit the interests and needs of all ages and abilities. Registered programs are hosted at numerous facilities throughout the City.

Advertising and promotion of programs include the Leisure Guide, the City website, the Dow Centennial Centre digital sign, and various targeted social media campaigns.

For detailed information about program cost, revenue, full-time equivalent, basic program attributes, and program results, refer to the [Program Summary Report](#).

Reason for Offering: Provide a variety of instructor-led registered and drop-in programs that meet needs of residents of all ages and abilities to improve their physical and mental health. Programs are designed to be affordable and relevant for users and are continually updated.

Inventory/Volume/Demand: Instructed fitness classes are available at various times during the week from 6:00 am - 9:00 pm. Drop-in opportunities are available from 6:00 am - 9:00 pm. Program locations are at the Dow

Centennial Centre, local parks, and Taurus Field.

Four sessions are programmed during the year for the winter, fall, spring and summer schedules. There are approximately 35 certified instructors contracted annually.

- There were 80 registered programs in 2022. Class sizes are dependent on variables such as location, suitable space and available equipment. Participants Child/Youth: Instructed camps, courses and classes are offered to child/youth participants, aged between 16 months and 17 years. They include sports camps, fitness classes, yoga/wellness programs and educational learning courses. There were 315 participants in 2022. **Note that this does not include participants in the summer session, those numbers are captured in the document under summer programs. These program offerings were increased in the fall of 2022, with the return of Pottery and Art Classes. Child/Youth: Instructed camps, courses and classes are offered to child/youth participants, aged between 16 months and 17 years. They include sports camps, fitness classes, yoga/wellness programs and educational learning courses. There were 315 participants in 2022.*

Frequency or Response Timing: Three sessions are programmed during the year for the winter, fall, spring and summer.

Standard Operating Procedures/Specifications: Programs are reviewed and evaluated continually throughout and at the conclusion of each session. Low demand programs are replaced with new programs in response to changing trends, program popularity, available space, equipment needs and costs. Pricing is set to be affordable while also ensuring we cover the instructor costs. New programs are given some latitude to build a following. Courses that do not meet the minimum cost recovery are cancelled.

Service Levels: Registered programs are offered at times and locations best suited to meet the needs of our customers. Drop-in programs are offered at various times and days to appeal to a wide range of users.

Profile of Users: Recreation programs are offered for children, youth, adults and seniors. The majority of our users fall within the adult user group. Within the adult user group, women are the majority of users.

FORT HERITAGE PRECINCT COLLECTIONS, BUILDINGS AND EXHIBITS

PBB Program Area Description/Overview:

Collecting, maintaining, housing, and preserving artifacts and archives associated with the history of Fort Saskatchewan. Research, develop, and curate temporary and permanent exhibits on the history of Fort Saskatchewan and the region. Contract and coordinate travelling temporary exhibits. Maintain and preserve the provincially and municipally designated and non-designated heritage buildings and sites at the Fort Heritage Precinct. Coordinating the Municipal Designation program for heritage buildings and locations throughout the City.

For detailed information about program cost, revenue, full-time equivalent, basic program attributes, and program results, refer to the [Program Summary Report](#).

Reason for Offering: The Fort Heritage Precinct (FHP) celebrates three distinct time-periods: the 1875 North West Mounted Police (NWMP) Fort represents the NWMP history, while the historical village and 1905 Canadian Northern Railway Station capture the experiences of the earliest settlers. The 1937 Warden's House showcases Alberta's Provincial Gaol (jail) history and serves as the Precinct's Visitor Information Centre. Artifacts are on display throughout the facility and in our storage room at City Hall. Fort Saskatchewan has a rich history. Some of that rich history can be shown in the heritage buildings in the city. Preserving the buildings

and their history is an important part of maintaining Fort Saskatchewan's unique sense of place and culture.

Inventory/Volume/Demand: There are approximately 30,000 items in the collection. The FHP accepts artifacts each year that meet the acquisition policy. The City of Fort Saskatchewan has three Provincially Designated Historic Resources and one Municipally Designated Historic Resource. Provincially designated are the Original North West Mounted Police Fort Site, the 1905 Canadian Northern Railway Station, and the 1909 Court House. The Warden's House is Municipally Designated.

There is a Point of Interest document that lists buildings of historical significance in the City. Those properties are identified in the GIS system and the planning folders.

Frequency or Response Timing: Artifacts are accepted year-round. Acceptance into the collection is dependent upon historical significance and providence of the piece.

Standard Operating Procedures/Specifications:

Fort Heritage Precinct Acquisition Process: Members of the community frequently call, or drop by, the Fort Heritage Precinct to express interest in donating an object, or objects, to the FHP collection. The donor is connected to the Fort Heritage Precinct Curator, who conducts a short interview with the potential donor about the object(s) provenance (what is it, where was it made, when was it made, where was it used, who used it and when, and primarily, what is its connection to Fort Saskatchewan). The Curator then determines whether to decline the offer based on given information or take the donation under a temporary custody receipt (TCR) to conduct more research. However, the potential donation is not always taken in on a TCR. It is actually preferred that the donor keep the object(s) in their possession during the decision process, this eliminates any issues of return/disposition if the donation is declined. The curator may take photos of the donation, or request photos in lieu of taking the object(s) on a TCR. The City has a Municipal Historic Resource program that allows residents to nominate buildings to be designated.

