

**City of Pitt Meadows
Pitt Meadows, British Columbia, Canada**



Working Together for Results

**2012 Business Plan
Community Development,
Parks & Recreation
Community Services Department**



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Attachment A Decision Package None

1.0 Executive Summary

The Community Services Department is comprised of two functions: Youth Services and Neighbourhood Development.

Youth Services oversees the Greg Moore and Pitt Meadows Youth Centres and provides recreational program services for preschool children (0-5 years), school age children (6-12 years), and youth (13-18 years) throughout Pitt Meadows and Maple Ridge.

Programming utilizes a benefit-based approach with a focus on active living and leadership development. As concerns grow regarding inactivity levels and the effects of the growing number of children living in poverty, partnerships have been developed to offer programming within a collaborative framework increasing the department's ability to respond to the growing needs of these age groups.

Community Services recognizes the important role that neighbourhoods play in overall community health and wellness. Neighbourhood Services supports neighbourhood development; neighbourhood network development; and neighbourhood contribution to community wide initiatives.

2.0 Strategic Plan Alignment

Transportation

- Promoting the health benefits of alternative methods of transportation like cycling and walkable neighbourhoods.
- Examining strategies and partnerships to increase the use of the Youth Services passenger bus.
- Continue to promote cycling and model as a mode of transportation by Parks and Leisure staff.
- Continue to investigate the policies and procedures regarding the use of electric bikes.

Development

- Engage stakeholders in community planning processes to ensure that community needs are being met.
- Utilize the OCP, the City's Corporate Strategic Plan and the Maple Ridge Pitt Meadows Parks, Recreation and Culture Plan to ensure services contribute to the healthy development of the community.
- Provide facilitation or other support as needed to Municipal initiatives that engage citizens.
- Function in an open manner by including neighbourhood input when planning leisure services.

Community Services

- Ensure recreation services are accessible to all citizens.
- Promote community health and wellness through participation in recreation and community involvement.
- Involve neighbourhoods in defining their leisure and recreation needs and in developing positive solutions.
- Provide opportunities to develop community capacity through leadership training workshops, networking, community initiated projects, and information sharing forums.
- Support opportunities that encourage a sense of community identity and pride.
- Continue to work with other departments to further enhance the safety of all our facilities through the Core Security Team.

- Plan effective use of municipal facilities including the Greg Moore Youth Centre, Pitt Meadows Youth Centre and South Bonson.
- Provide inclusive opportunities that engage citizens in decision-making regarding leisure facilities, parks and services.
- Provide all community members with an opportunity to participate in identifying community recreation needs or to contribute suggestions on service improvements.
- Connect citizens to the community through involvement in recreation, community festivals and neighbourhood activities.
- Utilization of community resources in recreation programming services, particularly in outdoor activities for youth and children.

Governance

- Using sound financial management practices in the delivery of leisure services.
- Considering alternative approaches to providing quality, cost-effective leisure services.
- Provide education and leadership regarding the importance of considering the interconnectedness of the principles of sustainability.

3.0 Department Services

Services Provided

The Community Services department provides leadership in Preschool, Children & Youth Services and Neighbourhood Development:

- Providing children and youth with active and social recreation programs.
- Providing children and youth with leadership development opportunities.
- Providing licensed after-school care focused on active healthy lifestyles in partnership with School District No. 42.
- Developing partnerships to provide specialized preschool programming.
- Liaising and participating on the Community Network's Early Childhood development Committee and the Middle Childhood Matters Committee.
- Developing partnerships to assist in supporting Children and Youth with specialized behavioural or support needs.
- Building community through neighbourhood connections, capacity building and leadership development.
- Connecting Citizens to neighbourhood consultations for planning, design and community initiatives.
- Facilitating neighbourhood change initiatives.
- Working together with other departments to support neighbourhoods in problem solving.

Customers

- Children (0-12 years)
- Youth (13-18 years)
- Young Adults (19-24 years)
- Families
- Parents
- Neighbourhoods
- Neighbourhood Associations
- Community Associations
- Community Partners
- Community Organizations
- Internal Departments
- Non-profit Service Providers

