



# COMMUNITY SERVICES

2021 Year End Department Report

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## 2021 Highlights • Director of Community Services

### COVID-19 PANDEMIC – IMPACT ON OPERATIONS

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Administration continued to adjust to the changing Public Health Restrictions over the year. The following is a very broad overview of the restrictions. Further detail is provided under each of the specific facilities and how they responded to the restrictions.

The Town chose to maintain permanent staff rather than laying off and rehiring, as the situation was ever changing whether we were allowed to open, partially open with restrictions or had to be closed. Laying off permanent staff, then having to rehire would have had a compounding impact on our ability to respond as quickly as possible to the Public Health Restrictions and still provide some level of service to the community.

Month	General Facility/Program Impacts
January	Facility closures
February to May	Facility opens- with significant restrictions
May to mid-June	Facility Closures
July to August	Fully Open
September to December	Open under the Restriction Exemption Program.

#### **Restriction Exemption Program**

The Town of Peace River will implement the Provincial Restrictions Exemption Program (REP) for some Town operated recreation and culture facilities. This will provide us the opportunity to resume previous service levels, to continue to offer regular programming and operate at full capacity. Facilities operating under the Restriction Exemption Program include:

- Athabasca Hall
- Baytex Energy Centre
- Family Resource Network
- Peace Regional Pool

Without opting into the Restriction Exemption Program, the Town would have to reduce capacity at all recreation and culture facilities to one third and cancel all adult activities and drop-in programs. This would have a significant impact on service levels to the community.

## CAPITAL PROJECTS

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### 103<sup>rd</sup> St Playground

- The playground and basketball court were installed in October and early November.
- Final landscaping was completed by mid-November.
- This project is officially complete.



### Saddleback Park – Trails

- All trail installation has been completed.
- Site landscaping is partially completed and will be finished in the spring of 2022.
- The trails are open and available for use by the community.



## Pool Landscaping

- The new retaining walls on the east side and north side of the pool have been replaced.
- A new para ramp has been installed on the east side of the sidewalk for the cross walk.
- The concrete foundation has been installed for the new garbage bin enclosure; however, the enclosure is still in transit and will be installed as soon as possible.



## TOURISM

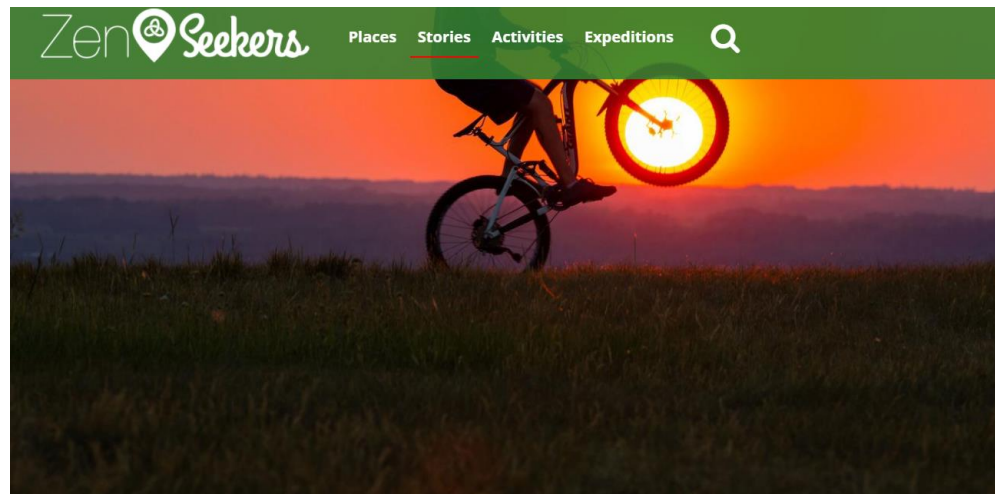
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### Travel Alberta Grant

The Town has taken the lead on an application to Travel Alberta in the amount of \$10,000. The grant is for a winter campaign for the Northwest of Alberta, encouraging winter tourism and highlighting the ski hills in the region. Mighty Peace Tourism Association is a main partner along with Snow Seekers.

### Campaigns

There were 2 major social media campaigns launched in 2021:



[Home](#) / [Stories](#) / [Mighty Pedals and Paddles in Peace River](#)

### MIGHTY PEDALS AND PADDLES IN PEACE RIVER

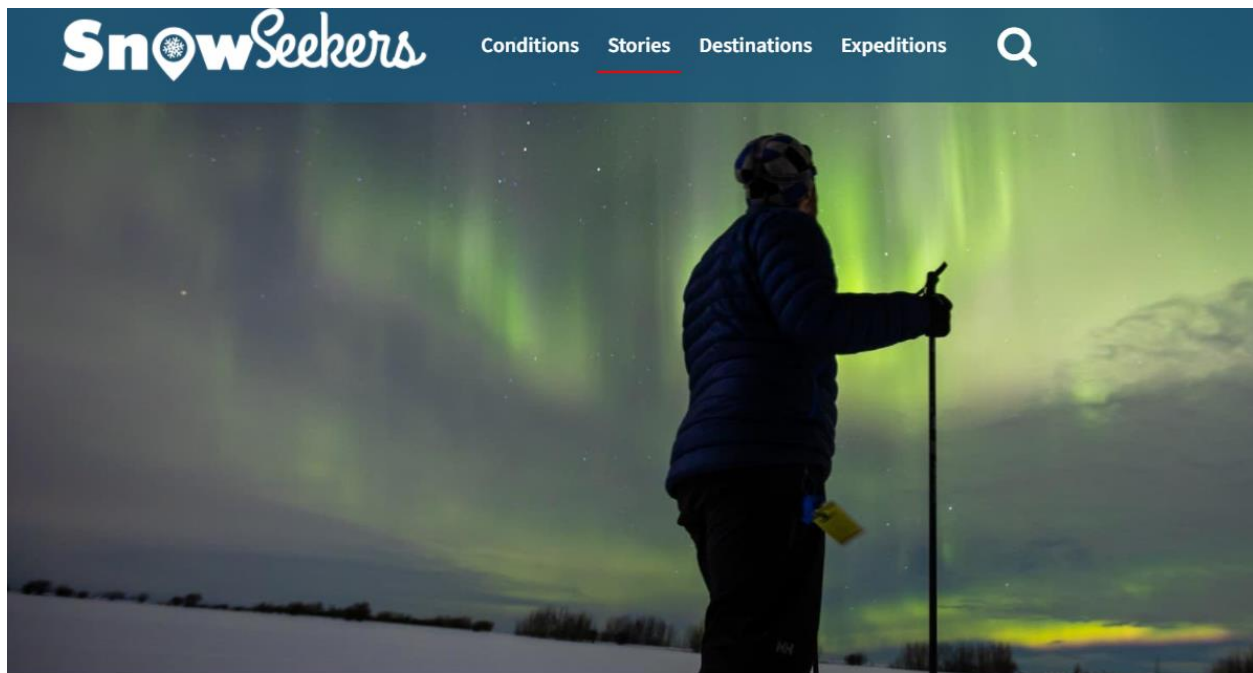


June: [www.zenseekers.com/story/mighty-pedals-and-paddles-peace-river](http://www.zenseekers.com/story/mighty-pedals-and-paddles-peace-river).

This campaign highlighted the outdoor recreational opportunities of the Misery Mountain trails and the river and spotlighted local businesses, including the Board 'n' Barrel, Billie's Cones and Peace River Brewing.

December: [www.snowseekers.ca/story/joy-out-misery](http://www.snowseekers.ca/story/joy-out-misery)

A winter campaign focused on predominantly on Misery Mountain Ski Hill, and downtown murals. Business highlights included J's Java Domain, Peace River Brewing, and the Rise Airbnb.



[Home](#) / [Stories](#) / Skiing Peace River Brings Joy out of Misery

## SKIING PEACE RIVER BRINGS JOY OUT OF MISERY

### TRUTH AND RECONCILIATION COMMITTEE INITIATIVES

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#### St Augustine Residential School Project

- The St Augustine Residential School project is on hold. Treaty 8 is looking at applying for a grant to do ground penetrating radar at all residential school sites within the boundaries of Treaty 8. We will assist in any capacity necessary that Treaty 8 would require.
- 2 interpretive signs will be installed in 2022 along the fence line to provide information on the site related to the residential school.

### Flagpole/Treaty 8 Monument site

- 4 interpretive signs were produced and installed in September.
- September 30<sup>th</sup> – Orange Shirt Day
  - FCSS, Recreation Programmer and Museum staff participated in the Orange Shirt Day event held at River Front Park.

### PEACE REGION 55+ SUMMER GAMES

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The Peace Region Games Society had to postpone the 2021 55 Plus Summer Games due to the ongoing pandemic. The committee has been working on plans and details to be ready to host in June 2022. The Town of Peace River has committed staff time to support and plan for the games. This includes Zoe Battie, Recreation Programmer, Tanya Bell, Director of Community Services and a contracted staff, Amanda Cottrell.

The Summer Games will be held over the weekend of June 16<sup>th</sup> to 19<sup>th</sup>, 2022. It is anticipated that there will be approximately 800 participants at the event.

#### *Vision*

Together, inspiring lifelong fitness & active living through passion of sport and recreation.

#### *Mission Statement*

Promote physical and mental well-being for 55 Plus Albertans by providing active games and experiences

Peace Region 55+ Games Committee	
Richard Walisser	Chair
Maureen Sawchuk	Opening Ceremonies/Protocol
Terry Sawchuk	Opening Ceremonies/Protocol
Larry Stewart	Facilities
Tracy Halerewich	Facilities
Audrey Dewit	Registration/Results
Oksana Mielczarek	Volunteers
Dave vanTamelen	Advisor
Benji Giesbrecht	Food
Wil Petluk	Finance
Janet Fairless	Sport
Vacant	Publicity/Marketing

Julien Bergeron	Safety & Security
Merlin Lee	Transportation
<b>Games Staff</b>	
Tanya Bell	Town of Peace River
Zoe Battie	Town of Peace River
Amanda Cottrell	Town of Peace River

## OTHER SIGNIFICANT INITIATIVES

### SPCA

The Peace Regional SPCA received a donation to build a new home. They made a formal request to Council to donate the existing property that the SPCA is located.

