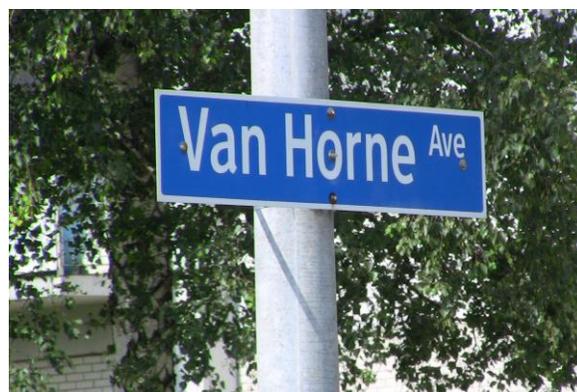


# RECREATIONAL SERVICES IN OUR NEIGHBOURHOOD



2014

Fairview Resident Action Group  
Newcomer Research and Advocacy Project

# Recreational Services in Our Neighbourhood

## FAIRVIEW RESIDENT ACTION GROUP NEWCOMER RESEARCH AND ADVOCACY PROJECT

### WHO WE ARE

The Fairview Resident Action Group (FRAG) is a committee of nine residents who live in the North York East area. We are a multi-generational and multi-cultural group, representing different perspectives about current issues facing newcomers today.

The group was originally established as part of North York East's Local Immigration Partnership and has since transformed into an independent group. We are supported by Working Women Community Centre which provides us with space to conduct our monthly meetings.

The mandate of our group is to identify issues and challenges facing our neighborhood. We seek to contribute to the betterment of our community and the lives of local residents by working together to shed light on some of the concerns and needs of residents. Since we live in an area with many newcomers, our vision is that newcomers have a seamless experience finding and using resources in their community to support them in their settlement process.

Each year our group chooses one area of focus and will create an action project around the community issue.

Please see Appendix A for list of FRAG group members.

### OUR COMMUNITY

The Fairview Resident Action Group works within the community of North York East. This area holds four city neighbourhoods: Henry Farm, Don Valley Village, Pleasantview and Hillcrest Village. The North York East area has a population of just under 80,000, with a mixture of houses and pockets of large high rise buildings. This area is home to children, students, parents, and grandparents.

The majority of residents that live in this area are immigrants to Canada. The top areas of origin for immigrants living in North York East are: China, Hong Kong, Iran, India and the Philippines. 44% of all recent

immigrants to the area were born in China. A further 26% of newcomers living in the area were born in Iran, India and the Philippines. Over half (51%) of the North York East community speak a language other than English at home, while the city average is just 28%.

## **OUR CURRENT PROJECT**

In 2012 our resident group came together and began a conversation on observations we had of our neighbourhood. We thought about the needs of our community and the gaps we were seeing in local services. We sought to create a project where we could build a case for positive change in our neighbourhood. After a series of meetings we identified an issue in our community that we often heard about – the accessibility of recreational programming in the neighbourhood. In 2013, our resident group embarked on recreation research and advocacy project. We conceived of it as a 12-month project in North York East focused on identifying and advocating for residential recreation interests and needs.

The community has various social spaces and resources that are available; however, we wanted to examine how accessible these spaces were. As we began thinking about the community centres in our area, a few questions arose in our conversations. For example: How welcoming are community centres in the neighbourhood? Are there any barriers in accessing the services and programs they offer? How well are residents informed about the facilities and services available? To what extent do services and programs reflect the needs and interest of community members?

We chose to focus our project on residents, particularly newcomers who reside in North York East. Residents come from diverse backgrounds and will have different needs in relation to community activities and recreation centres. Our current project investigates the local needs of residents living around community centres in our area. We hope that our research will help Parks and Recreation decision-makers to gain a deeper understanding of newcomer needs and interests. We also hope that our research will result in more culturally relevant recreational programs in community centres in the area that better reflect the demographics of our neighbourhood.

## **WHAT WE DID**

Our research project consisted of various stages. We began by identifying community centres in the area and conducted a scan of current programs. We then chose two centres to focus our surveys and research on. We went on to conduct over 200 surveys with residents. We then analyzed the results and developed a set of recommendations, which we hope can be used by Parks and Recreation and local community agencies to inform future programming and enhance community spaces in the neighbourhood.

### ***Selection of Community Centres***

The group first conducted an initial scan of community centres across North York East, and chose three centres for further observations. These three centres were chosen because of their similarity in structure and programming.

The group chose to focus on Pleasantview Community Centre, Oriole Community Centre, and Cummer Park Community Centre. These three centres were then further investigated through observational visits by group members.

### ***Observation of Community Centres***

The group carried out a series of visits at various times of the day and week to gain a deeper understanding of each community centre, the programs offered, and how the community used the spaces and programs available to them. To create consistency in visits the group created a survey to assist in making observations (Please see Appendix B for sample surveys). Group members designed the survey to analyze the demographics of visitors to the centre, staff availability and helpfulness, on-site information available about programs and services, and the condition of the facilities.