The acquisition process followed by the FHP is as follows:

1. Photos of the donation are taken or requested, or the object(s) is/are taken in on a temporary custody receipt. The receipt is filled out with the potential donors' contact information and any information known about the object(s). A copy is provided to the donor.
2. The object(s) is/are kept in the Curator's office, which acts as the registration room.
3. The Curator conducts research and determines whether the donation fits the FHP mission statement and collections plan, or "mandate," (Collections Management Policy 2.0) and meets our acquisition criteria (Collections Management Policy 3.1). A decision is usually made within one month. If the donation is declined, the donor has 90 days to arrange the return of their donation, or the FHP may dispose of the object (Temporary Custody Receipt; Collections Management Policy 3.2). It may also be determined that the donation is suitable for the programming collection if it does not fit the permanent collection's needs.
4. If the donation is accepted, the donor and the Curator sign a Deed of Gift. A hard copy is kept in our files and a scanned copy put on the L drive and the donor is given a copy.
5. Next, the donation is recorded in the Accession Register.
6. The donation is then catalogued. This involves creating a condition report providing a detailed description of the object and its condition. The donation is entered into the collections management software system, PastPerfect. First, an accession file must be created. Each donation receives its own accession number, which consists of the donation year and the collection's group number, e.g., the fifth donation in the year 2019 will receive the accession number 2019.05.
7. A catalog record is created for each object in the accession group. Each individual object in the donation receives an object ID number: 2019.05.01, etc. Objects with component parts are usually given letter designations, e.g., a pair of shoes will be numbered 2019.05.01a and 2019.05.01b. Objects that form a

group, but can be displayed separately, like a jacket and pants pairing in a uniform, are numbered 2019.05.01.01 and 2019.05.01.02. The catalog entry includes a description, provenance information, mode of acquisition, dimensions, condition, storage location, metadata that link the object to subject, classifications, people, and search terms, and many other possible data fields.

8. Each object in the accession group is photographed. The photo is uploaded to the catalog file in PastPerfect and to the accession photographs file folder in the collections management folder located here:
\\citycentre\departmentdata\Museum\FHP\Collection Management
9. The object(s) are physically numbered using the appropriate numbering application determined by material type. We commonly use an “acryloid sandwich” of the number printed on archival paper and fixed to the object between two layers of paraloid acrylic b-72. Textiles are numbered with reemay, a polypropylene cloth. The number is printed on the reemay and then “tacked” to the garment using needle and thread. Plastics are numbered with a stabilo pencil or china marker. Photographs, paintings, and books are numbered with a 2h or 2b pencil. Other materials may require a water reversible jade product or methylcellulose rather than b-72 or b-67. Most objects are also given a numbered acid free tag (reduces object handling in storage).
10. The object(s) are housed (acid free textile boxes or storage boxes, ethafoam, volara, muslin, Tyvek, Mylar, and acid free buffered or unbuffered tissue paper are common materials used for housing objects), if required, and put in storage in the collections room.
11. A thank you letter is sent to the donor.
12. Donors will sometimes request a tax receipt for their donation. A professional appraiser must appraise items that have a potential fair market value (FMV) over \$1000.00. The donor is responsible for arranging and paying for the appraisal. If the item has a FMV under \$1000.00, preference is for the donor to provide the research, but the curator can also research the FMV, provide examples, and then submit the City of Fort Saskatchewan donation tax receipt form to the City’s Finance Department for completion.

Service Levels: Artifacts are on display year-round for both tours and programming. Artifacts are entered into the artifact database (PastPerfect). The condition of the artifacts is indicated and monitored. An artifact maintenance program is being developed.

Policy Alignment: Fort Heritage Precinct Policies.

Legislation, Regulations or Standards: The Fort Heritage Precinct is a recognized museum through the Alberta Museums Association. Program details can be found at: www.museums.ab.ca/what-we-do/recognized-museum-program.aspx. Standards and Guidelines for the Conservation of Historic Places in Canada; L:\Museum\Municipal Historic Resource Designation\Final documents\FINAL MHRD Program Guidelines and Forms.pdf; Alberta Designation of provincial historic resources.

Profile of Users: Researchers, program participants and people who participate in tours are the ones who benefit most from the artifacts in the collection. Users are typically elementary school children and adult females over 40. Historical Society, and all residents with an interest in preserving heritage buildings.

FORT HERITAGE PRECINCT PUBLIC AND SCHOOL PROGRAMS

PBB Program Area Description/Overview:

Coordinate, develop, and deliver curricular programming for schools in the region. Coordinate and develop public programming at the Fort Heritage Precinct, including contracting facilitators as needed. Manage, recruit and support volunteer and volunteer organizations at the Fort Heritage Precinct that support programs and events.

For detailed information about program cost, revenue, full-time equivalent, basic program attributes, and program results, refer to the [Program Summary Report](#).