Town Council confirmed a donation in August 2021.

MOTION-21-08-338 Councillor Ford moved that Council approve the transfer of ownership of the Town owned land; Lot 7, Block 15, Plan 3409HW and Lot 10 Block 15, Plan 7823128, municipally known as

9602 94 Ave, to the Peace Regional SPCA subject to a development permit being applied for by the SPCA and approved by the Development Authority.



### Al Adair Rec Centre

Peace River's Al Adair Recreation Centre has been formally turned over to the Sagitawa Friendship Society.



Over its lifespan, the Al Adair building has been a high school, a recreation centre, and a community landmark. As it moves into the next phase of its life – under the care and control of the Sagitawa Friendship Society – the Town of Peace River is excited for the next chapter in this storied building.

In 2019 the Town of Peace River began searching for a long-term caretaker for the building. In May of 2020, the process was expanded with a Request For Proposals (RFP) issued to give community groups an opportunity to decide its future. The RFP was open for 11 weeks and allowed the Sagitawa Friendship Society to bring forward its vision for consideration. In March of 2021 Town Council voted to formally begin the process of transferring ownership of the building to the Sagitawa Friendship Society.

MOTION-21-03-089      Councillor Downing moved that Council approves a formal transfer of ownership of the Al Adair Rec Centre, Plan 8421581 Block X Lot 1, Municipal Address: 9702 98 St to the Sagitawa Friendship Society, through the authority of the Municipal Government Act Section 70(2) (c) with the condition of sale that no financial support for the building will be available through the Town of Peace River.  
MOTION CARRIED

### **Lions Campground**

Albert Elter, operator of the Lions Campground, informed the Town that he was officially retiring at the end of this camping season, 2021. Therefore, the campground closed at the end of the season. Originally the date was October 31, 2021, but he has extended the season to November 30<sup>th</sup>, 2021.

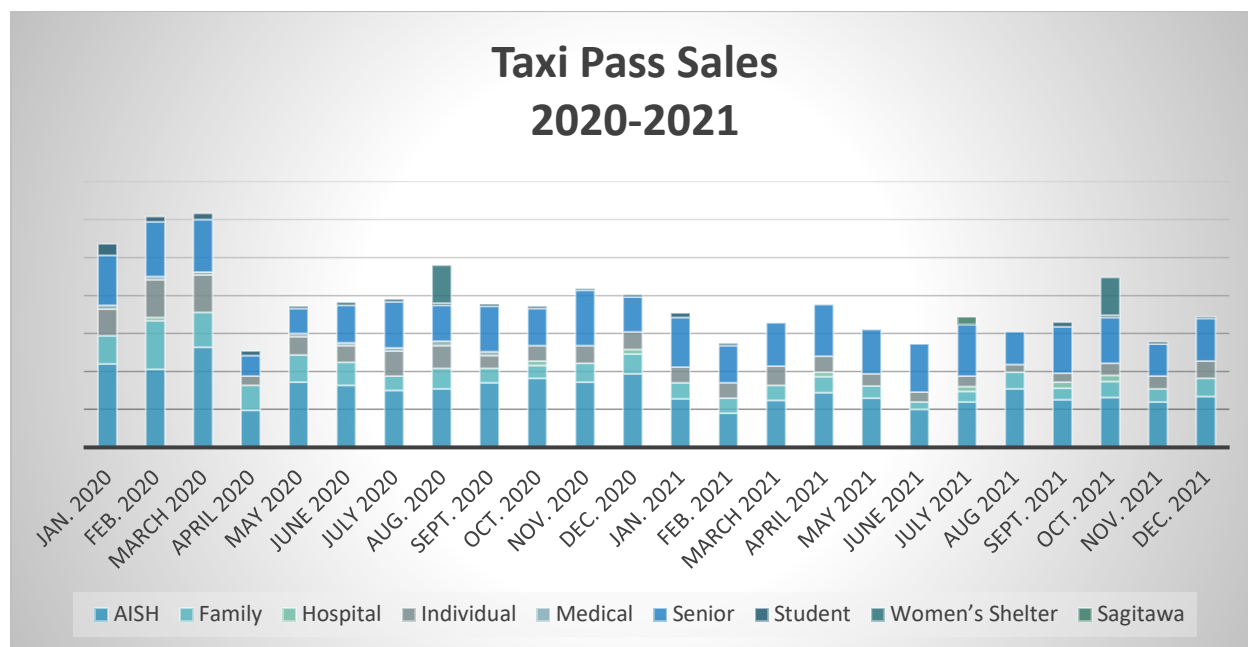
A portion of the Lions Campground is Town owned property, with most of the site being a lease for a campground with CN. Since this site is Town owned, the campground will revert to the Town of Peace River.





## 2021 Highlights • Taxi Pass Program

### PROGRAM USE



### Taxi Pass Booklet Sales by Client Category

Client Category	2020	2021
AISH	1073	751
Family – Low Income	379	221
Hospital	16	28
Individual – Low Income	338	208
Medical/Disability*	36	0
Senior	652	690
Student	60	23
Women's Shelter	50	50
Sagitawa	0	10
<b>Total</b>	<b>2604</b>	<b>1981</b>

\*The Medical category was discontinued in 2018 for new applicants and existing Medical clients were grandfathered in until 2020, when they were asked to reapply under another category. The majority qualified as AISH clients. A new Disability category with income limits was added in 2021, which currently has no clients registered.

## 2021 OPERATION HIGHLIGHTS

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- In 2021 there were 226 clients on the program.
- The Taxi Pass Program policy was updated in June 2021 and two major changes were made. A new Disability category was added with income limits which replaced the previous Medical category that did not require proof of income. Second, Seniors are now required to show proof of income when they apply. Income levels for Seniors are based on the Alberta Seniors Benefit. Previously Seniors were eligible for the program when they turned 65 regardless of income.
- Two complaints were filed with the Alberta Human Rights Commission about the program alleging that the complainants were discriminated against due to disability. The Commission reviewed the complaints and found that neither had merit and both were dismissed.
- In 2020 an appointment booking system was introduced as part of the COVID-19 response. This system has continued to work well for clients and staff. Front office staff can more efficiently and safely manage customer flow at the counter. Clients have the option to book their own appointment online or phone the office to book.
- An agreement is now in place with Sagitawa Friendship Centre to purchase passes for clients of the Out of the Cold Shelter who need transportation. This agreement is similar to the one with the Women's Shelter for clients staying at that shelter. Both agencies can provide Low Income Agency referrals for their other clients who are not shelter residents.
- 2021 continued to see reduced program use. Sales of books dropped dramatically at the beginning of the pandemic and have remained much lower than pre-pandemic levels.

## 2021 Highlights • Recreation Programs

### COMMUNITY EVENTS

Event	2020	2021	Description	COVID-19 Alterations
<b>Family Day</b> Feb 15 <sup>th</sup> , 2021	460+	47 Families	The original plan was to invite families to a variety of parks around town for outdoor activities.	Due to -40 weather and gathering restrictions we moved to a pickup your Family Day Activity Kit. The kits included a variety of winter activities, a voucher for a free hot beverage from Java Domain or Reddi-Mart, a family pass for Baytex Energy Centre drop-in programs, and resources from FCSS and the Family Resource Network.
<b>Easter EggStravanagza</b> March 26 – April 3 <sup>rd</sup> , 2021	323 youth	254 youth	<b>2020</b> - contactless drop-off goody bags were offered instead of an event in the park <b>2021</b> - we were able to get even more creative and offered 2 scavenger hunts -Riverfront Park hunt catered to 0-6yrs -Town wide hunt catered to 7+ All participants received a goody bag for completing	
<b>Canada Day WEEK</b> June 25 <sup>th</sup> – July 1 <sup>st</sup> , 2021	267 Families	500+	Our LARGE event at Riverfront Park was unable to run again due to restrictions, instead we hosted multiple events over a week-long period. <b>Activities:</b> Decorating Contest, Historic Walking tours, Canadian checklist, Trivia Scavenger Hunt, Canadian Bake-off, Basketball & Hockey skills competitions, Fireworks display & Flag raising ceremony!	
<b>Outdoor Movie</b> August 19 <sup>th</sup> , 2021	n/a	325	In partnership with Northern Sunrise County & Alberta Health Services, we hosted a double feature, Up & Back to the Future, at the Ag Grounds. Local food vendors were invited to set up at this event as well.	
<b>Paddle the Peace</b> August 21 <sup>st</sup> , 2021	75	90	Municipal collaborative event. Participants enjoy a leisurely paddle from Shaftesbury Ferry to LWP boat launch with a meal, entertainment & door prizes available.	- Limited numbers due to gathering restrictions on outdoor recreation. - Masks worn on the bus - Lunch was served & seating spaced out <b>Lunch</b> – provided by Freson Bros <b>Entertainment</b> – The Honey Cowboy <b>Door prizes</b> – donated by municipalities and Greene Valley Dental.

<b>Community Halloweenfest</b>	293	n/a	This event did not run in 2021. The organizing committee is looking at hosting it every other year.
<b>Light up the Park</b> November 26 <sup>th</sup> , 2021	165	800+	The event was wonderful! Fireworks as always were amazing. I received many comments that the crowd seemed bigger than previous years. It was nice to have some “normal” in our lives again.