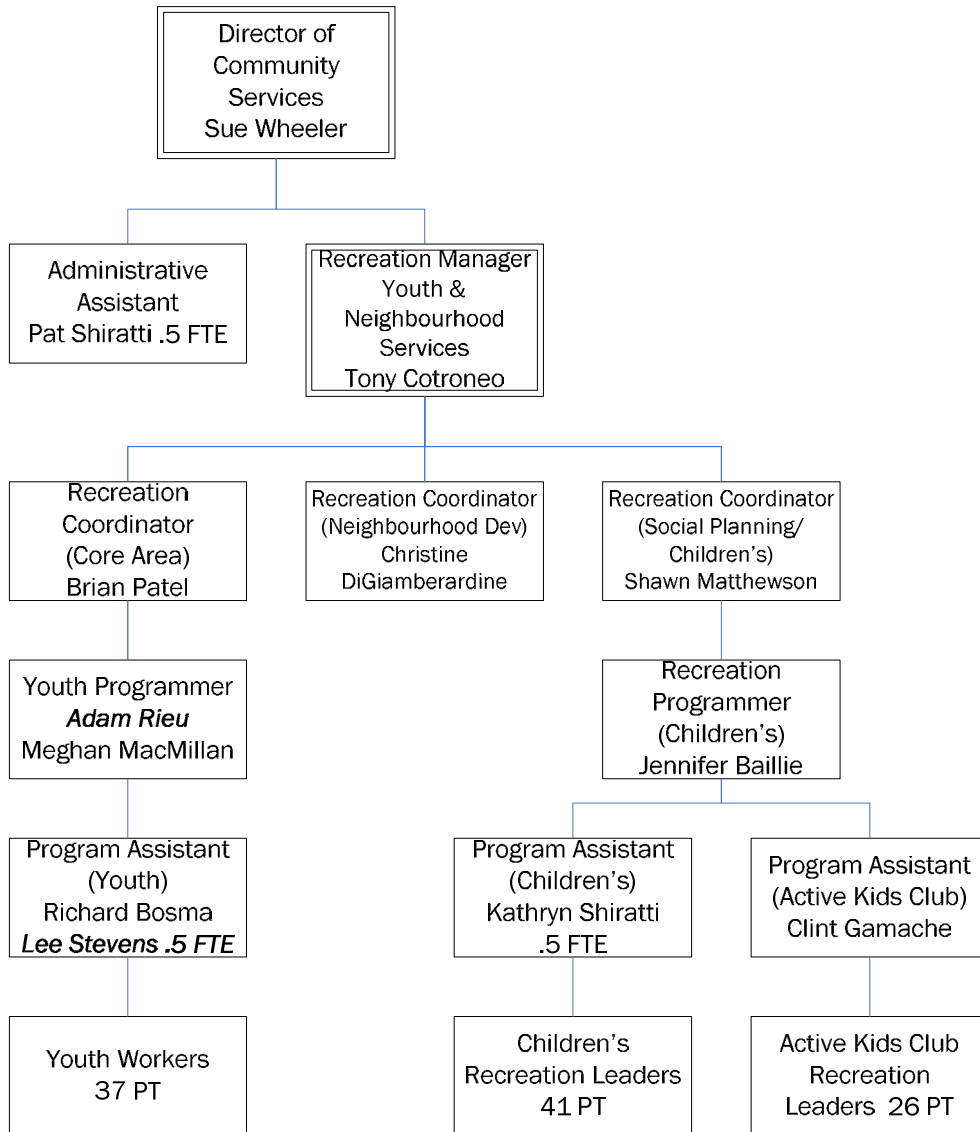
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Values

See CDPR Administration business plan for full details.

- Connected Community
- Collaborative Community
- Energized Community

Organization Chart



▪ **Staff located in Pitt Meadows show in bold and italics**

Total Expenditure Budget = \$1,001,801

Pitt Meadows Cost Share = \$ 207,885

Full-Time Equivalent Staff = 18.61

Interdependencies

Engineering, Planning, Economic Development, RCMP:

- Share resources, information, research, and community connections.
- Areas of work, or community partnerships, overlap and/or compliment, requiring ongoing communication.

4.0 Successes in Last Year

2011 Deliverables Proposed in Business Plan	Detailed Progress as of (Sept 30/11)	% Complete
Create an interactive sustainability presentation.	Deferred until 2012.	0%
Research funding for sustainable spaces at youth centres (i.e. "green" office space, garden/greenhouse).	Cancelled; unable to proceed due to lack of funding.	0%
Utilize community research, consultation processes (focus groups, surveys, evaluations), and evidence-based best practices and respond by adjusting programming to meet expressed needs.	Complete.	100%
Coordinate with other departments to design and implement preschool and children's recreation programming in South Bonson Centre.	Complete.	100%
Represent departmental interests on the Records Management Committee, assist in records management software selection and implementation, and assist in the implementation of appropriate records management practices in the Department.	Several meetings held with nearly all sections completing their review of file classifications. Work continues to ensure file structure is followed.	100%
Promote the benefits of children participating in recreation through all promotional materials, and through connections with School District and community partners.	Complete.	100%
Work with Active Living to support the development and promotion of "low cost" recreational opportunities flyer.	Complete.	100%
Reviewing gaps in services/asset mapping. Involvement in the collaborative consultation of the Early Childhood Development (ECD) Committee.	Complete.	100%
Work with ECD Committee to develop and distribute educational	Complete.	100%

