



Parks, Forestry and Recreation Division
Recreation Service Plan Toolkit - 2011



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A Message from Brenda Patterson, General Manager, Parks, Forestry and Recreation



Thank-you for your interest in the development of a five-year **Recreation Service Plan** for the City of Toronto, Parks, Forestry and Recreation (PFR) Division. The plan will guide decision-making by focusing on the key principles of: **equitable access, quality, inclusion and capacity building** to meet the needs of Toronto residents.

The Plan will guide the Division in achieving its goal of providing equitable opportunities for all City of Toronto residents to lead healthy, active lives by accessing high quality recreation programs and services, regardless of their age, gender, ability, income level or neighbourhood. The plan will guide Parks, Forestry and Recreation staff in providing excellent customer service to all participants, stakeholders and the communities that we serve. The plan will assist the Division to be even more inclusive, by setting directions to reach out to diverse individuals and groups, including newcomers, women, at-risk youth and older adults, who may need support in accessing our programs and services. The plan will guide the Division in its community building efforts, by developing ways of strengthening communities and encouraging sports groups and community and service organizations to partner with the City through volunteering, fundraising and organizing local community recreational activities and events.

We want to hear from you. Here's how you can participate.

You can attend one of four **public meetings** that will be held in each quadrant of the City in **May and June 2011**.

From April 26 to June you can complete an on-line survey. The survey can be accessed on-line at www.toronto.ca/parks/engagement/serviceplan. Or you can **call 3-1-1** to obtain the survey via fax, e-mail or mail. Copies of the survey will also be available at **all City-run Recreation Centres**.

Additionally, we'll be meeting with representatives of over 1400 stakeholder groups in May and June and will be reaching out to other targeted groups in focused sessions.

This **Recreation Service Plan toolkit** provides a synopsis of the Division's current services together with an analysis of issues and opportunities. If you or members of your organization want to have your own to discussions on it, you can view the **Recreation Service Plan toolkit** on-line. **For more information about the public consultation meetings or to obtain a Recreation Service Plan toolkit, please visit us on-line at www.toronto.ca/parks/engagement/serviceplan.** (Or you can **call 3-1-1** for information about the meetings or to obtain a consultation package by mail.)

I look forward to your comments on how to make our Recreation and leisure services better for all Torontonians.

Brenda Patterson,
General Manager



Instructions for Using this Toolkit

This toolkit contains a summary on the Recreation Service Plan that is being presented to the public at various consultation meetings this spring (May and June 2011). The dates and locations of these meetings are outlined below:

District	Date	Time	Location
Scarborough	May 11, 2011	7 p.m.	Don Montgomery CRC (Gym)
North York	May 19, 2011	7 p.m.	Mitchell Field CC (Gym)
Etobicoke York	May 30, 2011	7 p.m.	Etobicoke Olympium (Gym)
Toronto East York	June 9, 2011	7 p.m.	Wellesley CC (Gym)

Space is limited at the public consultation sessions. To register, email rsp@toronto.ca or call (416)338-6608 and indicate which meeting you would like to attend. ASL interpreting, attendant care services, other accommodation and drop-in activities for children three years of age and older are available on request. If you require these services, please indicate the service needed in your registration email or phone message at least 10 days prior to the meeting date.

Included in the presentation are a series of questions for discussion. Your group can discuss these questions at your own pace. We encourage you to complete the Questions & Answers Form beginning on page 7. You can complete the form on-line at www.toronto.ca/parks/engagement/serviceplan, or you can **print it and fax it** to us at **(416) 397-4899**. Alternatively, you can **mail** your completed form to:

Diane Stevenson
Manager, Policy and Strategic Planning
Parks, Forestry and Recreation Division
4th Floor, West Tower, City Hall
100 Queen Street West
Toronto, Ontario
M5H 2N2

We have also included an appendix with some additional facts about Parks, Forestry and Recreation programs and services, along with a glossary of terms for your convenience.

Thank you for providing your input into the Recreation Service Plan. Your comments will assist us in developing a plan that will guide us in priority-setting and making improvements to our recreation and leisure services over the next 5 years. All of the consultation feedback will be summarized in the final report of the Recreation Service Plan and will be submitted to City Council for approval this fall.