## YOUTH PROGRAMMING

### Summer Camps

Our Summer camps were extremely successful this year and averaged 93% capacity.

2 Sr. Leaders – Plan, implement & supervise

7 Jr. Leaders – to assist Sr. Leaders



Year	Summer Fun	Extreme Adventures	Notes
2019	47 (6-10yrs)	61 (10-14yrs)	Overall, the numbers have stayed consistent. It did take a few years of adjusting Extreme Adventures before finding a nice age group.



	Summer Fun	River Frontiers	Sports Dayz	Notes
2020	84 (6-8yrs)	88 (8-10yrs)	13* (10-12yrs)	Due to low registration, we combined some activities <b>COVID-19 Restrictions</b> - Limited number of participants (16 children/camp) - No group transportation provided - No location sharing for groups, or leader swapping from camp to camp - No daily drop-ins to maintain weekly cohorts. - Reduced staff (numbers & hours).
	Summer Fun	Camp Adventure		Notes
2021	163 (6-9yrs)	152 (9-12yrs)		- No group transportation (walk or alternative pickup/drop-off). - No daily drop-ins to maintain weekly cohorts.

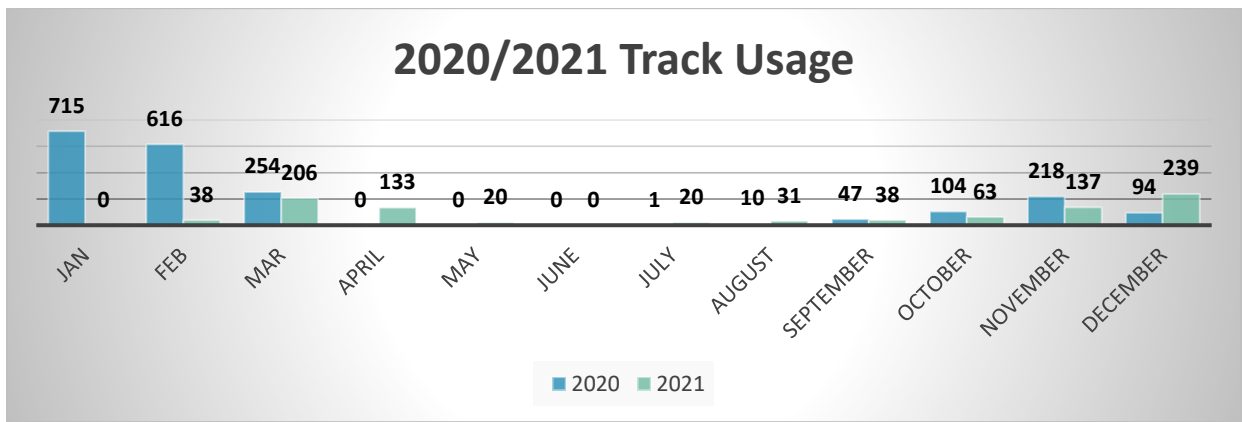
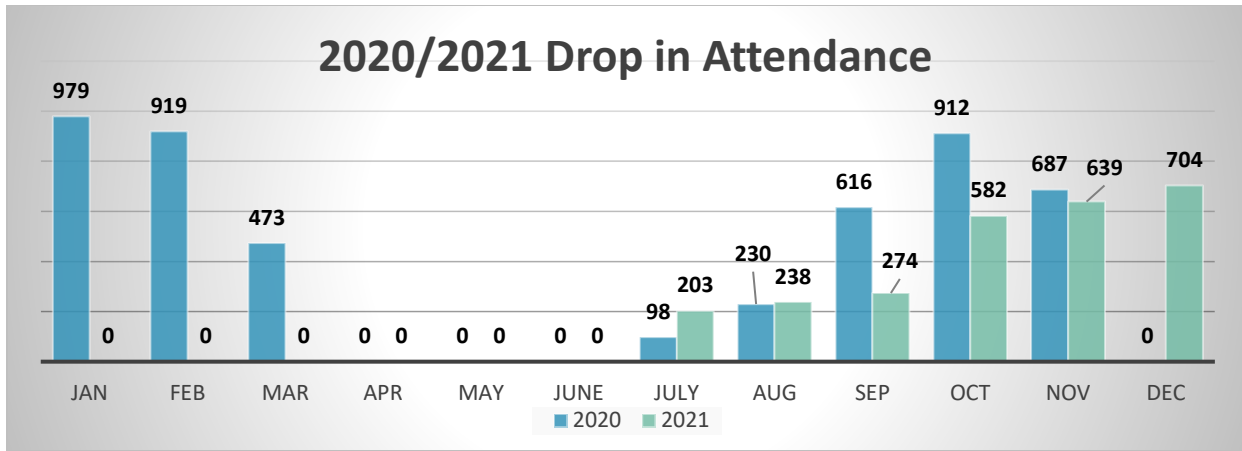


## BAYTEX ENERGY CENTRE

### Drop-in Programs & Indoor Track

In 2021 our drop-in programs were unable to operate for a total of 6 months of the year. This greatly affected participation, public awareness, and revenue especially since we were closed during our popular/cold months (Jan – March). (2020, programs were on hold for 4.5 months, April – June & December.)

Below you will find 2020/2021 participation/usage comparison for both our drop-in programs and indoor track and a 2020/2021 comparison in revenue for these areas.



Revenue	2020	2021
Youth Drop-in	\$4,062.00	\$1923.00
Adult Drop-in	\$6,910.00	\$4,310.00
Senior Drop-in	\$96.00	\$3.00
Family Drop-in	\$950.00	\$670.00
Youth 10x Pass	\$405.00	\$189.00
Youth 20x Pass	\$153.00	\$51.00
Adult 10x Pass	\$2,115.00	\$1,125.00
Adult 20x Pass	\$2,550.00	\$510.00
Senior 10x Pass	\$594.00	\$432.00
Senior 20x Pass	\$663.00	\$204.00
Family 10x Pass	\$180.00	\$4,680.00
Track Drop-in	\$1,356.00	\$454.00
Track 10x Pass	\$1,620.00	\$1,188.00
Track Monthly	\$630.00	\$275.00
Locker Revenue	\$19.50	\$3.25
Sponsorship	\$150.00	\$1,150.00
<b>TOTAL</b>	<b>\$22,453.50</b>	<b>\$17,167.25</b>

## Special Events

Event	2021	Description/Notes
Halloween Skate	42	Kids and parents took their costumes for a test skate! Spooky music, graveyards & fog machines, and treats! Sponsored by United Rentals.
Skate with Santa	105	Families enjoyed some recreation time with Santa! Photos, Christmas music, treats and more. Sponsored by Champions Health & Fitness
Walk 2 Win	150	While the Baytex Energy Centre was closed for recreation we encouraged individuals to get out into the community and exercise. 150 participants travelled a combined total of 9,000 kms and with donations from local health & fitness-based businesses we were able to give out over \$1,000 in prizes.



## 2021 Highlights • Recreation Facilities – Baytex Energy Centre

### COVID-19 TIMELINE

Date	Explanation
January 1-February 7	Closed due to provincial guidelines.
February 8-May 4	Facility Reopens to user groups. – Youth sports in groups of 10 only, one on one personal training and individual/household rentals ONLY
May 5	Facility closed due to 3 <sup>rd</sup> wave
July 2	Facility reopened partially July 2, and on July 5, 2021, fully for evening programming (Could have re-opened June 14 <sup>th</sup> but had previously scheduled field house maintenance and Canada Day programming)
Sept. 20	New restrictions implemented & REP (Restriction Exemption Program) begins. All patrons (other than youth sport, fitness & performance activities) required to provide proof of vaccination, negative rapid test or medical exemption letter upon entry, the facility can operate outside of most restrictions (capacity limits removed and adult programming allowed) Masking and social distancing remain in effect.
Dec. 24	Additional measures added due to Omicron variant. These included capping capacity in facilities that seat up to 1000 attendees at 500 max and removing food consumption from spectating areas to food court areas only.

### YEAR IN REVIEW

January 25, 2021 – Additional on demand water heating equipment installed in ice-resurface room. Required as the designed water supply was undersized for the ice resurface machine.

February 7, 2021 – Boiler issues for heating the building surfaced. This has become an ongoing concern. As of December 31, 2021, the Baytex Energy Centre is only operating on one boiler unit out of two.

August 4, 2021 – AHU-2 Air conditioning unit at the Baytex Energy Centre was not operational. During investigation/repair into the unit it was concluded that the unit itself was not correctly installed as per manufacturer specifications. Problem diagnosed and proper installation budgeted for 2022.

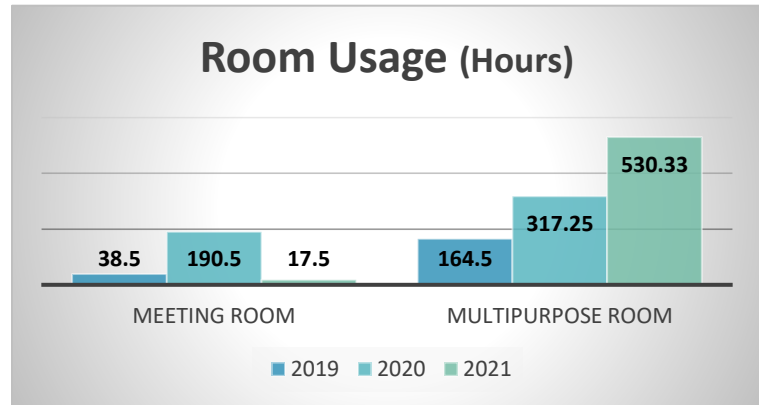


A serious health and safety incident occurred at the Baytex Energy Centre on December 7, 2021. The incident only involved staff of the Town of Peace River. Occupational Health and Safety has been engaged and has conducted a formal investigation.