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2011 Deliverables Proposed in Business Plan	Detailed Progress as of (Sept 30/11)	% Complete
information to the community about the benefits of play.		
Work with Eric Langton and Highland Park Hub partners to explore an alternative to subsidized recreation by investigating funding options to design children recreation program opportunities and pilot after school “free” recreation programs.	Complete. Successful applicant for the Ridge Meadows Hospital Foundation grant to offer lunch time and after school free programming at Eric Langton and Hammond Elementary Schools; program will also be offered at Glenwood Elementary.	100%
Work with the School District to increase access to school gyms for after school recreation programs.	Complete.	100%
Develop more leadership development based programming.	Complete.	100%
Attend Opening Doors Network meetings to support the work with to create a streamlined approach between youth addiction agencies to providing support to youth with Alcohol & Drug problems and ensure that all youth services staff are aware of referral processes.	Complete.	100%
Maintain data collection/reporting systems and assist other Dept. and community departments to establish effective security procedures and effective documentation tools.	Complete.	100%
Work with Facilities Department to ensure proper location for security cameras. Investigate privacy issues for locating cameras in outdoor public areas.	Complete. Developing procedures.	100% 50%
Expand youth participant evaluations and customer service survey utilizing the intranet and facility exit surveys.	Complete – Survey Monkey is used rather than internet or facility exit surveys.	100%
Support Listen to Us Youth Facilitation Committee with presentations to share the youth recommendations from this project and implement changes to youth services programs based on the recommendations from the Listen to Us youth needs assessment results.	Complete.	100%
Work with Recreation Division to connect with Katzie to encourage participation and explore	Complete.	100%

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2011 Deliverables Proposed in Business Plan	Detailed Progress as of (Sept 30/11)	% Complete
opportunities to work together to provide transportation to existing youth services programs.		
Design and implementation of community input workshops/process in the planning and design of the PM Youth Action Park.	Complete.	100%
Work with Neighbourhood Associations and SEED grant recipients to develop a communication strategy, supporting planning activities designed to connect neighbourhoods to promote their ideas and share their successes and connect recipients with Parks & Leisure opportunities – i.e. active living initiatives, parks initiatives Support the planning of neighbourhood futures workshops.	Continue top work with neighbourhood groups to meet communication needs. Identified as an ongoing need.	100%
Research funding options for the Building Community Solutions project beyond 2010.	Complete.	100%
Work with Building Community Solutions Committee to design and offer educational materials and workshops regarding the importance of, and methods for creating, healthy Neighbourhoods, support promotion of SEED Grants and Block Party Kits to all Neighbourhoods, in particular to Neighbourhoods that haven't participated in the past.	Complete.	100%
Facilitate neighbourhood input processes to the design of the Community School program under the Community School Hub and Satellite location programs.	Complete.	100%
Work with Building Community Solutions Committee to design a template for neighbourhood consultation processes.	Complete. Funding unavailable; resulting in a new focus.	100%
Design opportunities to engage Katzie in South Bonson Community Centre planning processes.	Complete.	100%
Support the facilitation of a community gardening discussion, promote gardening opportunities, support process for developing a	Complete.	100%

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2011 Deliverables Proposed in Business Plan	Detailed Progress as of (Sept 30/11)	% Complete
community garden plan; promote educational sessions on the importance and benefits of community gardens support the development of a garden asset map and ensure broad community representation.		
Encourage Capacity Building/ sustainability strategies, throughout SD 42 for school neighbourhood gardens.	Complete.	100%
To investigate and research the purchase of an additional electric bikes or pedal bikes and collective gear.	Two pedal bikes have been purchased and one electric bike donated.	100%
Conduct parents of pre-schoolers focus group or survey.	Survey has been completed and focus groups will be conducted in the fall 2011.	75%
Develop new pre-school programs after the completion of the focus groups for parents of pre-schoolers.	To be completed in fall 2011.	25%
Continue to explore opportunities for training and education of staff regarding behavioural management.	Completed. Staff have attended training session throughout the year.	100%
Implement (children's) programs identified in focus group data.	To be completed by year end.	0%
Work with HR department to investigate whether systems used to manage other department functions could be adjusted and utilized to manage staff qualification documentation/renewal dates and staff scheduling.	Piloting scheduling software.	75%
In depth budget review of all programs including Active Kids Club and Summer programs.	Completed fall 2011, recommendations submitted.	100%
Develop connections with schools to promote the benefits of participation in specific programs through school newsletters and attendance at assemblies.	Two articles have been in the School Community Connections magazines. Regular access to contribute to school newsletters at all Active Kids Club Schools. Attendance at June assemblies to promote day camps.	100%
Reviewing gaps in services/asset mapping: involvement in the collaborative consultation of the Early Childhood Development Committee.	Complete.	100%
Provide information and training on the importance of the middle years for staff.	Training provided to Active Kids Club staff.	100%