Reason for Offering: The Fort Heritage Precinct offers a variety of curricular programs designed to support historical thinking, delivery, and synthesis of knowledge as outlined in the Alberta Social Studies Curriculum. Through programs offered by knowledgeable and enthusiastic interpreters, we offer students and teachers an interactive opportunity to engage with the rich history of our province and country.

Inventory/Volume/Demand:

	Who Was Here Before Us	History Centre
Program dates available	16	95
Program dates booked	16	71*
Wait List	11	0

History Centre Programs - 2022 Participants: 2,109

*In 2022, programs in January and February were cancelled due to Covid-19 impacts.

Who Was Here Before Us Programs – 2022 Participants: 404

Other Organized Programs and Events: - 2022 Participants: 423

Frequency or Response Timing: Curricular program registration opens June 1 each year for the following school year. Public programming is available year-round with a focus on May to September. The Fort Heritage Precinct is closed for programming on all statutory holidays.

Standard Operating Procedures/Specifications: There are two distinct seasons at the Fort Heritage Precinct. The main focus from May to September is tours and programming. The main focus for October to May is school programming. Operating Hours are: May Long Weekend to September Long Weekend, Monday to Saturday 10:00 am - 4:00 pm and September Long Weekend to May Long Weekend, Monday to Friday 10:00 am - 4:00 pm.

Service Levels:

- **History Centre Programs:** These programs include the *Connections to the Land, Connections to the Law, and Connections to the Peoples*. These are full-day curricular programs aimed specifically at Grade 4 and 5 students. In 2022 there were 2109 participants.
- **Who Was Here Before Us Programs:** This is a full-day curricular program aimed at Grades K-6. In 2022 there were 404 participants.
- **Other Organized Programs and Events:** This category includes all organized programs that do not fall into the above categories. This would typically include non-curricular programs offered to the general public, such as specialized tours, heritage classes such as basket weaving, or events like the Fall Festival. In 2022, 423 people attended this type of programming at the Fort Heritage Precinct.

Programming for schools meets the Alberta Education Curriculum.

Legislation, Regulations or Standards: The Fort Heritage Precinct follows the standards of both the National Association of Interpretation, and the Alberta Museum Association.

Profile of Users: Curricular programming is focused primarily on grades 4 and 5 since our history connects best to the grade 4 and 5 curriculum. Of all other visitors, women were more likely to visit the Fort Heritage Precinct than men in 2022. Visitors are most-likely to be adults under the age of 65.

GYMNASIUM AND FLEX HALL - RENTALS

PBB Program Area Description/Overview:

Operate one indoor recreational gymnasium (ATCO Gymnasium) and one indoor Flexhall (Aux Sable Flexhall) surface. The ATCO Gymnasium is available to rent to various user groups, schools, and individuals to host a variety of activities. This includes sports activities, tournaments, recreational activities and programs, birthday parties, competitions, and tradeshow-style events. The ATCO Gymnasium has a divider curtain to offer 2 separate rentals/activities at one time. The Aux Sable Flexhall is available to rent to user groups to host activities such as Judo or activities that require a low-impact surface. The Aux Sable Flexhall has a specialty sprung floor with a fully matted surface. This space can accommodate practices, tournaments and competitions.

For detailed information about program cost, revenue, full-time equivalent, basic program attributes, and program results, refer to the [Program Summary Report](#).

Reason for Offering: The ATCO gymnasium serves multiple purposes for the City of Fort Saskatchewan and surrounding community. As a public gymnasium, it is available for residents to book for sports, recreation and special events. The gymnasium also serves as a studio space where various city run fitness and wellness classes are offered to our residents.

The Aux Sable Flex Hall is a specialized facility unique to the region and Alberta. The matted sprung floor facility is home to the local judo club, serves as a studio space for low impact fitness and wellness programs and is used to hold judo tournaments & provincial championships.

Service Levels: The ATCO gymnasium and Aux Sable Flex Hall are available for use during the Dow Centennial Centre’s operating hours. Both spaces have lower rental rates making these spaces affordable to local users looking to make use of them. The spaces are fully equipped with various sports and gymnasium equipment. Both spaces are regularly maintained and cleaned by city staff.

Inventory/Volume/Demand:

	Total Hours Booked
Full Gym	1,723.5
Gym A	496.25
Gym B	377.75
Total Hours	2597.5

* Includes City Programs, Spontaneous Use and Rentals.

	Total Hours Booked
Flex Hall	369.25

*Includes rentals and City Program Hours in the space.

Profile of Users: The ATCO gymnasium’s main users would be adults participating in the various registered fitness and wellness programs. In the evening, youth are the primary users whether they drop in to play basketball or rent the gymnasium for a team practice such as volleyball.

The Aux Sable Flex Hall has a mix of users. Adults and seniors make use of the space while participating in a variety of our registered, low impact fitness and wellness classes such as yoga. The local judo club rents the space several times per week to run their judo programs. Children make up the third primary user as the space is ideal for programs such as Sport ball.