## USAGE AND REVENUE

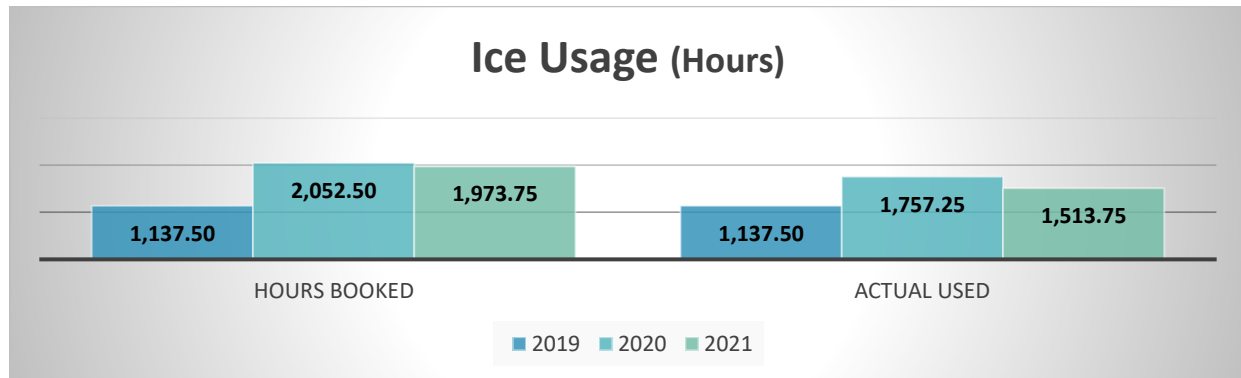
### Facility Room Usage

Year	Meeting Room	Multipurpose Room
2019	188.10	1,000.00
2020	440.00	3,255.00
2021	0.00	3,436.10



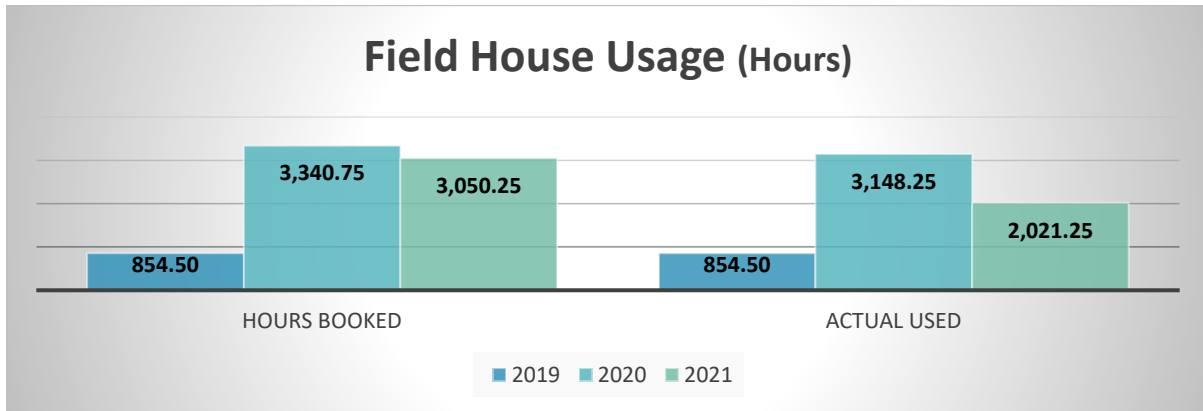
There has been a steady increase in requests for dryland training/ off ice conditioning; we cannot accommodate all these requests in the field house and utilize the multipurpose room for those that we can't fit into field house scheduling.

### Ice Usage and Revenue



Year	2019	2020	2021
Revenue	\$88,074.54	\$123,624.09	\$117,604.73

## Field House Usage and Revenue



### Field House Revenue

Year	2019	2020	2021
Revenue	\$5,367.57	\$18,795.83	\$21,111.04

While total hours used in 2021 were lower than during 2020, the field house rates were standardized so that the rental of multiple gyms does not affect price per gym (i.e., Previously a discount was applied when more than one gym was rented, that discount was removed). We also had fewer school rentals which are charged a lower rate per gym for use.

We had minimal rentals from the schools through 2021, because of COVID-19 most school activities were required to remain on school premises.

Both the Peace River Minor Soccer Association and the Warriors Basketball Association cancelled their main seasons for 2021. The Warriors ran some private coaching during the one-on-one individual training restrictions and were able to run their Fall season.

## 2021 Highlights • Recreation Facilities – Outdoor

### PARKS AND TRAILS ACCOMPLISHMENTS

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#### **Slo-pitch Players Shelters Rebuild**

Seven of the eight player shelters at the Ken Horneland Ball Diamonds required extensive repairs to sides and roof. Parks staff completed this project.



#### **103<sup>rd</sup> Street Playground Installation**

Equipment Manufacture: Blue IMP Ltd.

Installation: October 26, 27<sup>th</sup>, 2021. Substantial overall grading required to the site.

Installed by Aspen Ridge Contracting & Consulting, Sherwood Park

Protective surface: Wood Fiber

Recommended Age: 5- 12 years of age



#### **Saddleback Park Upgrades – Stage 2**

Paved asphalt trail system installed, and new parking lot completed. Project required excavation, granular base, asphalt pavement (2,560 m<sup>2</sup>), and landscaping (topsoil). Contractor to complete landscaping work in Spring of 2022.

### Downtown Beautification

65 new Breeze self-watering hanging flower baskets with a water reservoir were purchased to be installed for the 2022 season. These planters will significantly reduce the frequency and amount of watering, especially during heat waves.



### Green space maintenance and weed control

The Green Space Maintenance Contract started May 2021, with service provided by Aaron Cook Environmental Services.

Weed Control – Spraying Program, chemical weed spraying was completed in 2021 at various sites in the Downtown Core, and Red Shale of Slo-pitch/baseball Diamonds. Noxious Weed Control at specific sites was controlled by picking by hand and disposing. Canada Thistle continues to be most offensive.

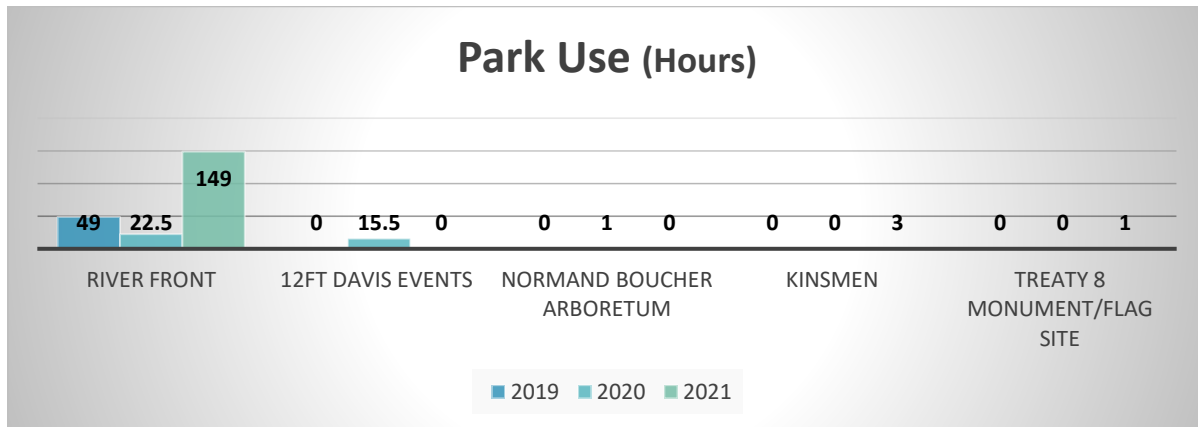
### Tree Maintenance

Year	Tree Maintenance	Tree Removed	Trees Planted
2019	16 Trees	3 Trees	145 Trees
2020	12 Trees	15 Trees	6 Trees
2021	10 Trees	2 Trees	24 Trees

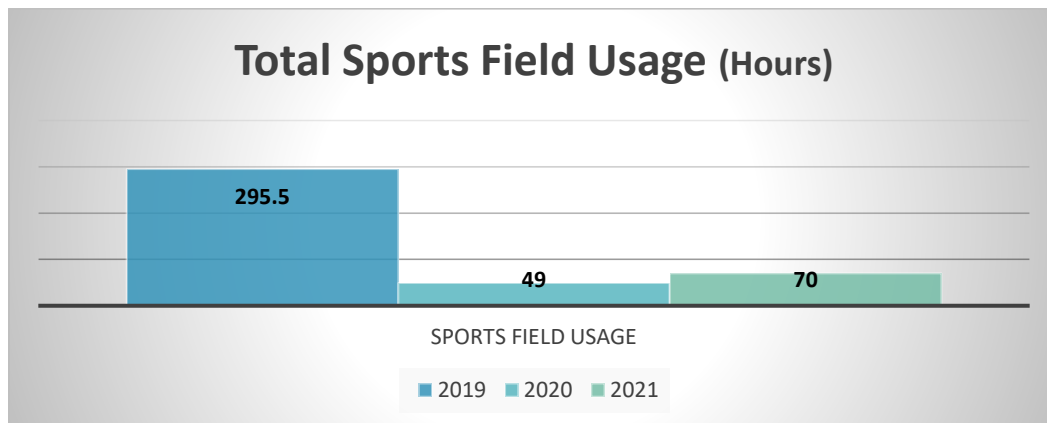


## PARKS AND FIELDS USAGE

The Treaty 8 Monument/Flag site was added as a potentially bookable outdoor area to alleviate possible overlap of groups wishing to use the space for events, memorials etc. The area was used for the National Aboriginal Veteran’s Day celebration.