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2011 Deliverables Proposed in Business Plan	Detailed Progress as of (Sept 30/11)	% Complete
Work with Middle Years Committee to review research and asset mapping project as it pertains to recreation services.	Deferred - delay in getting maps from UBC.	0%
To participate in Middle Years Matters Committee Strategic Planning process.	Complete.	100%
To pilot three Before School Active Kids Club programs at Hammond, Eric Langton and Highland Park Elementary Schools.	Completed. One Before School Care program will remain at Eric Langton.	100%
Research other communities work in the application of the 40 Developmental Assets to recreation programming through training of staff and curriculum development.	Work will begin pending the results of the asset mapping project of the Middle Childhood Committee.	0%
To implement a lunchtime and afterschool recreation program at Eric Langton and Hammond Elementary Schools as per the Ridge Meadows Hospital Foundation Community grant.	Complete; ongoing through Fall 2011.	100%
Expanding neighbourhood level after school recreation programs as access to school gyms and resources increase.	Working to introduce Neighbourhood programs (i.e., offered pre-school soccer at Whonnock Elementary and Babysitter Training at Albion Elementary in the evening), re-introduced Active Kids Club at Davie Jones.	25%
To incorporate the tenets of Experiential Education into all programming for pre-teens through staff training.	Complete.	100%
To expand Adventure Camp program series throughout all program seasons.	Successful summer programming; planning Winter 2011 Adventure Camp.	100%
Investigate privacy issues for locating cameras in outdoor public areas.	Research completed; need to follow the public surveillance system privacy guidelines and completed privacy impact assessment with Facilities department. Need to update surveillance system policies required.	10%
Develop Letters of Agreement with existing frontline service providers: <ul style="list-style-type: none"> ▪ Ministry of Child & Family Development (MCFD) and School District Community connections continue to develop relationship. ▪ Working on RCMP co-location in Greg Moore Youth Centre 	RCMP co-location complete. Store front school complete. International school complete.	100%

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2011 Deliverables Proposed in Business Plan	Detailed Progress as of (Sept 30/11)	% Complete
(evenings). <ul style="list-style-type: none"> ▪ SD42 – Store Front School. ▪ International School Program ▪ Wildplay. 		
To work with partners to provide youth opportunities to take part in regular ‘information sessions’ and ‘interactive workshops’ that focus on healthy lifestyles.	Sessions presented to Youth Council and facilitated by Fraser Health, Alouette Addictions, and Service Canada.	100%
To work with LC Facilities Coordinator to develop consumer exit interviews.	Re-working to better fit Youth Centre customers.	0%
Expand youth initiated participant evaluations and customer service survey utilizing the Internet.	Deferred to December 2011.	0%
To work with Youth Council, Promotions/Marketing staff and SD42 to increase participation at GMYC dances.	Strategies recommended will be implemented in the Fall.	75%
Implement storage ideas for PM outdoor sport court.	Complete.	100%
Begin process to build the Youth Park Mentorships Program in Pitt Meadows.	Program to be implemented in conjunction with Action Park opening in October.	100%
GMYC 10 Year Anniversary Celebration.	Celebration to take place October 15.	75%
To support the development of a community wide Youth Action Park Process through a community participation model in Pitt Meadows.	Complete - Park construction underway and due to open in the Fall.	100%
Work with Bylaws and Engineering Departments to create a barrier-free block party process.	Discussions with staff in Pitt Meadows and Maple Ridge identified changes which need to be made in order to reduce barriers; recommendations to be brought forward.	50%
Develop P&LS Neighbourhood website page.	Complete.	100%
Support Neighbourhood Associations to jointly design a community event.	Postponed until October Neighbourhood Champion meeting.	0%
Work with Neighbourhood Associations and SEED grant recipients to develop a communication strategy to promote their ideas and share their successes.	In progress	25%
To explore how the work of the Building Community Solutions committee will be maintained	Complete - shifted to a Neighbourhood Champion Model.	100%

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2011 Deliverables Proposed in Business Plan	Detailed Progress as of (Sept 30/11)	% Complete
through the possible transition to another model.		
Assist the Port Haney Neighbourhood Change Steering Committee to develop and prioritize an action plan.	Complete.	100%
Create a communication tool with internal departments to coordinate work with individual neighbourhoods.	Deferred until November.	0%
Assist the Neighbourhood Steering Committee with promotion of SEED Grants and block party kits to all neighbourhoods.	Promoted in Leisure Guides, press releases and at community events.	75%
Explore the possibility of creating a cross functional municipal neighbourhood team.	Team under development.	100%
Promote the School/Neighbourhood Garden program at the SD42 principal meetings and annual teacher's committee.	Requests made, presented at SD Board meeting in January- Repeated requests to speak at teachers conference were unsuccessful.	100%

Found Milestones

Youth Services

- "Fill your Bucket" initiative to promote positive behaviours in all programs.
- Weekly participation in the Westminster Savings free family swim.
- Community RCMP Day partnership with RCMP Youth Team.
- Addition of Davie Jones Active Kids Club.
- Two Early Childhood Development Behaviour workshops for parents and professionals.
- Middle Years Committee surveys in schools (6-12 years).

Neighbourhood Development

- Received a Community Connection Grant to engage stakeholders in the area of Eric Langton Elementary School in a Neighbourhood Garden planning process.
- Supported Cottonwood Park area residents to work with the Parks department to design and put in a Neighbourhood information board.
- Jim Diers workshop - Neighbourhood Power - Building Community One Neighbourhood at a Time - attended by staff from Recreation, Parks and Facilities and other municipal staff from MR and PM.
- Liaised with Parks staff and Thornhill Hall volunteers for a new well for the Hall.
- Liaised with Parks and Engineering staff to design and landscape the traffic circle at 132nd and 232nd.
- Arranged a conversation between residents and staff from Engineering, Bylaws, RCMP and the Fire Dept. to identify and respond to issues in the 103rd Avenue and 248th Street area.
- Supported the New Horizons Seniors Intergenerational Garden project grant application process on behalf of the School Neighbourhood Garden Steering Committee.
- Participated in and recruited participants for the Vancouver Foundation and Maple Ridge Community Foundation Community Conversations Process.
- Reviewed traffic concerns and possible solutions at Albion Elementary in conjunction with Engineering staff, Albion Elementary principal and the PAC president.