Recreation Service Plan Presentation

Please see the attached link for the full Recreation Service Plan Presentation.

http://www.toronto.ca/parks/pdf/serviceplan/rsp_ppt.pdf



Question & Answer Form Instructions

Parks, Forestry and Recreation has developed questions specific to each of the four guiding principles. Your feedback is important to us and your responses will help the Division to develop its 5-year Recreation Service Plan.

Please provide your response to each question in the spaces provided below and submit your completed Questions and Answers Form to Parks, Forestry and Recreation by June 24, 2011.

The Question & Answer Form is also available to download, print and submit by mail. Download a PDF version of the Form in English or request one in one of the following languages:

Français | 中文 | தமிழ் | Italiano | Español | Português
Tagalog | اردو | Русский | فارسی | 한국어

Completed forms may be submitted in any of the following ways:

- On-line at www.toronto.ca/parks/engagement/serviceplan

OR

- Fax: (416) 397-4899

OR

- **Mail to:**
Diane Stevenson
Manager, Policy and Strategic Planning
Parks, Forestry and Recreation Division
4th Floor, West Tower, City Hall
100 Queen Street West
Toronto, Ontario
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Question and Answer Form

Principle #1 – Equitable Access:

Parks, Forestry and Recreation should provide equitable recreation access to all city residents on a geographic and demographic basis.

Question 1(a):

What do you think the barriers are to achieving equitable recreation opportunities in all areas across the City and how can they be overcome?

Question 1(b):

Does the current mix of programs and services support the principle of equitable access to all City residents? Please explain your answer.



Principle #4 – Capacity Building:

Parks, Forestry and Recreation should provide programs and services of social, economic and physical benefit to all participants that create a sense of community, belonging and vitality.

Question 4(a):

How can Parks, Forestry and Recreation help to strengthen communities and who can we partner with?

Question 4(b):

How can Parks, Forestry and Recreation attract, support and retain volunteers?



Question 5:

Do you have any additional feedback related to the four guiding principles? Please provide it here:

Question 6:

Please indicate your organization's focus:

- Sports Organization
- Sports Permit Group
- Community Organization
- Commercial Recreation Organization
- Children's Group / Agency
- Youth Group / Agency
- Older Adult Group / Agency
- Disability / Special Needs Organization / Agency
- Cultural / Ethnic Organization / Agency
- Social Service Agency
- Arts and Culture Organization
- Lesbian / Gay / Bi-sexual / Transgendered Organization / Agency
- City of Toronto Agency, Board or Commission
- Other non-profit organization, please specify: _____
- Other, please specify: _____



Appendix

Glossary of Terms

Attendance

- Is a record of individuals who participated in either registered or drop-in programs. Attendance is usually taken during each class.

Enrolment

- Registration in a registered recreation program

Registered Program

- Program offered by Parks Forestry and Recreation where registration is required. Registered programs are offered each season throughout the year. All programs have scheduled classes and set start and end times.

Drop-In Program

- Program offered by Parks Forestry and Recreation where registration is not required. These programs are scheduled by season and have set times and dates. Participants may attend these programs at their leisure.

Participant

- An individual who takes part in a city-run recreation program.

Permit

- Parks, Forestry and Recreation issues permits for the use of its facilities on a short-term basis. Various community and sports organizations use our recreation facilities to run their own programs. Others, such as private individuals, agencies and other organizations permit our facilities for their meetings, functions and events. Facilities that we permit include: pools, gymnasias, ice rinks, meeting rooms, auditoria, kitchens and other rooms within our centres.

Registration

- Is the process by which an individual enrolls in a Parks Forestry and Recreation program.

Ward

- Is an electoral boundary for the City of Toronto, currently there are 44 wards.

Participant Age Categories:

- **Early Child**
 - Refers to individuals from 0 to 5 years of age.
- **Child**
 - Refers to individuals from 6 to 12 years of age.
- **Youth**
 - Refers to individuals from 13 to 24 years of age.
- **Adult**
 - Refers to individuals from 25 to 59 years of age.



- **Older Adult**
 - Refers to individuals from 60 years of age and over.