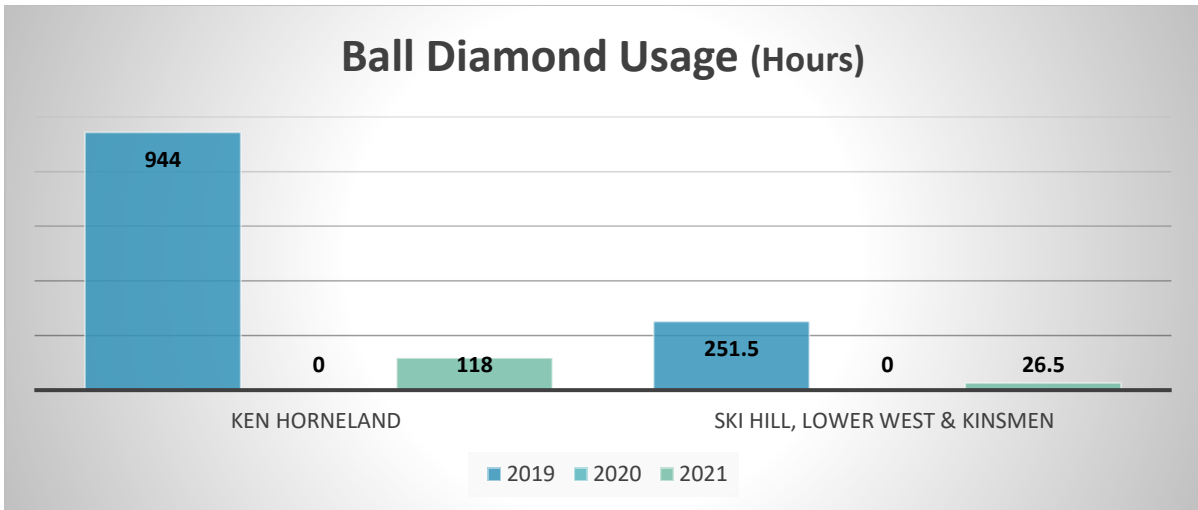


Usage of River Front Park increased as outdoor events were permitted; although the Picnic in the Park did not operate for the second Summer, the following events were booked and filled in the gap: Project Peace Summer Camp, Peace Fest Open Mic Festival and Girl Guides. Please note that with the parks being public greenspaces some additional usage may occur by those who do not source park permits for usage. There is no fee for park usage, park permits allow us to help avoid overlapping use of the spaces as well as redirecting greenspace maintenance away from areas being used for events.



Sports Fields include H&R Block Soccer Field, DMI Soccer Field, Glenmary Field & Peace High Football Field. In 2020 game play was not permitted by public health regulations at the time; Peace River Minor Soccer Association did not operate in 2020 or 2021.

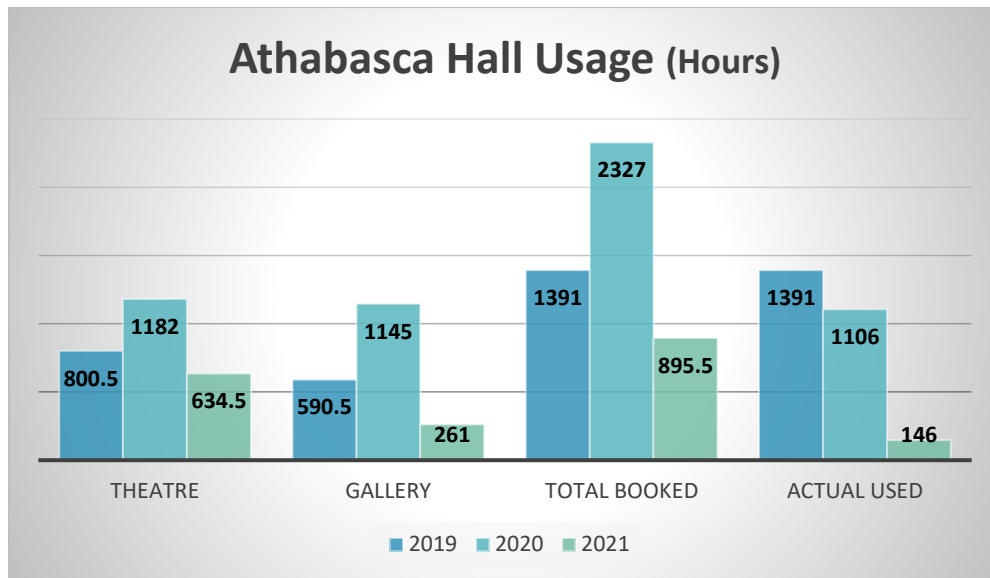
Usage in 2020 & 2021 primarily Peace Regional Football Association.



Peace River Minor Baseball and Ken Horneland Slo-Pitch Association did not operate in 2020 or 2021. We were able to host 1 private slo-pitch tournament during the temporary reprieve of COVID-19 regulations and the Stampeders were able to have a season during 2021.

## 2021 Highlights • Athabasca Hall

### USAGE



\*Note: The dance studio area within the Hall is in the process of being converted to archival storage for the Museum and is no longer a rentable, publicly usable area. Construction on the area began January 2022.

The Peace Players 2020-2021 season was cancelled because of COVID-19 restrictions. These restrictions included limitations on number of attendees permitted for indoor gatherings as well as activity restrictions on activities viewed as high risk such as singing.

Even given the cancellation of many hours of Peace Players typical rentals, the Athabasca Hall usage for 2020 increased as we could accommodate additional atypical rentals such as private rentals and user groups sourcing alternate spaces to adhere to COVID-19 regulations. These additional rentals slowed in 2021 as groups have either adapted to restrictions via alternate means or held off on holding seasons all together.

Peace Players attempted to hold a partial season starting in September 2021, however they could not make it work and were charged a pro-rated portion of their fee for the one month of usage (represented on graphs). Other usage for 2021 included an Art Therapy course hosted by FCSS and rehearsals for performers participating in a virtual performing arts festival.

## 2021 Highlights • Peace Regional Pool

### CLOSURES

#### COVID-19 Closures

Date	Explanation	Staff Levels
January 1- February 16 <b>(46 days)</b>	Pool closed due to provincial guidelines. Daily water tests and chemical additions performed	4 permanent staff, 2 staff in the building and other staff WFH
February 17- 28 <b>(11 days)</b>	Pool closed to public. School groups were allowed, but only one school group came for two lesson sets. Daily water tests and chemical additions continued.	4 permanent staff
March 1 – May 6 <b>(66 days)</b>	Provincial guidelines allow for household rental and private swimming lessons	All staff back to work
May 7 – June 13 <b>(37 days)</b>	Pool closed due to provincial guidelines. Daily water tests and maintenance performed during this time.	4 permanent staff
June 14- August 22 <b>(69 days)</b>	Open as usual. Summer swimming lessons ran as normal and lots of lifeguarding courses offered.	All staff back to work
October 4- December 31 <b>(88 days)</b>	Drop-in swimming permitted. REP came into effect with all regular programming.	All staff back to work

#### Other Closures

Aug. 23 – Oct. 4 – Annual Shutdown Maintenance

October 4 – 31 – Pool open with modified schedule to accommodate required lifeguard training

Dec. 7 – Closed at 6:00 p.m. for firefighter training

Dec. 20 -21 – Closed while Automated Aquatics completed hot tub testing

Dec. 24, 25, 26 & 31 – closed for holidays

Total 2021 - Closed a total of 135 days due to public health restrictions, 66 days for shutdown maintenance. Partially open for private household bookings and lesson for 66 days.

2020 comparison – closed a total of 142 days for both public health restrictions and shutdown maintenance.

## Lifeguard Training

Lifeguarding requires comprehensive training, which was severely reduced by the pandemic and resulted in operational impact. In the summer we ran multiple lifeguard courses to make up for the time courses could not be offered. We began lifeguard cleaning training during shutdown, but full training requires learning effective scanning while patrons are in the water and could not be complete until October when patrons returned. While training new staff, we were required to reduce the hours we were open during October and returned to regular schedule beginning Nov. 1.

## STAFFING

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2021 saw significant staff turnover. At the start of the year, we had twenty-eight staff members. Over the year in total, we lost two receptionists, two supervisors and eight lifeguards/instructors. One L4 manager went on parental leave and her duties were split up between the second L4 manager and our permanent L3. There was a total of 13 staff hired during the year: three receptionists, one supervisor, seven lifeguard/instructors and two lifeguards. We ended the year with twenty-seven staff members.

- 5 staff members accepted other jobs or moved on from the pool.
- Six staff members resigned in September to attend post-secondary and four other staff were only able to pick up shifts when their post-secondary schedule allowed, about once per month.

### Staff Safety Training

- Two permanent staff - ICS 200 level training
- Two staff - Level 2 Site Orientation and Review of Hazard Assessments
- One staff -Health And Safety Management System Course
- One lifeguard/instructor was trained as an L3
- All staff completed training for new COVID-19 safety processes prior to guarding and teaching when the pool was allowed to re-open.
- All reception staff and supervisors took an online COVID-19 customer conflict management training course in December. There were 10 staff members that completed this training.



## AWARDS

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The Peace Regional Pool was awarded the Jordan Neave Swim to Survive award by the Lifesaving Society of Alberta. This award aims to build awareness of the need to teach youth valuable swim survival skills for those who may not be able to participate in full lessons. Shelley Stewart, one of our casual staff was instrumental in operating this program in our community over the last year and is pictured with the certificates for each category the pool was awarded.