Ongoing Deliverables

Sustainability

- Participate in the Municipal Green Team and promote sustainability education and training in Children's programming.
- Research training opportunities for Community Services staff.
- Provide training opportunities focused on inclusion for children and youth services staff, inter-departmental staff, community partners and volunteers.

Core Security

- Work with partners to support individuals in successfully changing their behaviour in the downtown cores by establishing procedures, expectations and consequences.
- Continued development and leadership of the Core Security Team.
- Maintain and develop relationships with stakeholders, i.e. BIA, RCMP, Security Services, Trans Link to ensure a consistent approach to safety and security in both Maple Ridge and Pitt Meadows Core Areas.
- Ensure contracted security company is working within the established guidelines of the District.
- Work with RCMP and Security on the implementation of protocol on dealing with youth and adults causing problems in the core.
- Liaise with special events regarding safety and security at events/festivals.
- Maintain all documentation on municipal banning orders and MTI served.
- Provide public and staff education and awareness program focusing on safety and security.

Children's Services

Community Development

- Support of Eric Langton Hive.

Administration

- Participation on internal communication teams and networks; sharing Community Network research and initiatives.

Promotion

- Promote the benefits of participating in recreation programs and activities through community publications and partnerships.
- Provide educational displays and materials on the benefits of recreation and leisure for families at all community special events.
- Provide interactive environmental focused activities at all community special events.

Programming

- Provide educational opportunities to the Parent and Tot Drop-In programs.
- To review gaps in services through community asset mapping.
- Continue to design programs to maintain focus on active participation, nutritional education and awareness, and outdoor opportunities.

Youth Services

Programming

- Continue to update and implement Youth Services Orientation Manual.
- Focus on training youth workers by providing clear outline of roles and formally assigning mentorship opportunities
- Inter-Municipal sports and special events.

Integrated Youth Services

- Support the relationship between the Youth Centre Society and the Maple Ridge Pitt Meadows Youth Councils.
- Support Youth Centre Society in fundraising efforts.
- Provide support to the Youth Centre Society President in Leadership role (via monthly meetings).

Teen Resource Network

- Work with community partners to support youth in need of additional resources.

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- Continue to support the development and strengthening of the Teen Resource Network.
- Support the ongoing development of the Community Network's integrated case management committee to set guidelines, parameters and training.
- Participate in integrated case management community organized sessions and attend training sessions.
- Liaise with partners and encourage service delivery at Pitt Meadows Youth Centre.
- Continue to work with partners to provide information sessions on healthy lifestyles to Youth councils.
- Present monthly reports to the Community Network.
- To co-facilitate Teen Resource meetings and participate in community information sharing and problem solving.

Promotion

- Work with Youth Council to implement a youth strategy to positively promote youth in the community.
- Work with Youth Council, promotions/marketing team, SD42 to increase participation at GMYC programs and events.
- Highlight staff qualifications and achievements through local media publications.
- Enhance the Children's and Youth Services website.

Youth Program Expansion

- Continue to implement changes to youth services programs based on the recommendations from the Listen to Us youth needs assessment results.
- Continue to strengthen Youth Action Park Mentorship program in Maple Ridge/Pitt Meadows.
- Implement South Bonson youth drop in program and build a partnership with Katzie.

Maintenance

- Implementation of equipment and maintenance responsibility systems.
- Monitoring equipment life span plan and equipment replacement schedule.
- To work with Facilities department to ensure that facilities remain safe and operational.
- Reviewing and updating maintenance schedules/standards/contracts.

Youth Park

- Work with parks to continue the upgrading (restrooms and drinking fountain), safety, maintenance and cleanliness of the two youth parks.
- Support development of Youth Action Park Leadership team.
- Youth Action Park: program supervision and special events.

Community Processes

- Support the Youth Centre Society's goal of encouraging community leaders to promote inclusion of youth in community planning processes.
- Support youth groups in presenting their opportunities to Youth Councils.
- Continue to support the development of the Keeping Kids in School (Store Front School) and assist in building community connections.
- Continue to provide support and assist in building the "capacity" of the following organizations:
 - Iron Horse Youth Safe House
 - Iron Horse Youth Health Clinic sub-committee
 - Teen Resource Network
 - Community Awareness Team (prevention of sexual exploitation).
 - RCMP
 - Westridge Security

Katzie First Nations

- To link with Katzie to explore transportation opportunities that would increase youth participation in Parks & Leisure programming.
- To work with Health and Social Development team in creating a youth partnership drop in program at South Bonson Community Centre.

- Utilize the 22 passenger bus to transport Katzie youth to GMYC and PMRFC youth programs.

Neighbourhood Development

Community Building

- Work with Neighbourhood Champions and Associations to host bi-annual meetings, to share information and resources.
- Support Neighbourhood Associations to build capacity.