RECREATION, SPORTS, FITNESS AND WELLNESS SPONTANEOUS USE

PBB Program Area Description/Overview:

Provide spontaneous use opportunities to suit the interests and needs of all ages, stages, and abilities in the Dow Centennial Centre. The main use of the facility is in the 22,000-square-foot Apple Fitness Centre. This space provides cardio equipment, free weights, and a variety of other fitness equipment. The space is also equipped with a spin bike node, where spin bikes are available for the general public using the facility or for drop-in fitness opportunities. The fitness centre extends into the ATB Wellness Studio to offer additional opportunities for patrons, including specialized fitness equipment, drop-in fitness class opportunities, and an open space for fitness activities. The Umicore Indoor Track provides a space for walking and running indoors. The Sherritt-CEP Arena, ATCO Gymnasium, and Nutrien Soccer Field also offer drop-in activities to the public at various times that are included in the facility's membership and daily admission fees

For detailed information about program cost, revenue, full-time equivalent, basic program attributes, and program results, refer to the [Program Summary Report.v](#)

Reason for Offering: The ATCO gymnasium serves multiple purposes for the City of Fort Saskatchewan and surrounding community. As a public gymnasium, it is available for residents to drop in to play a variety of sports and activities. The gymnasium also serves as a studio space where various city run drop in fitness and wellness classes are offered to our residents. To provide opportunities for people of all ages and abilities to work out, walk the track, take drop-in classes to improve physical and mental health.

The Aux Sable Flex Hall is a specialized facility unique to the region and Alberta. The matted sprung floor facility is home to the local judo club but also serves as a studio space for drop in, low impact fitness and wellness programs.

Service Levels: The ATCO gymnasium is available for use during the Dow Centennial Centre’s operating hours. While the gymnasium is heavily used for fitness and wellness and rentals, time is set aside to provide for drop in spontaneous use. The gymnasium is fully equipped with various sports and gymnasium equipment and is regularly maintained and cleaned by city staff.

The Aux Sable Flexhall is not available for drop in spontaneous use due to the specialized sprung floor and padded mats. Only instructed programs and judo rentals occur in the Aux Sable Flexhall.

Inventory/Volume/Demand: *The gymnasium is the only space that is used for spontaneous usage. For 2022, spontaneous use schedules were included as part of the Leisure Guide. These schedules are maintained seasonally. A variety of options between the full and half gymnasium are offered to the public daily. The most popular times are basketball and spontaneous use. During spontaneous use times you will most often find youth and children participating in court sports such as basketball, volleyball and badminton. Spontaneous gymnasium usage is recorded in the Fitness Centre Drop In times as this is where the revenue is captured.

2022 Total Headcount (Apple Fitness Centre, Umicore Track, Drop in users)													
2022	Jan	Feb	Mar	Apr	May	Jun	July	Aug	Sept	Oct	Nov	Dec	Totals
Fitness Centre	5,174	5,530	6,917	5,664	4,637	4,336	4,398	4,177	4,430	4,697	4,924	4,930	59,814

Track	1,556	1840	2231	1341	738	530	484	514	645	875	1479	1579	13,812
Drop-In Schedules (Gymnasium, Fitness Classes and Soccer)	1333	1430	2536	1629	909	925	986	1163	1444	1579	2314	2167	18,415
Totals													

- **One and Done (ages 12-14):** Our certified trainers teach proper techniques for strength training, and help youth learn how to act responsibly in a Fitness Centre. After completion, they can work out in the Fitness Centre on their own. There were 120 participants in 2022.
- **Fitness Services, Personal Training and Group Training:** Training sessions are excellent for rehabilitation, pre and post-natal workouts, athletic and sport specific conditioning. Our certified trainers help customers improve their health and fitness with a safe and sensible program.

Frequency or Response Timing: 2022 Operating Hours are Monday – Friday from 6:00 am - 9:00 pm, Saturday from 7:00 am - 8:00 pm, Sunday from 8:00 am - 8:00 pm, Dow Centennial Centre fitness centre is open for use on the following statutory holidays from 10 am -6 pm, Family Day, Good Friday, Easter Monday, Victoria Day, Heritage Day, Labour Day, and Thanksgiving Day. The Dow Centennial Centre is closed New Year’s Day Jan 1, Canada Day July 1, Truth and Reconciliation Day Sep 30, Christmas Day Dec 25 & Boxing Day Dec 26.

Service Levels: Fitness staff continually clean and sanitize all equipment and cardio equipment. Regular inspection and servicing is completed on all cables, pulleys, cardio machines and free weight equipment. Equipment needing repairs or servicing is done as soon as possible to minimize the amount of time equipment is placed out of order. Numerous television screens are placed throughout the centre offering a full menu of channels to our customers. Cable music is provided throughout the centre offering a full menu of genres selection for our customers.

Profile of Users: The ATCO gymnasium’s main users would be adults participating in the various drop in fitness and wellness programs. In the evening, youth are the primary users dropping in to play a variety of activities such basketball, badminton, or floor hockey. Most of our fitness centre users fall within the adult user group. Within the adult user group, men are the majority of users. The majority of our track users fall within the adult user group. Track users are a mix of walkers and recreational joggers. The current trend of children and youth accessing the facility in 2022 has increased in the post pandemic return to service.

The Aux Sable Flex Hall has a mix of users. Adults and seniors make use to the space while participating in a variety of our drop in, low impact fitness and wellness classes such as yoga.