## PROGRAMMING AND COURSES

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- National Lifeguard – 14 new certifications, 23 recertifications – through Lifesaving Society, required training to lifeguard in Canada.
- In coordination with the Lifesaving Society, we hosted one of the first LSS instructor courses in the province for 2021 and all six of our LSI's completed the lifesaving society bronze update course in the fall.
- National Lifeguard Instructor course - 5 enrolled, 3 staff in attendance.
- 2 Bronze Medallion courses - 15 candidates enrolled.
- Bronze Cross course - 7 candidates enrolled.
- Water Safety Instructors – 5 new certifications, 19 recertifications. This certification allows Instructors to teach the Red Cross Swim Preschool, Swim Kids, and Adult & Teen programs.
- Water Safety Instructor Trainer – 1 staff completed new certification and co-teach in August, 1 recertified.
- Between February 9<sup>th</sup> and 11<sup>th</sup>, we ran a multi part course that included: 1 staff member completing their First Aid Instructor Trainer apprenticeship and certification, 2 staff members recertifying their SFA Instructor certification, and 3 new SFA Instructors were certified. T
- 7 Standard First Aid courses and five recertifications courses.
- 5 Babysitting courses with 43 participants
- In June we held the annual school allocation meeting to allot pool time for the 2020-2021 school year. School representatives from communities around the region such as: Peace River, Little Buffalo, Berwyn, Grimshaw, and Nampa attended via Zoom. Swim times booked were subject to change as per Public Health restrictions.

## SIGNIFICANT EVENTS

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Major events were unable to proceed due to Public Health restrictions, including the Peace River Wahoo's annual swim meet, the Porpoises summer swim club, Grimshaw Gators swim club, the Tri-River Triathlon and the DA Thomas swim.

## SHUTDOWN AND MAINTENANCE

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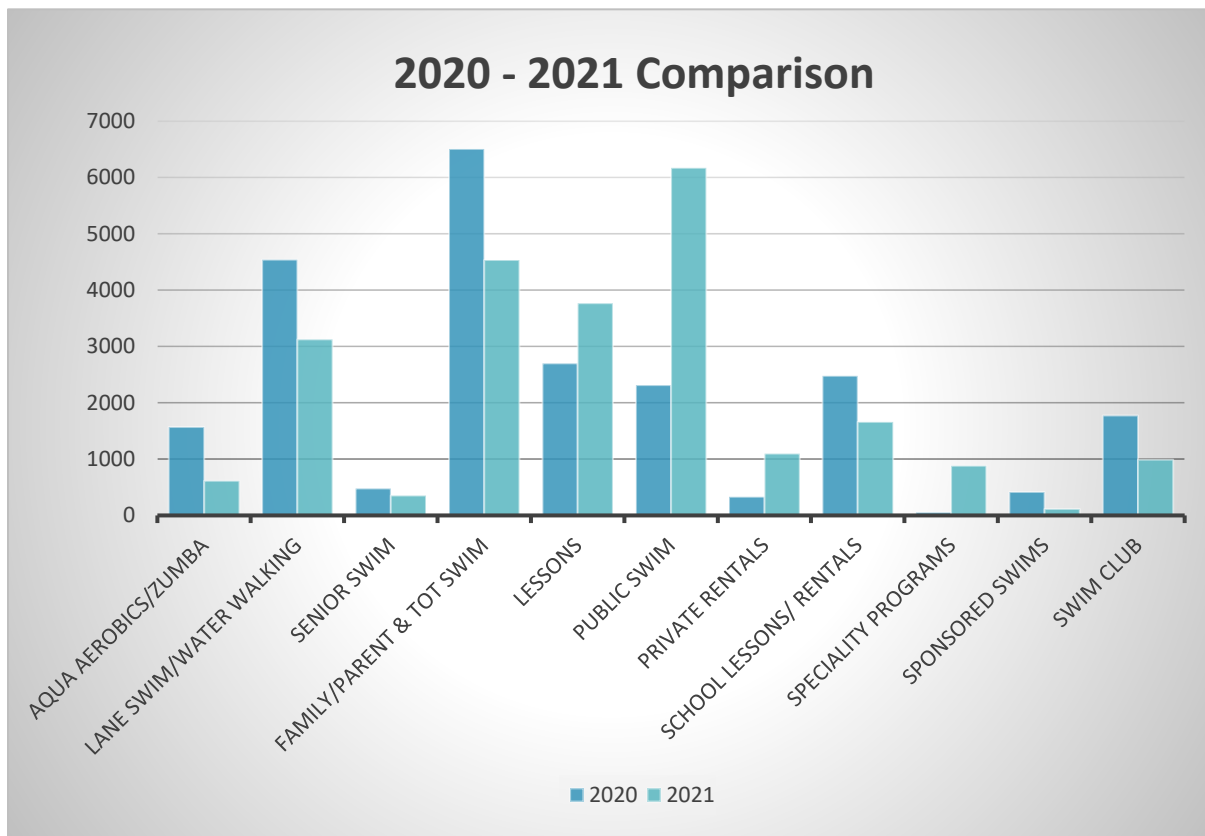
We closed to the public on Monday August 23, a week earlier than planned due to project work at the wastewater treatment plant that impacted the plant's ability to process the volume of water from the pool. Draining the pool took a total of nineteen hours with three pumps. An underground hot tub leak was suspected after the last backwash, and upon draining and removing the filters during shutdown this was confirmed. Automated Aquatics were able to send a leak detector on December 20 & 21, and the leaks will be repaired once their report is complete.

We replaced six main deck lights and bulbs, scrubbed the entire pool basin, removed all thirty-two filter elements from the tanks, all filters were scrubbed and, filter bags were soaked in a degreaser and inspected in batches of eight at a time. We also removed all inlet covers, skimmer baskets, and drain covers and scrubbed with them with an acid solution. All floor grate covers were removed from the main deck and changeroom areas and scrubbed with degreaser. The VFD's were cleaned, annual slide inspection & maintenance took place and all the broken tiles on deck were fixed. The activity room cupboards were completely reorganized to make it easier on the instructors. The newly scrubbed lane rope pieces were restrung, receptionist training took place, the beach area grate was scraped, gritted, and repainted. The walls in the bank tanks were cleaned with TSP, new flow gauges were installed, and the air handling unit filters were replaced.



## FACILITY STATISTICS

In 2019 the total number of visitors was 65,362, in 2020 there were 25,191 and in 2021 there were 25,339. The chart below compares the 2020 and 2021 years, which were significantly impacted by the COVID-19 Pandemic.



## 2021 Highlights • Family and Community Support Services

### FAMILY AND COMMUNITY SUPPORT SERVICES (FCSS)

FCSS provides programs, services, information, and referrals that are prevention based and serve to increase resiliency, coping skills, awareness, parenting skills and supports for non-profits and volunteers. Our department also creates networking opportunities and offers referral services for clients needing essential support services.

### 2021 FCSS PROGRAMS, WORKSHOPS, AND INITIATIVES

As in 2020, there were a lot of changes to how we offered our services to the public to meet the needs created by the pandemic. We continued to offer our programs, events, and workshops online, but we noticed a very sharp decline in public interest. It was apparent that people are very tired of participating in webinars and online sessions and many of our workshops were cancelled due to lack of enrollment. We continued our increased promotion of local, regional, provincial, and federal financial, mental health, addictions and emergency supports. We also put extra efforts into linking clients with the services they need as they navigate these ever-changing times.

#### 2021 FCSS Programs and Services

2021 Initiatives	Quantity/Participation	Details
<b>Information, Referral, Community Development</b>		
<b>Inquiries</b>	32 a month	Phone calls and emails requesting information about local supports and resources.
<b>FYI (Family and Youth Interagency) E-Newsletter</b>	Subscribers <b>2021</b> – 124 <b>2020</b> – 121 <b>2019</b> – 132	Monthly e-mail to agencies with information about programs, services and events being offered in Peace River and area. The FYI network also met online 5 times in 2021 to share information.
<b>Community Directory Online</b>	Website update to Directory Resource	Changes made to the portal and site. Notices were sent out to non-profits to update their information via FYI e-newsletter, social media, radio, and newspaper.
<b>Community Services Newsletter</b>	<b>2021</b> – 14,760 copies <b>2020</b> – 9840 copies	Bimonthly newsletter mailed to Peace River households and available at Town facilities featuring information about Recreation, FCSS, Museum, Family Resource Network. More newsletters were published in 2021 as more programs were offered at our recreation facilities during the summer while restrictions were lifted.

<p><b>COVID-19 Emergency Resource Sharing</b></p>	<p><b>2021</b> - 50 FCSS Agency Information Packages</p> <p>Continued our expanded efforts around resource sharing via social media, radio, and other printed materials.</p>	<p>We continued to offer increased information about local, provincial, and federal resources as part of the COVID-19 Response. Resources included information about financial assistance, mental health resources, accessing food supports, updated health guidelines and crisis related resources. Packages were mailed out to local nonprofits.</p>
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<p><b>CORE Programs and Services</b></p>		
<p><b>Community Volunteer Income Tax Program (Separate from Seniors Income Tax Program)</b></p>	<p><b>2021</b> – 16 Clients and 2 Volunteers <b>2020</b> – 5 Clients and 3 volunteers</p>	<p>Due to COVID-19 safety measures, appointments for tax filing were offered over the phone or email. Volunteers connected directly with clients. Not being able to offer in-person service was very challenging.</p>
<p><b>2021 FCSS Grants to Groups Funding Initiative</b></p>	<p><b>2021</b> - \$40,000 in grant funding awarded to local prevention-based programs.</p>	<p><b>Beyond the Heart Clubhouse</b> - \$3,500.00 <b>Peace Regional Outreach</b> - \$15,000.00 <b>Peace River Pride Society</b> - \$3,000.00 <b>Sagitawa Friendship Society</b> - \$15,000.00</p>
<p><b>Parade of Programs Events</b></p>	<p><b>Spring Event</b> – Agency info posted on TPR Website – 4 listings <b>Fall Event</b> – In person 19 Agencies 62 households attended</p>	<p>Participation from agencies and clubs was very low in the spring as most activities were affected by restrictions. In the Fall, restrictions eased, and we were able to host an in-person event which was well-attended.</p>
<p><b>Home Alone Program</b></p>	<p><b>Spring Online Session</b> 5 registered, 4 attended</p>	<p>Registration and attendance declined below minimum enrolment levels so only one class was offered online.</p>
<p><b>2021 Volunteer Awards</b></p>	<p><b>2021</b> - 1 submission received -program deferred <b>2020</b> – 17 submissions received.</p>	<p>This program was not very popular this year despite the usual advertising efforts. We decided to defer it to April of 2022 to coincide with National Volunteer Week instead.</p>