Neighbourhood Consultation/Community Planning

- Connect citizens to neighbourhood consultations for planning, design and community initiatives.

Community Garden Network

- Research potential garden funding sources.
- Continue to gather research which will support developing a community garden plan and the development of a garden asset map.
- Look for possible partnerships with Parks and Engineering on beautification projects, gardens, community gardens.

Neighbourhood Change Initiatives

- Facilitate neighbourhood engagement processes in identified neighbourhoods.

Supporting Neighbourhoods with Problem Solving

- Work with other departments to find solutions when neighbourhood issues are identified.

5.0 Significant Issues and Trends

- Growing evidence of the number of children/youth and families living in poverty and the increased barriers to recreation participation.
- Families, children and youth impacted by the reduction of social services due to funding cuts and service level changes.
- Sustaining community projects continues to be challenging as financial resources are cut or reduced.
- New nutrition regulations/requirements impacting program costs.
- Transportation barriers within the community continue to impact participation rates and patterns.
- Lack of space for programming to meet growing demands, in particular Pitt Meadows.
- Changing demographics (increasing evidence of growing diversity).
- Increasing densification of core areas.
- Growing interest in outdoor recreation and the natural environment.
- Additional active program space at South Bonson Community Centre.
- Responding to trends in recreation, such as experiential education.
- Emerging need for neighbourhood programming.
- Work with neighbourhoods has resulted in an identified need to develop tools to more effectively communicate with neighbourhoods and the need to develop an inter-departmental neighbourhood team.
- Increased use of subsidies to access programming.

6.0 Department Projects and Initiatives

6.1 Service Area Goal: Outdoor Recreation Facilities

6.1.1 Urban Agriculture

Work with partners to develop opportunities to educate on the social and physical benefits of urban agriculture by promoting neighbourhood and community connections.

Objectives:

- To work with other municipal departments, partners and youth to create gardening

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opportunities that model best practices and provide educational opportunities for community and youth.

- To encourage connections that promote linkages between community partners involved with School Neighbourhood gardens.
- Support active living to engage residents in conversations about the type of recreation activities they would like to have offered in their neighbourhoods.

Measure

	2009	2010	2011	2012 (target)
# of School Neighbourhood Gardens.	2	3	10	12
Haney Farmers Market average attendance	700	1,000	1,250	1,500

Action	Responsibility	Timeline
Work with the Seniors Network to engage seniors with the neighbourhood school gardens pending funding application received.	Christine D & steering committee	Q1
Facilitate a neighbourhood garden planning and building process in the Eric Langton Neighbourhood	Christine D.	Q1
Support Haney Farmers Market Society strategic plan implementation including development of partnerships with funders.	Christine D.	Q1

Ongoing Items

- Support the School Neighbourhood Garden Steering Committee. Christine D.
- Offer activities at Community Special Events that educate and promote awareness of gardening opportunities. Children & Youth Team

6.1.2 Youth Parks

To work with community and the parks department to ensure opportunities for access to action sports.

Objectives:

- Work with Parks Department and Youth Park Leadership Team to begin to design an overall plan to ensure distribution of the three levels of parks, identified in the Master Plan, throughout the communities of Pitt Meadows and Maple Ridge.
- To facilitate the operation of two community level Youth Action Parks through a community participation model.
- To support and facilitate community and partner participation in the ongoing operation of the two Youth Action Parks at Thomas Haney Secondary School (THSS) and Harris Road Park to ensure that the park at THSS continues its success and the Action Park at Harris Road has a positive impact on community Life.
- To encourage ownership by youth through a leadership development model (Mentorship Program).

Measure:

	2009	2010	2011 (est)	2012 (target)
# of mentorship's program hours of operation at THSS Youth Action Park	N/A	2,500	1,152	2,500

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# of user hour at THSS Youth Action Park during mentorship program hours	N/A	35,000	35,000	35,000
# of mentorship program hours of operation at new Harris Road Youth Action Park	N/A	N/A	300	2,500
# of user hour at Harris Road Youth Action Park during mentorship program hours	N/A	N/A	600	35,000

Action	Responsibility	Timeline
Integrate Youth Park Leadership team into Pitt Meadows.	Tony C. Adam R.	Q2
Implement a Youth Mentorship program in Pitt Meadows.	Adam R. Richard B.	Q2
Work with Parks staff to identify neighbourhood park planning processes and support youth participation in Mountain bike skills park	Tony C.	Q2
Work with Parks staff to identify neighbourhood park planning processes and support youth participation in Firefighters Park community consultation.	Tony C.	Q2

6.2 Service Area Goal: Target Populations

6.2.1 Youth and Young Adults

Youth Services Team to work together to ensure quality, consistent Youth Services (12-18 years) programming with a focus on building an awareness of individual benefits and encouraging Youth Council participation.

Objectives:

- To design a promotion strategy to increase awareness of the Youth Program, services, and Youth Councils to ensure that all youth have access to the opportunities offered through our programs.
- To incorporate master plan directions of increasing healthy lifestyle (Active, Nutritional Education) and outdoor adventure opportunities into youth programming.
- To encourage parent and family involvement and to develop materials designed to educate parents and families regarding Youth Services programs.