INDOOR ARENAS - RENTALS

PBB Program Area Description/Overview: This program includes the year-round operations of the 3 indoor arenas in the City, Dow Centennial Centre (Sherritt-CEP Arena), JRC (Jubilee Recreation Centre), SPX (Sportsplex). The primary use of the arena surfaces is for ice sports, with a secondary usage of dry surface boarded sports and recreation activities. The arena facilities provide spaces for recreation community groups to rent for various leagues, practices, tournaments, and competitions. The Sherritt-CEP Arena, located at the Dow Centennial Centre, can be used to facilitate special events, such as tradeshow, when the ice is removed.

For detailed information about program cost, revenue, full-time equivalent, basic program attributes, and program results, refer to the [Program Summary Report](#).

Reason for Offering: Fort Saskatchewan has a very active ice use community. Hockey, figure skating, ringette,

school programs and non-profit groups such as the Robin Hood Association make use of the indoor ice surfaces. In addition to organized sport, drop in recreational opportunities such as public skating, adult shinny, and puck & play programs are made available to our residents. Arena operations have expanded to become year-round with the growth of sports such as lacrosse and ball hockey. The concrete slabs inside arenas make for a great surface for these sports. Traditional outdoor sports such as baseball and softball also make use of these dry pads for their spring training and evaluation camps in the early spring season before they begin practicing and playing outdoors.

As the city has no other large indoor expo/convention centre, the dry pads make for an ideal location to hold special events such as the annual spring tradeshow at the Dow Centennial Centre.

Service Levels: The City of Fort Saskatchewan operates three arenas year-round. To ensure we provide at least one ice surface to all local user groups, careful planning is done each year to schedule when the ice will come out and go back in for each arena. This allows us to serve ice user groups wanting to use ice throughout the year. The Dow Centennial Centre arena is open for use on the following statutory holidays from 10 am -6 pm, Family Day, Good Friday, Easter Monday, Victoria Day, Heritage Day, Labour Day and Thanksgiving Day, while all other arenas remain closed. The Dow Centennial Centre is closed New Year’s Day Jan 1, Canada Day - July 1st, Truth and Reconciliation Day - Sep 30 , Christmas Day - Dec 25 and Boxing Day - Dec 26. The City of Fort Saskatchewan operates three arenas year-round. To ensure we provide both a dry surface and ice surface to all local user’s groups and special events, carefully planning is done each year to schedule when the ice will come out and go back in for each arena and when dry pad dates will be available. In general the ice is removed starting at the end of March each year and then ice surfaces are all in for use after the September Long Weekend. This allows us to serve as many user groups wanting to use either a dry pad or ice throughout the year. The Dow Centennial Centre arena is open for use on the following statutory holidays from 10 am -6 pm, Family Day, Good Friday, Easter Monday, Victoria Day, Heritage Day, Labour Day and Thanksgiving Day, while all other arenas remain closed. The Dow Centennial Centre is closed New Year’s Day Jan 1, Canada Day July 1, Truth and Reconciliation Day Sep 30 , Christmas Day Dec 25 & Boxing Day Dec 26.

Inventory/Volume/Demand:

2022 Indoor Ice Surface Bookings January 1 to June 30 and September 1 to December 31			
	Sherritt-CEP Arena	JRC Arena	SPX Arena
Rental hours available	6144	5814	5814
Rental hours booked (Prime and Non-Prime)	3000.5	1869.25	1579.75

*Prime hours are Monday to Friday, 5:30 - 10:00 pm, Saturday & Sunday, 8:00 am - 10:00 pm.

**JRC is not open during non-prime hours on weekdays

To accommodate both ice and dry pad user groups, ice removal and installation is staggered in each arena to provide the least disruption to all user groups’ playing seasons.

Summer Ice

Sherritt-CEP Arena Summer Ice (July 1 – Aug 31)

- Total hours booked for 2022 was 443.5 hours.

JRC

- Summer Ice booked for a total of 137.75 hours.

Sportsplex

- There is no summer ice available at the Sportsplex.

Fort Saskatchewan Minor Hockey, private hockey schools and development camps book the majority of Summer Ice.

Policy Alignment: Ice Allocation Policy Gov-011-C

Profile of Users: The primary users of our arena ice are local youth participating in hockey, figure skating and ringette. Adult users would be our second primary user renting ice for various late evening leagues and practices. The primary user of our arena dry pads are local youth participating in lacrosse, ball hockey, baseball and softball. This year the primary usage was only by lacrosse – the return to dry pad sports is lower than other sports groups. For one week in the spring, the annual tradeshow is the primary user of the Dow Centennial Centre dry pad.



INDOOR FIELD - RENTALS

PBB Program Area Description/Overview:

This program is for the operation of one boarded indoor turf sports field for user groups and individuals to rent for their various leagues, practices, rehearsal/warm-up for dance competitions and recitals, tournaments, and competitions. The indoor turf can be covered to provide a hard surface space for tradeshow and special events throughout the year. The indoor sports field is located in the Dow Centennial Centre and is named the Nutrien Soccer Field

For detailed information about program cost, revenue, full-time equivalent, basic program attributes, and program results, refer to the [Program Summary Report](#).