<p><b>FCSS Targeted Services (offered in direct response to community need)</b></p>		
<p><b>Family Activity Kits</b></p>	<p>Spring - 25 tote bags filled with games and activities suited to children and youth.</p>	<p>To help decrease feelings of isolation for families in need. Families were referred by social support agencies and the bags were distributed by those agencies directly to the families.</p>

<b>HIV Awareness Presentation</b>	Partnered with Sagitawa Friendship Society 7 participants	Provided honorarium for Elder and advertising support for this presentation.
<b>Dr. Ungar Presentation</b>	75 community attendees	Partnered with Northern Sunrise County, County of Northern Lights and Project Peace to host a presentation on Community Resilience by Dr. Ungar, Family Therapist and Professor of Social Work at Dalhousie University.
<b>ASIST (Applied Suicide Intervention Skills Training) Tune-Up Training</b>	4 participants	ASIST Training for those whose certification was about to expire. Enrollment was very low.
<b>Housing and Service Needs Survey Report</b>	The surveys were completed in the fall of 2020 and the final report was made available in June 2021.	The report can be found here: <a href="https://peacereiver.ca/poverty-reduction-initiatives/">https://peacereiver.ca/poverty-reduction-initiatives/</a>
<b>Art Therapy Program</b>	10 participants	An in-person, 7-week Art Therapy program. 5 participants completed surveys, and all agreed that this course helped them take a more positive attitude and feel more positive about themselves.
<b>Strategic Planning Course for Non-Profits</b>	Online Webinar - CANCELLED due to lack of interest	An in-depth, 7 session online strategic planning course hosted by Alberta Culture and Status of Women.
<b>Moving Beyond Hate: Tools and Strategies for Community Response</b>	Online Webinar - CANCELLED due to lack of interest	Online webinar discussing Hate and solutions for dealing with online and in-person acts of racism and intolerance.
<b>Food Safety Certification Course for Non-Profit Organizations</b>	CANCELLED due to restrictions on in-person gatherings.	Food Safety Certification Course for Non-Profit Organizations. Cannot be offered online.
<b>Family Activity Kits</b>	December - 50 tote bags	Donated bags filled with crosswords, coloring, art supplies and copies of local resources to the Servant's Heart Initiative to provide to families that were also receiving Christmas Food Hampers.
<b>Everyone Need Help Sometimes – Resource for Supports</b>	Fridge magnet resource for agencies and public	Based on our popular <b>Everyone Needs Help Sometimes</b> resource poster, this fridge magnet lists contact information to local, provincial, and national support services and programs. Available in spring of 2022.



## SENIORS PROGRAMS AND SERVICES

2021	# of Programs/Participants	Details
<b>Seniors Fair</b>	Unable to host in 2021	Seniors Fair provides information & resources on health and social well-being. Local and provincial agencies attend and promote services available. Due to COVID-19 we were unable to host the event.
<b>Seniors Week June 7-13</b>	180 gift bags delivered	In partnership with Peace River Fire Department 180 gift bags were delivered to our Seniors' doors as an appreciation and thank you.
<b>Seniors Volunteer Income Tax Program (Separate from the Community Volunteer Income Tax Program)</b>	121 income tax files complete	Free income tax filing services. This year there was increase in the number of tax inquiries, as the program was expanded to include low-income individuals and families who are not Seniors.
<b>Snow Angels Program</b>	29 clients 8 volunteers	Snow Angels is a community-based program for Seniors & persons with disabilities who are unable to clear their own sidewalks. Clients are given a sign to displayed in their front lawn indicating they need a helping hand to clear snow.
<b>Home Support Program</b>	19 clients 2 Home Support Aides 172 hours of service provided	In-home light housekeeping services are provided to clients with physical and other health challenges to help them to stay longer in their own home. The support service is provided by screened Home Support Aides. Enhanced COVID-19 safety measures include regular monitoring to stay abreast of frequent changes, screening clients by phone prior to all visits and ensuring PPE is available for staff as needed.
<b>Meals on Wheels Program</b>	9 clients 4 volunteers 102 volunteer hours 193 Hot Meals 530 Frozen Meals 234 soups	This program delivers affordable and nutritious meals to people in need and a point of contact to check in on Seniors living alone. The volunteers have been a great benefit for delivering meals on time and being friendly.
<b>Seniors Information &amp; Referral Services</b>	43 appointments for help with government application forms 21 seniors were connected to other additional services with other additional services	We assist Seniors in filling out government benefit application forms, and refer them to other services for daily living, transportation for out-of-town medical appointments and in-home services. The most common inquiries were for financial assistance, many for medical issues – purchasing glasses, hearing aid, medical equipment, or Seniors Home Adaptation & Repair Program through Alberta Seniors Benefit

<p><b>Adopt a Grandparent Program</b></p>	<p>73 hampers delivered 24 individuals donated to the program</p>	<p>Loneliness in seniors can lead to other health problems down the line. To bring cheer to them during the festive season we worked to bring Adopt-A-Grandparent Program. Members of the public purchase gifts for the seniors. The Fire Department delivers those gift bags to the seniors living in facilities and in the community. The program has grown every year.</p>
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***Adopt a Grandparent***



***Seniors Week***



## 2021 Highlights • Peace Region Family Resource Network

### GENERAL INFORMATION OVERVIEW

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This year, the focus has been on increasing awareness of the Peace Region Family Resource Network (FRN) in our service area. We increased the ability to offer services with no disruption. We have in-person, online, phone, and email options, so families and caregivers have an opportunity to choose how they want to receive services.

A monthly newsletter is emailed to all clients and agencies who would like one. The newsletter keeps everyone informed about upcoming programs and lets them know if programs are in-person or online. Daily posts are made to Facebook, marketing materials are posted around town, and we have a monthly email that goes out to families and partnering agencies. Through Facebook, we also partner with local agencies, in that we share information and upcoming events on our page, and they do the same. This expands our reach dramatically. In addition, we have a pamphlet and resource wall and community bulletin board available for families to browse at the FRN Hub. Agencies keep their clients updated on programs that may meet their needs and staff stay updated on resources/events in each community in our service area, attending Aboriginal Interagency, Family and Youth Interagency and Manning Interagency meetings regularly. Providing online services in our area has opened opportunities to families and caregivers to attend a Parent Education Program without having to travel. It has also given families and caregivers that are not in our service area, an opportunity to take courses not available to them where they live.

We have gone to online registration and referral forms giving families and agencies the ability to register or refer by email, online or in person. Forms have been updated and developed to meet the requirements of new FRN.

ASQ & ASQ-SE (Ages and Stages & Ages & Stages Social Emotional) are developmental screens for children 0 to 6. In 2021, 34 ASQ's and 31 ASQ-SE's, were done.

### **Partnerships**

Working with other service providers in our area alleviates duplication of services and it helps save on resources and staffing. We have two strong ongoing partnerships with the Fairview Library and the Peace River Library. We began online programs in Fairview when COVID-19 started, and this program now has 12 families and 15 children attending on a regular basis. Also, our partnership with Alberta Health Services has led to great resource sharing, and future presentations have been scheduled. We have a working relationship that is also ongoing with Nampa FCSS and Northern Sunrise County that has helped us to partner out in Nampa and set plans for work in Cadotte Lake at the Mamowintowin centre. We have developed and shared a power point presentation to several agencies to increase their awareness of the changes with the new Peace Region Family Resource Network.

PEACE REGION FRN DATA - 2021

TOTALS FOR ALL SERVICE CONTINUUMS (# of Families)	Families
Child Development and Well-being (Universal Programs)	70
Caregiver Capacity Building (Parent Education)	160
Social Connections Social Connections & Support (Walk in Playtime)	49

PARENT EDUCATION (For Families with Children Age 0 to 18)	
<b>UNIVERSAL</b>	
Child Development & Well-being	67
Caregiver Capacity Building	77
Social Connections & Supports	49
<b>TARGETED</b>	
Child Development & Well-being	3
Caregiver Capacity Building	77
Social Connections & Supports	0
<b>INTENSIVE</b>	
Child Development & Well-being	0
Caregiver Capacity Building	16
Social Connections & Supports	0

<b>HOME VISITATION (For Families with Children age 0 to 6)</b>	
<b>Universal/Targeted/Intensive</b>	10

<b>HUB</b>	
<b>Information Referrals</b>	50

<b>WJS</b>	
<b>Family Resilience Program Two staff members with caseloads of 12 each</b>	25

## EVENTS ATTENDED

Fewer events were attended than previous years due to Public Health Restrictions.

February	Online Family Day Activity with draw for those who attend
August	Popcorn in the Park – Grimshaw in partnership with the Grimshaw Library
September	Parade of Programs – Peace River & Manning Truth and Reconciliation Day (in-person)
October	Dr. Soper ADHD Presentation – open to the entire service area (58 people on-line and 12 people in person)
December	Little Adventures – Guest to program – Nampa (in person)



## COVID-19

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We follow restrictions and guidelines set by Alberta Health Service in addition to the procedures of the Baytex Energy Centre. During the closure of the Baytex, we continued services by moving them online. We continue our Home Visitation and Triple P training and are now very confident in offering quality services to our families and caregivers both in-person and online. Extensive daily cleaning and disinfecting of the Educational Development Centre has been a big but necessary increase in workload. We invested in a fogger, and approach it as an ‘all hands-on deck’ task so that we can continue to offer a safe place for families and caregivers to come. We strongly believe that families need this form of interactive play and social connection now more than ever.