Measure:

	2009	2010	2011 (est)	2012 (target)
# of active Youth Council Members	90	75	65	75
# of Annual user hour stats/drop-in & special events	120,000	120,000	90,000	90,000
# of annual user hours in Youth Centres	120,000	90,000	90,000	90,000

Action	Responsibility	Timeline
Expand active programming, including nutritional education components and outdoor adventure opportunities.	Jen B. Dave S. w/Youth Services Team	Q3
Create a new procedure for inter-departmental usage of the 22 passenger youth bus.	Brian P.	Q3

6.2.2 Children

Children Services team to work together to ensure quality, consistent Children Recreation Services (0-12 years and leadership programming for 6-14 years) programming with a focus on building an awareness of individual and community benefits.

Objectives:

- To develop and implement programs that respond to children’s and community’s needs.
- To incorporate master plan directions of increasing healthy lifestyle (Active, Nutritional Education) and outdoor adventure opportunities into youth programming.
- To work with community partners to support services to children and their families.
- To work with community partners to explore a new approach for the provision of affordable recreation services.
- To focus on girls only programming to increase active opportunities for girls aged 6-14 years.
- To recognize early child development and middle years as a community and Parks and Leisure priority.

Measure:

	2009	2010	2011 (est)	2012 (target)
# of registered children (0-5 yrs) attending Pre-School programming.	1,043	896	800	896
# of focus groups for children.	0	23	25	23
# of children attending active programs.	2,865	2,870	2,650	2,870
# of children attending girls only programs	N/A	N/A	80	80
# of children attending Active Kids Club	163	165	181	195
# of children attending Outdoor Adventure programs.	N/A	85	153	200

Action	Responsibility	Timeline
Expand the Girls Only programming to Glenwood Elementary.	Jen B. Kathryn S.	Q1
Develop new Pre-school programming in response to information received at parent focus groups.	Jen B. Kathryn S.	Q2
Research sustainable funding for the Active Kids Club program.	Shawn M. Clint G.	Q2
Access funding to sustain a model of delivering free recreation programming in schools and neighbourhoods such as the Girls Only Noon hour program.	Shawn M. Jen B.	Q4

Ongoing Items

- Continue to develop outdoor adventure programming opportunities. Shawn M., Jen B.

6.2.3 Hard to Reach

Youth Services Team to work together with partners to identify and address barriers to recreation participation.

Objectives:

- Working with School District No. 42 to identify opportunities to increase recreation access to children and youth barriers.
- To provide opportunities for youth involvement through promotion, ownership, and commitment to the operations of youth services programs.

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- To encourage parent and family involvement and to develop educational material regarding youth services.
- To work with Community partners to determine strategies for alleviating the transportation and financial barriers that youth attempting to access recreation services in our community face.
- To work with Health and Wellness Team to research and design active programming for young adults ages 19 to 24 years.

Measure:

	2009	2010	2011 (est)	2012 (target)
# parent-family events	3	3	3	4

Action	Responsibility	Timeline
Expand opportunities for parent education and participation in youth services programming.	Youth Services Team	Q4
Increase opportunities for recreation participation through community subsidy programs.	Youth Services Team Petra F.	Q4

6.2.4 First Nations

To strengthen relationships with the Aboriginal Youth Community and encourage participation in leisure activities.

Objectives:

- To work with Katzie First Nation Health and Social Development team to deliver youth drop in recreational opportunities at South Bonson Community Centre.
- To work with Katzie First Nation Health and Social Development team to increase participation in Youth Services programs.
- To work with School District Aboriginal Support Team to increase opportunities for participation in Youth Services programs.

Measure:

	2009	2010	2011 (est)	2012 (target)
# of Youth attending South Bonson Youth program	N/A	N/A	10	15
# of Youth from Katzie attending PM Youth centre and GMYC Youth centre	N/A	15	15	15

Action	Responsibility	Timeline
Liaise with Katzie youth workers to explore a combined youth drop-in program at South Bonson and to promote participation in youth services programming.	Adam R. Tony C.	Q3

6.3 Service Area Goal: Service Delivery

6.3.1 Community Development and Community Capacity Building

To ensure that all Community Services Department programs and services align with the Parks and Leisure Services principles and approaches of community development and community capacity building.

Objectives:

- To create opportunities for citizens to increase their sense of responsibility and ownership for leisure and recreation needs.
- To work with community partners to support Neighbourhood groups in developing “capacities” related to addressing their recreational needs.
- To continue to liaise with community networking groups and support meaningful participation by youth in community initiatives.
- To work with Community Network partners to share research, information and resources related to encouraging healthy lifestyles and honouring diversity.

Measure:

	2009	2010	2011 (est)	2012 (target)
# of programs delivered at the Eric Langton HIVE	1	1	2	4
average # attending Whonnock Drop In Program	20	30	30	30

Action	Responsibility	Timeline
Expand after school and evening programming at the HIVE.	Jen B.	Q2

Ongoing Items

- Book Whonnock Elementary School and meet with school administration, students and PAC to ensure the needs of grade 5 – 7 students are met. Dave S., Tony C.