Reason for Offering: The Nutrien Indoor Soccer field is rented throughout the fall and winter months by the local youth soccer association. In addition to the local users, other surrounding soccer associations and adult leagues rent the field for practices and games. During the spring, our local lacrosse, baseball and softball users rent the field for practices, camps and try-outs.

When not used for sport, the indoor soccer field is used as a rehearsal and warm up area for dance festivals.

Several times throughout the year, the indoor turf is covered to convert the field into an expo centre. Regular events such as the annual spring tradeshow, Alberta Showcase in the fall and Christmas market are regular renters of the space.

Service Levels: The Nutrien Indoor Soccer field is available for rental during the Dow Centennial Centre's operating hours. As the only indoor soccer turf facility in the city, the local youth soccer association is given priority to book their practices and games before other rental requests from October to March. Only a few blackout dates are permitted to host special events such as the Christmas marketplace and Alberta Showcase. In the spring, local user groups like lacrosse, baseball and softball are given booking priority. The only blackout dates are to host the annual spring tradeshow.

Fitness and wellness programs are run during the day when demand for the field is the lowest. This provides time in the evenings for all other rental requests such as dance festivals, non-local user requests or private bookings.

The indoor field is maintained and cleaned regularly by city staff.

Inventory/Volume/Demand: The Soccer Field at the Dow Centennial Centre can be used as a full field or divided into Field A and Field B. The majority of the rentals at the Soccer Field take place in Prime-Time hours.

Dow Centennial Centre Nutrien Soccer Field Rentals and Program Use (Hours)			
	City Programs	Rentals	Total Booked
Soccer A	221.00	63.25	284.25
Soccer B	44	503	547
Full Soccer	225.75	809.25	1035
Total Hours	490.75	1375.5	1866.25

Soccer Field rental hours available annually: 5,746 - Overall field usage: 32.5%

Profile of Users: The majority of users of the field in the evenings and weekends are youth soccer, lacrosse, baseball and softball. During the weekdays the field is used by adults and seniors participating in fitness and wellness programs. During the spring dance festival season, the indoor field is heavily used by youth for rehearsals and warmup prior to their dance competition.

SHEEP GRAZING PROGRAM

PBB Program Area Description/Overview:

Manage and promotion of the sheep grazing program.

For detailed information about program cost, revenue, full-time equivalent, basic program attributes, and program results, refer to the [Program Summary Report](#).

Reason for Offering: From 1992 – 1994 we had between 400 and 450 sheep grazing during the summer. The grazing lands started out at about 150 acres and were comprised of the old jail grounds and CN rail bed adjacent to downtown. The property has continually been sold off for development and since 1995 we have had a reduced sheep flock of approximately 50 sheep. The focus of the program has also shifted from actual turf maintenance to a tourist attraction. The interaction between the Shepherds, dogs and sheep draws anywhere up to 100 plus visitors a day.

Service Levels: The sheep grazing season runs from the first Saturday in June to Labour Day in September. Visiting hours for the sheep for 2023 are Wednesday to Saturday from 1:00 - 8:00 pm. There is a pen at the Fort Heritage Precinct where they spend Wednesday to Saturday.

The sheep spend their non-visiting time at a field along River Road owned by Nutrien. An agreement is in place for the use of the space between the City and Nutrien.

Inventory/Volume/Demand: It is estimated that 100+ residents and visitors visit the sheep each day.

Legislation, Regulations or Standards: National Farm Animal Care Council – Standards of Care

Profile of Users: The Sheep Grazing Program is enjoyed by residents and visitors of all ages.

HIGH-PERFORMANCE SPORTS FIELD - RENTAL

PBB Program Area Description/Overview:

Operate one full-sized, FIFA standard, outdoor synthetic turf sports field, complete with change rooms, public washrooms, athletic therapy room, concession, grandstand seating, lights and a press box for area user groups to rent for their various leagues, practices, tournaments and competitions.

For detailed information about program cost, revenue, full-time equivalent, basic program attributes, and program results, refer to the [Program Summary Report](#).

Reason for Offering: The artificial turf field provides a venue for Fort Saskatchewan's outdoor user groups participating primarily in the sports of football and soccer. The artificial field is available for use by all outdoor field sports such as lacrosse, rugby, baseball and softball. The artificial field is accessible to the adjacent high school to use for their physical education classes, intramurals and extracurricular programs. The field is also used by the city to run outdoor fitness and wellness programs.

Service Levels: The artificial field is open for use from April 1 through to mid-November, 6:00 am - 10:00 pm, weather dependent. The field is closed during the winter months. The facility is equipped with stadium lights allowing rentals to occur after the sun sets. This is beneficial especially for the fall high school and club football season.

The facility is regularly maintained and cleaned by city staff.

Inventory/Volume/Demand:

2022 Taurus Field Bookings April 1 – November 15	
Rental hours available	3652
Rental hours booked (Prime and Non-Prime)	549
City program hours*	0
Overall percentage of use	15%

*City Programs and Drop-In times were not scheduled in 2022. Programs and Drop-In times are scheduled to return in 2023.