<b>January, February, March, April, May &amp; June</b>	In person services closed, all services went online. Two staff worked from home and one other staff worked from home where needed due to childcare needs.
<b>February, March, April &amp; May</b>	Continued doing online services.
<b>June</b>	All Staff returned to the office and a plan was put in place to resume in-person programming.
<b>July &amp; August</b>	We began facilitating outdoor programs, providing in-home visitation and one-on-one parent education. We also started meeting with clients in our building. We continued online services for most of our parent education and for clients who requested online. The Hub opened to in-person appointments only or by phone, email, or Facebook messages.
<b>September, October, November &amp; December</b>	Opened Hub and Educational Development Centre for drop-in from 9:30am to 4pm. Our in-home Parent Education and Home Visitation and online Parent Education fully resumed with weekday, evenings, and Saturday options for families.

## 2021 Highlights • Peace River Museum, Archives and Mackenzie Centre



2021 at the Peace River Museum, Archives and Mackenzie Centre was another challenging year. The museum was closed to the public until June, but we were working behind the scenes to complete several projects. As you can see to the left, the museum has a new logo. Thanks to everyone for their input. We unfortunately had to say good-bye to Laura Love after 5 years here at the museum, but in July we welcomed Allissa Dullemond as our new Collections Technician. New signs were added to the Treaty 8 Monument, and we celebrated Orange Shirt Day

at St. Augustine's Mission. Planning for further Archival storage was completed, and an area at Athabasca Hall was designated for Archive's storage. New shelves were ordered and upgrades to the room were started and will be complete in early 2022.

Finally, I would like to thank Emily, Allisa, and Beth for going far above and beyond your normal duties during these trying times.

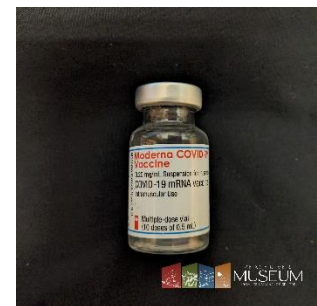
### EXHIBIT AND COLLECTION CARE



Even with the Museum being closed for the first part of 2021, work continued with the collections and exhibits.

We unfortunately said farewell to Laura Love in February as she left to take on new challenges as manager of another museum. Her position was posted, and many applicants responded to the vacancy. We were very lucky to hire Allisa Dullemond to take the position of Collections Technician. Allisa started on July 19, 2021, and right away jumped into the role.

The Museum's collection grew this year by 24 items, ranging from a discus and javelin from the Peace River High School to an empty vial of the COVID-19 vaccine donated by the local hospital. All items from the 2020 donations were also completely catalogued and entered in the Museum's collection software. The Collections Technician attended Firearm Safety Training for both non-restricted and restricted firearms.



### PROGRAMMING



Summer was once again a struggle for the Museum to plan events due to the pandemic restrictions. In June, once the Museum had re-opened, we were able to partner with the Peace River Aboriginal Interagency Committee for Indigenous People's Day. We next held Canada Day celebrations at the Museum with a flag raising and speeches. Throughout July and August, the Museum offered guided tours of our facility as well as several walking tours around the town. We were



also able to host a total of 4 summer teas during July and August with treats supplied to us by The Goodie Girl.

September and October saw the Museum partnered again with PRAIC, this time for the National Truth and Reconciliation Day (Orange Shirt Day) and Sisters in Spirit walk. The Museum added four new text panels to the Treaty 8 Monument and created two mini exhibits to display at the gathering at Riverfront Park. October also saw the return of our Fall Fibre Arts event. Several artists from the Peace River area contributed their creations for sale at the Museum during the whole month.

November brought another event at the Treaty 8 Monument: The Planned National Aboriginal Veterans Day. We were proud to be able to take part in this event and created an exhibit at the Museum to remember all the war fallen.



December saw the return of our Christmas Tea at the NAR. Again, the Goodie Girl provided treats for our visitors and finally the Museum closed over the Christmas Holiday season and re-opened January 4<sup>th</sup>, 2022.

## SOCIAL MEDIA AND OUTREACH



With in-person meeting still limited, the staff at the Museum attended 139 virtual meetings during 2021. On top of the meetings, the staff attended 29 virtual courses including "Indigenous Culture: Appreciation vs. Appropriation" and "The Round Table of Algonquin Leaders on Truth and Reconciliation and Museums". Staff also attend the Annual General Meetings for the AMA and ASA online! Continuing with our virtual presence, the Archives created 52

#ThrowbackThursday social media posts featuring archival photographs from our collection and 32 #ThisWeekInHistory social media posts featuring local newspaper articles from 1946. Collections also started a #WhatIsItWednesday where we asked people to guess what the weekly artifact was.

The Museum also released a self-published book from our Built Heritage Committee called "Peace River's Built Heritage, 1900-1944.

The first printing has already sold out, and a second order had to be placed to keep up with demand. The Peace River Historical Society also produced their second volume on the history of Peace River. The Museum contributed many photographs to the book, and we are very happy that the Society was finally able to bring it to print.



Our volunteers also started back once the Museum was re-opened. They continued their valuable work helping staff transcribing meeting minutes, transcribing two land ownership maps, continual updating of obituary catalogue, clipping and filing of relevant newspaper articles.

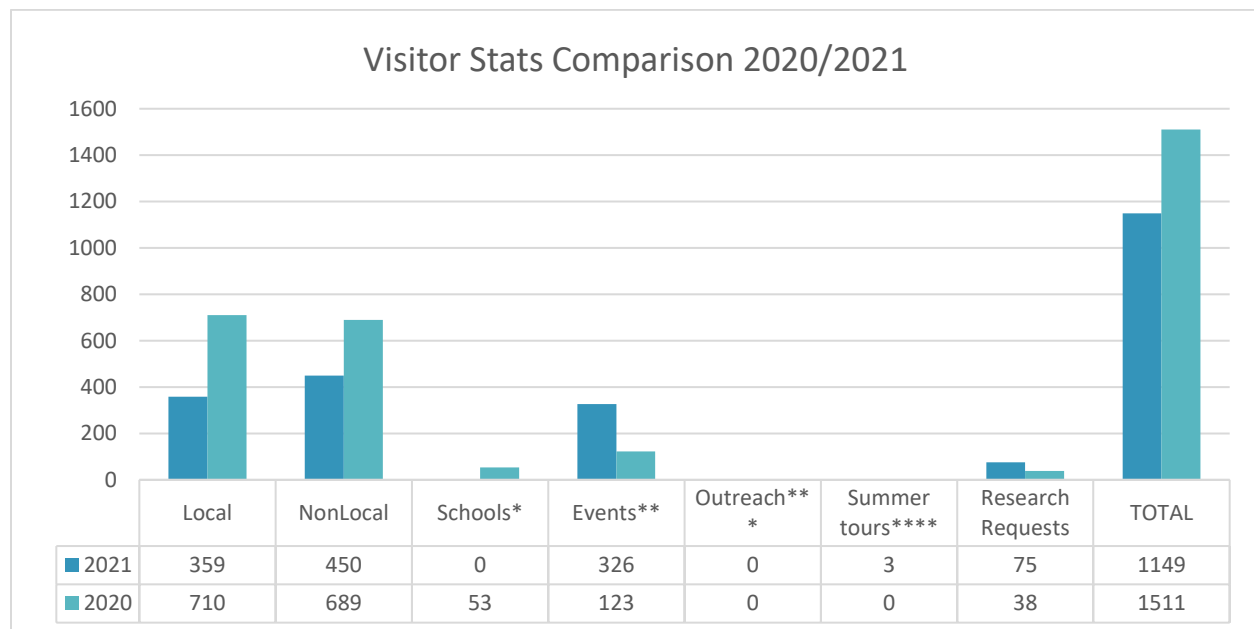
## ARCHIVES AND RESEARCH



As with collections, the Archive was busy and productive even during the Museum's closure to the public. A total of 75 research requests were made this year. These ranged from information on Peace River families, to photographs of buildings and people from the area. A total of 11 donations were made to the archives, including over 170 photographs. The backlog accumulated from 2019 were entered into the database and 400+ photographs were scanned as well.

With the increased interest in the St. Augustine Mission, a list of those interned in the Mission's cemetery was created. These burial records included the name, age, and death date for ease of access and use

Work also continued converting the dance studio at the Athabasca Hall to store the growing archival collection. Working with the Facilities Maintenance Supervisor, a builder was selected and contacting Westbow Systems for new shelving, a plan was put into motion and work began at the beginning of 2022.



## COVID-19 AND THE MUSEUM'S RESPONSE 2021

Month	Status of Museum	Status of Staff	Accommodations
January	Closed to the Public	Work from Home	Virtual Meetings, reduced staff at Museum working
February -March	Closed to the Public	Work from home/Occasional work at Museum	Teams Meetings, masking while at Museum if not alone, spacing at Museum if not alone
April-June (to the 15 <sup>th</sup> )	Closed to the Public	Staff on-site but masking and keeping distance.	Masking and distance required, Meetings with other sites still virtual
June (after the 15 <sup>th</sup> ) to December	Museum opened to the Public	Staff back to work at Museum	Reduction of hours due to cleaning regime, Archives only by appointment, Mandatory Masking of all visitors, Reduction of numbers allowed into the Museum

As well as the above, most summer programming had to be altered due to the Pandemic. Our usual complement of summer staff was also depleted. Young Canada Works approved only one summer student for the duration of May to August. Reduction in travel also was reflected by low visitation to the Museum over the normally busy summer months. We also did not host the students from the various public and high schools in the district again this year due to the outbreak.