6.3.2 Partnerships

To encourage participation in leisure opportunities by working together and by supporting the initiatives of community partners and Neighborhood groups.

Objectives:

- To liaise with and support the Youth Centre Society.
- To continue to work with the Community Youth Service providers as partners, through participation on the Resource Team, to ensure an integrated and consistent approach to the delivery of services for youth within both Youth Centres.
- To explore new partnerships and focus on educating partner organizations on the role of Youth Services and the benefits that recreation opportunities can provide for youth.
- Encourage new youth opportunities for cooperative sport participation to increase youth participation in active sports.
- To work with community Partners to create behavioural and participation plans for Children and Youth that are at risk.
- To recognize early child development and middle years as a community and Parks and Leisure priority.
- Work with community partners to encourage the delivery of integrated, prevention focused Youth Services that will meet the needs of youth in this community.

Measure:

	2009	2010	2011 (est)	2012(target)
# of Partner Services from Youth Centres	30	30	30	30
# of Integrated Case Management sessions participated in	20	20	18	15

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# of recreation focused program partners	18	18	18	18
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Action	Responsibility	Timeline
Expand staff capacity in supporting the Integrated Case Management model.	Dave S. Brian P.	Q2
Support RCMP Community Resource Officers in expanding joint recreation drop-in programs.	Dave S. Adam R. Richard B.	Q3

6.3.3 Recreation and Cultural Programs

To promote the benefits of participation in recreation for children and to promote opportunities available through Parks and Leisure Services and community partners.

Objectives:

- To educate staff about opportunities to provide rich learning environments that support children and families in leisure and recreation programming.
- To design promotional materials that provide an opportunity through Community Services program for citizens to recognize their emerging capacity to impact their quality of life by making healthy lifestyle choices.

Measure:

	2009	2010	2011 (est)	2012 (target)
# of special events attended for Departmental promotions	25	35	40	40
# of educational editorials about the benefits of recreation	N/A	N/A	13	15

Action	Responsibility	Timeline
Increase the number of recreation focused editorials in school and local publications.	Shawn M. Christine D. Brian P.	Q2
Work with promotions to develop a special events kit with a variety of educational and interactive displays promoting recreation.	Jen B. Joanne G.	Q2

6.3.4 Neighbourhood Development

To further enhance the quality of life of residents by supporting the development of neighbourhoods.

Objectives:

- To act as a staff liaison with neighbourhood associations and Champions, supporting them to build their capacity, promote leadership development and connect them with resources.
- Support the development of a neighbourhood network.
- To provide education and promotion regarding the importance and relationship of healthy neighbourhoods to individual and community health.
- To promote the implementation of the Neighbourhood Celebration Grants.
- To support the Haney Farmer's Market Society (HFMS) with their growth, development and connections to community groups and processes.
- Work with other departments to engage citizens with planning and designing community and

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neighbourhood initiatives.

- Engage citizens in neighbourhood change initiatives.
- Support neighbourhoods and municipal departments with problem solving.
- Promote gardening opportunities in neighbourhoods.

Measure:

	2009	2010	2011 (est)	2012 (target)
Number of new community groups developing long term plans	2	2	2	2
Number of neighbourhood problem solving processes	1	1	2	2
Number of Neighbourhood Design/consultation processes	N/A	1	1	2
Number of Neighbourhood Celebration (SEED) Grants	12	31	30	50
Number of Neighbourhood Educational Workshops	2	1	2	2

Action	Responsibility	Timeline
Work with Eric Langton neighbourhood stakeholders in a neighbourhood garden planning process.	Christine D.	Q1
Support the development of the Neighbourhood Champions group by hosting two neighbourhood champion sessions and supporting the development of a neighbourhood network.	Christine D.	Q1 & Q3 Sessions Q4 - Network
To engage HIVE neighbourhood stakeholders and support leadership development through involvement in the neighbourhood garden planning process.	Christine D.	Q2
Support the development of an interdepartmental neighbourhood team with the goal of improving coordination of municipal work in, and communication with, Neighbourhoods.	Christine D. w/Dept. Champions from Planning, Engineering, Bylaws, Communications and IS	Q2
Work with the neighbourhood champions to design and implement a new communication strategy both within and between Neighbourhoods and with municipality.	Christine D.	Q2

6.3.5 Sustainability

To create opportunities to educate, role model and inspire peers, community partners and youth about sustainability and the importance of the balance between the social, economic, and environmental realms.

Objectives:

- To offer training opportunities, build on inter-departmental relationships and community partnerships to increase knowledge, awareness, commitment and promotion of sustainability.

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Measure:

	2011	2012 (target)
Number of presentations on sustainability.	2	3
Number of participants at presentations.	40	60
Number of composting stations in Municipal facilities or programs.	15	15

Action	Responsibility	Timeline
Research and establish policy and procedures around utilization and maintenance of electric bikes.	Brian P. Tony C.	Q2
Expand environmental education throughout all Community Services programs and special events.	Community Services Team	Q4

7.0 Operating Budget – See CDPR Administration

8.0 Capital Budget – See Parks & Facilities Department