Standard Operating Procedures/Specifications: Synthetic Sports Turf Safety and Maintenance

Profile of Users: Taurus Field is utilized by the following user groups: Fort Saskatchewan Minor Football, St. Andre Bessette High School*, Fort High Sting Football Team, Ardrossan Minor Soccer, Capital District Minor Football Association, Sturgeon Composite High School, Fort Saskatchewan Soccer, and Edmonton Elite.

*St. Andre Bessette High School uses Taurus Field during school hours. The school uses what they need under the Reciprocal Use Agreement.

THEATRE AND PERFORMING ARTS CENTRE - RENTAL

PBB Program Area Description/Overview:

Manage the rental of the theatre and the Dow Centennial Centre by promoters, community groups, dance school, conferences, sports groups, and more. Manage, recruit and support volunteers at the Shell Theatre. Provide ticketing services for City and public events throughout the community at different City venues.

For detailed information about program cost, revenue, full-time equivalent, basic program attributes, and program results, refer to the [Program Summary Report](#).

Reason for Offering: The Shell Theatre provides a performing arts venue for the city and catchment area. Supporting local, regional and provincial clients with a professional space specially equipped to operate their conferences, dance (recitals, rehearsals, and festivals), industry meetings, theatre and live music shows the theatre allows for private functions and public offerings. An accessible space, the theatre staff supports local schools, cultural organizations, private businesses and regional touring events while making culture available to the community of Fort Saskatchewan. Many of these events use different parts of the Dow Centennial Centre in support of these events. From staging areas for activities to multi-venue conferences, this operation brings between 60,000-80,000 clients and patrons to Fort Saskatchewan consistently year to year.

Service Levels: The theatre is available for facility rental January 1 - December 20 with 28 days per year dedicated to maintenance of the specialized equipment by our staff. Busiest from February-June in support of music festivals, school drama productions, dance festivals and school graduations. Bar Services are supported by theatre staff for shows with significant demand.

Inventory/Volume/Demand:

Shell Theatre and Performing Arts Centre Rentals					
Year	Days Booked	Maintenance	Days Used	%	Total Attendance
2010	175	16	191	63.67	55,206
2011	184	18	202	67.33	55,168
2012	185	13	198	66.00	78,608
2013	156	20	176	58.67	61,562
2014	188	19	207	69.00	83,918
2015	242	23	265	88.33	75,965
2016	233	32	265	88.33	80,667
2017	205	18	223	74.33	76,224
2018	210	22	232	77.33	79,553
2019	203	40	243	81.00	80,335

Frequency or Response Timing: Theatre staff are available from 8:00 am - 4:30 pm Monday to Friday to support clients and may be available during event operation on evenings and weekends as required.

Standard Operating Procedures/Specifications: Theatre Alberta – Safe Stages

Policy Alignment: FIN-007-A: Cash Handling Policy and Procedure; GOV-001-A: Access to Information & Protection of Privacy Policy and Procedure.

Legislation, Regulations or Standards: Occupational Health and Safety – Code, Act and Regulation; Alberta Fire Code; National Food Safety – Alberta, Alberta Gaming, Liquor and Cannabis Legislation, Canadian Copyright Act

Profile of Users: Shell Theatre is used to support events from the following groups: Local Service Organizations like Fort Saskatchewan Chamber of Commerce, Boys & Girls Club and Family's First Society. Local Arts Organizations like Community Band, Josephburg Choir, Sheeptown Players and the Fort Saskatchewan Music Festival. Local Industry, Local and Regional Schools, Dance Studios (local, regional and provincial), Dance Festivals (local, regional and national), Provincial Service Organizations like the Arts Touring Alliance of Alberta, RATS, and Railway and Provincial or National Promoters.

THEATRE AND PERFORMING ARTS CENTRE - SERIES

PBB Program Area Description/Overview:

Curate, promote, coordinate, host and operate the Shell Theatre season, including artist contracting, marketing, grant writing, bar service and patron engagements. Manage, recruit and support volunteers at the Shell Theatre. Provide ticketing services for all Shell Theatre Series events, including setup, sales and providing patron customer service.

For detailed information about program cost, revenue, full-time equivalent, basic program attributes, and program results, refer to the [Program Summary Report](#).

Reason for Offering: Producing live events for the community builds cultural engagement opportunities for Fort Saskatchewan and the larger surrounding catchment area. Offering a variety of different artistic genres annually, the Shell Theatre puts Fort Saskatchewan on the map regionally and provincially through national artists' routes, regionally collaborating, local curation and the highest quality events possible.

Service Levels: Offering shows annually from October through May enables the community a local indoor entertainment facility during the winter months. With specialized equipment and staff to support many

different types of events, the professional standard of operation is maintained allowing artists, management, and patrons the highest event quality possible. As a producer for live events the City contracts a large variety of cultural talent from across the nation including dance, circus, theatre, music, and poetry. These also include collaboration with local producers to bring local talent to a professional stage.

For one week in November (over school break) and two weeks in the summer, the theatre offers educational theatre programming for 40-60 students per session. Educating participants about theatre operations, show creation and production, and the growing of the next generation of culture lovers is essential to the continued resiliency of the space.

