

CHA AGM – Staff Report 2024

Erica Mark, Manager, Recreation Services and Facilities

I arrived as the new Recreation Services and Facilities Manager in June 2023 and was warmly welcomed by the Century House Association and Members. It has been a steep learning curve and I have appreciated the kindness, patience, knowledge and passion from staff, CHA and community members.

City staff have prepared some updates and highlights from the past year.

1. Facility Updates:

- New centralized model for maintenance to ensure greater efficiencies and coverage
- New upgraded security cameras
- All tile floors stripped and waxed
- New toilet paper dispensers installed
- New paper towel dispenser back ordered should be installed by End of January
- Replacing defective door stops
- Upgraded facility tools
- Repaired cupboards in kitchen
- On going painting projects and wall repairs

2. Staffing Updates:

Manager, Recreation Services and Facilities: Erica Mark

Hired in June. A huge thank you to Ryan Weber, who stepped in and provided leadership during this position's vacancy.

Recreation Supervisor: Silisha Ali

In September, Silisha Ali was the successful candidate for the re-visioned position of Recreation Supervisor for Seniors and Youth Services. Thank you to Shelly Schnee who filled in in the previous Recreation Supervisor position while it was vacant.

Program Coordinator: Shelly Schnee

After a long and amazing career Shelly Schnee has made the difficult decision to retire. The team here at Century House and the Youth Centre thank you for your passion, dedication, and vision. We wish you the best. Hannah Galvin will be backfilling the Program Coordinator until the formal recruitment completes.

Assistant Program Coordinator: Hannah Glavin

While Hannah is backfilling the Program Coordinator position, Jenna Speers will be backfilling in Assistant Program Coordinator position. During this time, Jenna will continue to coordinate and provide support to volunteers.

Recreation Facility Clerk: Ruby Grewal

Ruby Grewal went on maternity leave in March and Jessica Wong was the successful candidate and has been acting in the role since then.

Food Services Worker: Diane McQuade

Diane McQuade has decided to retire after several years of service. We wish Diane the best in her next chapter.

3. Program & Service Highlights:**Food Services**

- The Connections Cafe which offers healthy homemade lunch service 5 days per week has been increasingly busy providing upwards of 80 meals per day.
- The grab and go fridge has been a great addition to ensure there are also healthy options after hours.
- Our most recent success was the holiday meal in which we served more than 400 meals over two days.

Volunteers

- Our volunteer program is thriving with almost 300 volunteers
- These volunteers are crucial in leading activity groups, greeting and providing information as people enter Century House, supporting Food Services, programs, events and the office.

Programs and Events

- We continue to offer a variety of programs including social opportunities, educational workshops, wellness opportunities and more. For 2024 we will be re-starting a Program Advisory Committee. If you are interested in providing input into programming, contact hglavin@newwestcity.ca
- This year we had an anti bullying survey with great participation. The results will help us determine how to ensure Century House is a safe and welcoming place for all.
- The Seniors Have Voices, Dialogue on Death and Dying and the Birthday Parties continue to be very popular
- The Events Committee has done a fantastic job of creating events that appeal to many community members
- Fitness continues to be popular and the addition of the Centennial Community Centre programs has been well received with 611 participants and 77% of the participants being 50+.

Services

- Century House Association Peer Support (CHAPS) program continues to provide essential services to community members who are feeling low, lonely and/or are grieving.
- Blood Pressure Clinics - In the past year it has accommodated 430 individuals and since the pressure is taken on both arms that adds up to a total of 860 readings.

- New this year, we were able to get a Community Integration Specialist to regularly set up a Poverty Reduction Information Table to support community members with applying for Income/Disability assistance, and one-on-one support with finding resources and housing

Youth Services

- Youth Services is preventative services that engages at risk youth in the community who are not connected to positive role models, extracurricular activities, programs, services, or parents. We do outreach work in community to meet youth where they are at and then connect them to recreation, positive role models, and other programs and services.
- We run weekly programs in four neighbourhoods and provide activities 6 days a week out of the Youth Centre
- The Youth Fire Fighter program had an overwhelming number of applications this year that prompted the increase to 21 participants.
- This year with Silisha Ali leaving the Youth Coordinator position upon promotion, Paolo Zenone was the successful replacement candidate

Thank-You

The Century House Staff Team would like to thank the CHA Executive for their passion, dedication, and hard work over the past year. Their leadership and commitment has provided memorable experiences and opportunities for the CHA members.

We would also like to thank all the Committee Members, Chairpersons, Volunteers, CHA Members and community members for making Century House a wonderful and unique place.

On behalf of the Century House staff, it has been a pleasure working with all of you and we look forward to continue enhancing engagement and services in 2024.