Registered Program Category

- Refers to a group of courses, organized in the Toronto Fun Guide.
- Currently there are 13 program categories: Arts & Heritage; Camps; Clubs; Fitness & Wellness; General Interest; Leadership; March Break; Older Adult; Pre-school; Skating; Skiing & Snowboarding; Sports; and Swimming. Details related to each program are noted below.
 - **Arts & Heritage Programs**
 - A wide range of recreational arts programs are offered for every age group including - visual arts, crafts, music, dance and drama. Arts programs provide an opportunity to explore and develop new and existing skills, to develop an appreciation for the arts and to cultivate the imagination.
 - **Camps**
 - Camp activities for children include arts, crafts, music, drama, sports and games. Some locations offer specialty activities such as cooking, video, bocce, skating and trips.
 - **Clubs**
 - Clubs provide a wide range of activities for all age groups.
 - **Fitness & Wellness Programs**
 - Parks Forestry and Recreation offers a variety of fitness programs for many ages and levels. Class types include: aerobics, boxercise/kickboxing, BOSU, classes for osteoporosis, muscle and core conditioning, gliding, hip hop, pre/post natal, pilates, quigong, spinning, step, tai chi, walking, and yoga.
 - **General Interest Programs**
 - A Wide range of General Interest programs are offered for every age group including –cooking, tutoring, arts & crafts, after school recreation, drop-in programs etc. General Interest programs provide an opportunity to explore and develop new skills.
 - **Leadership Programs**
 - Leadership programs assist youth to develop strong leadership skills such as: leadership styles, self-confidence, program planning, team work, time management, job readiness skills, and placement opportunities.
 - **March Break programs**
 - March Break activities for children include arts, crafts, music, drama, sports and games. Some locations offer specialty activities such as cooking, video, bocce, skating and trips.
 - **Older Adult Programs**
 - Programs specially designed for older adults provide a choice of activities and social opportunities. Activities include recreation programs, special events, workshops and get-togethers.



- **Preschool Programs**
 - Preschool programs provide a stimulating, fun and safe place to introduce your child to socializing with other children. Children experience new activities and develop physical and cognitive skills. Programs focus on play and the benefits that learning through play provides. A variety of programs are offered. In some programs the parent is required to participate.
- **Skating Programs**
 - Programs are available for all levels and include instructional skating, power skating and learn to play hockey.
- **Skiing and Snow Boarding Programs**
 - Two downhill skiing and snowboarding facilities in Toronto offer a range of programs to suit all ages and abilities.
- **Sports Programs**
 - Programs are designed to be fun and provide children and adults opportunities to be physically and socially active. Program types include basketball, golf, gymnastics, volleyball, badminton, hockey, soccer, karate, gymnastics, tennis, trampoline, archery, and table tennis.
- **Swimming Programs**
 - Swimming Programs provide aquatic skills for all ages .Participants learn how to swim, how to be safe around water and how to rescue others in an emergency.



Parks, Forestry and Recreation Statistics

2010 Service Mix

Total Program Hours

Registered Programs.....705,992 hours
Drop-in programs.....366,847 hours

Registered Programming

Summer Camp.....143,331 hours
March Break Camp.....6,891 hours
Winter Camp.....383 hours
Swimming (instructional).....165,542 hours
Skating (instructional).....8,688 hours
Sports.....49,345 hours
Fitness..... 43,855 hours
Ski (instructional).....21,208 hours
Arts.....42,962 hours
General Interest..... 32,719 hours
Afterschool Recreation Care (ARC).....14,499 hours
Leadership.....8,568 hours

Drop –In Programming

Clubs..... 8,938 hours
Swimming..... 29,278 hours
Skating (drop-in).....52,287 hours
Leisure Golf.....171,000 rounds
Recreation Support.....5,813 clients served in 2008
Fitness Memberships.....27,073 membership passes

PFR Assets & Facilities

134 community centres including 21 priority centres

10 centres run by the Association of Community Centres (AOCC's)

63 indoor pools

58 outdoor pools

190 wading pools and splash pads

1 track & field centre

4 stadiums

724 sports fields

5 golf courses

630 tennis courts

858 playgrounds

41 City owned and operated arenas with 49 ice surfaces

8 City-owned/board of management-operated arenas with 12 ice surfaces

51 outdoor artificial ice rinks

2 ski and snowboard centres



WE WANT TO HEAR FROM YOU!

The City of Toronto is looking for your input on its recreation programs and services.



There are lots of ways to get involved in creating the City's Recreation Service Plan:

- Complete an online survey at toronto.ca/parks/serviceplan or get a copy from your local recreation centre.

Come to one of four public consultation sessions

District	Date	Time	Location
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For more information, contact 311 or visit toronto.ca/parks/serviceplan