Inventory/Volume/Demand:

Shell Theatre and Performing Arts Centre Series				
Year	Qty of Shows	Total Attendance	Sold Out Shows	Season Highlights
2015	24	6522	4	Opera, Latin, Indigenous, Local, Brett Kissel
2016	27	7005	6	Ballet, International Guitar, (2) local theatre productions, Terri Clark
2017	27	8394	7	National Broadway tour, (3) local theatre productions, Barenaked Ladies, Spoken Word, Indigenous
2018	26	7856	5	(2) local theatre productions, Alberta Opera, Ballet, Indigenous, Jann Arden and Matthew Good
2019	26	7334	4	(4) National Tours, National Ballet Debut, Classic Albums Live, Burton Cummings, Serena Ryder
2020	6	389	0	Restricted operation due to pandemic
2021	9	2835	0	Restricted operation due to pandemic
2022	20		4	Reduced programming due to gradual return from pandemic restrictions; (6) national tours, Randy Bachman, Classified and Serena Ryder

Frequency or Response Timing: Planning is often a year in advance.

Standard Operating Procedures/Specifications: Theatre Alberta – Safe Stages

Legislation, Regulations or Standards: Occupational Health and Safety – Code, Act and Regulation; Alberta Fire Code; National Food Safety - Alberta

Profile of Users: The Performing Arts Centre audience is, on average, between 32-68 years of age with ticket purchasers over 80% female. Patron reporting shows over 50% from Fort Saskatchewan, over 30% from the catchment area north and east of Fort Saskatchewan and the remaining 20-25% from Sherwood Park or Edmonton areas. Some events draw audiences from much further including Saskatchewan and British Columbia. Artist implied by this program are over 90% Canadian, while the remaining artists are from the United States, Mexico, Europe or Australia.

TOURISM ADVERTISING, EDUCATION AND VISITOR INFORMATION

PBB Program Area Description/Overview:

Coordinate the City's tourism advertising program, tourism education initiatives, and visitor information at the Dow Centennial Centre and Fort Heritage Precinct.

For detailed information about program cost, revenue, full-time equivalent, basic program attributes, and program results, refer to the [Program Summary Report](#).

Reason for Offering: To provide information to visitors and residents to Fort Saskatchewan. To encourage visitors and residents in the Capital region to come to Fort Saskatchewan for day trips and weekends.

Service Levels: A self-serve visitor information area is available at the Dow Centennial Centre. It provides information on local, regional, provincial, and interprovincial tourism attractions and campgrounds. It is open the same hours as the Dow Centennial Centre and is available year-round.

A full-service visitor information centre is available at the Warden's House. It provides information on local and regional tourism attractions and regional heritage sites. It is open the same hours as the Fort Heritage Precinct. There are extended tourism season hours.

May Long Weekend to September Long Weekend

Monday to Saturday 10:00 am - 4:00 pm

September Long Weekend to May Long Weekend

Monday to Friday 10:00 am - 4:00 pm

Inventory/Volume/Demand: In 2022, 717 visitors came to the Warden's House to visit the gift shop, ask for information about the site or tourism more broadly in Fort Saskatchewan, or simply to explore the main level of the Warden's House. Statistics are not kept at the Dow Centennial Centre.

Profile of Users: Of all Warden's House visitors who came to the Fort Heritage Precinct in 2022, the majority lived in Fort Saskatchewan, with others visiting from elsewhere in the Edmonton Capital Region, or province. Approximately one-fifth of visitors in 2022 came from somewhere in Canada other than Alberta, or from another country.

Across all categories, adult women were the most likely demographic to visit the Fort Heritage Precinct in 2022.

TRUTH & RECONCILIATION

PBB Program Area Description/Overview:

The City of Fort Saskatchewan is committed to Truth and Reconciliation. The City recognizes the need to support all Indigenous communities, understand the truth of Canada's colonial history, and celebrate and uplift Indigenous voices, culture, and tradition.

For more information about Truth and Reconciliation work in Fort Saskatchewan click [here](#).

Reason for Offering:

Reconciliation between Indigenous and non-Indigenous people is a process of healing relationships which requires public truth sharing, apology, and commemoration that acknowledges and redresses past harms. Reconciliation requires joint leadership, trust building, accountability, and transparency.

It is also important to recognize that the process of Truth and Reconciliation is a long-term commitment.

Establishing a base of knowledge and beginning to build relationships with Indigenous communities will be an integral component of Truth & Reconciliation.

Service Levels: City events recognizing Indigenous culture and reconciliation efforts are held for National Indigenous Peoples Day and National Day for Truth and Reconciliation. The City recognizes the need to include the voices of Indigenous Peoples and create connections between the City and Indigenous community members. The fluid and changeable nature of this work means that our plans and timelines will need to remain flexible as we continue to learn about our role in this process.

Legislation, Regulations or Standards: Truth and Reconciliation Commission of Canada: Calls to Action; United Nations Declaration on the Rights of Indigenous Peoples

Profile of Users: Indigenous communities, City staff, and all residents of Fort Saskatchewan.