Observers were required to evaluate and rate each category. In addition, observers did not reveal their identities to the community centre staff when asking about the programs in order to receive unbiased responses. Each group member visited two centres. Each centre was visited at least three times; visits ranged from weekday mornings, weekday evenings and weekends. The results were analyzed by FRAG, and it was decided that the highest rated centre (Pleasantview) and the lowest rated centre (Oriole Centre) would be further surveyed.

### ***Scan of Programs and Events***

After the initial environmental scan and evaluation, the group looked at the programs being offered at the Oriole and Pleasantview centres. Appendix C shows a snap shot of programs and services that were being offered at the time. This was done to gain an understanding of programs and services available to local residents at these centres. This research was done through the Parks and Recreation website, and was cross-referenced with information available in the Fun Guide.

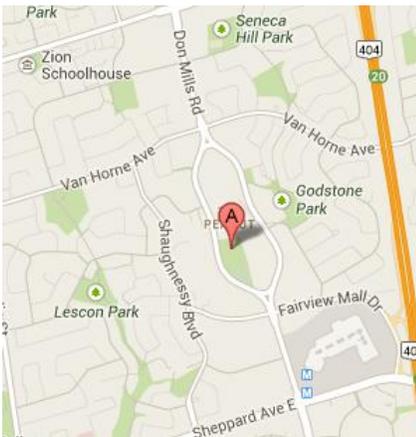
## Resident Surveys

After the scan of programs and services, the group turned their attention to the residents living in close proximity to the centres. The group designed a resident survey to analyze accessibility and services at the community centres. The surveys were divided into two sections depending on whether respondents used the community centre or not. A “NO” survey was designed for people who did not attend any community centres, and focused on investigating the reasons behind not attending, as well as possible solutions that would encourage residents to attend. A “YES” survey was targeted to people who used one of the community centres, and focused on what programs were used and possible additions or changes that would improve resident experiences. Appendices D and E provide a sample “YES” and “NO” surveys that were used.

More than 200 surveys were conducted in the area surrounding the community centres. Venues for conducting surveys included schools, supermarkets, and shopping malls, places of worship, community groups, libraries, community organizations, apartment buildings and houses. People were very responsive to the questions and were enthusiastic about supporting the research. There were no specific criteria identified to select survey respondents, as the research aimed to reflect the perspectives of the general population living in close proximity to the Oriole or Pleasantview community centres.

## FINDINGS

### Oriole Community Centre



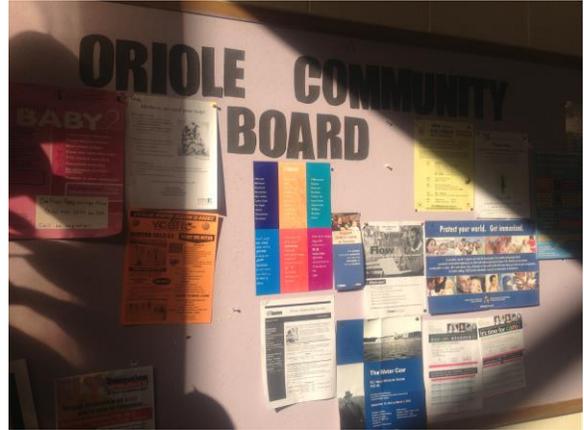
The Oriole Community Centre is located on 'the Peanut' island on Don Mills road just north of Sheppard Avenue. It is surrounded by high-rise apartment buildings and townhouses, in addition to a school and commercial plaza.

Our group conducted 5 observational visits at various times of the day and week. Group members found that the Oriole Community Centre lacked many essential characteristics that make the centre accessible. The community board had some program and activity information, however, information was only offered in English. The list of programs was not easily understandable, nor were they easy to find. Staff was difficult to find and when questions were asked regarding

programming, staff directed group members to the Fun Guide or website to look for programs. At this initial stage of visits, group members found the staff attitude unhelpful and unfriendly. The Centre was for the most part extremely quiet during the week and not brightly lit. Furthermore, there was no reception at the entrance that can locate community staff members, which rendered navigation through the community centre quite difficult and confusing.

Our group conducted surveys with 113 respondents on this site. Of the conducted surveys, 61 respondents had visited the Centre in the last year, while 52 had never visited the Centre.

Those who had not attended the community centre wanted more language-related activities (84%), while those who had attended the community centre wanted more family friendly programming (84%) and more cultural arts activities (74%). This indicates people living in the Oriole area want more opportunities for their families to get involved in activities and to connect to their neighbours, while still maintaining their cultural heritage. Respondents wanted activities such as Ping-Pong, badminton, belly dancing, language-specific tutoring, and children activities, such as dancing, chess, homework tutoring, and childcare.

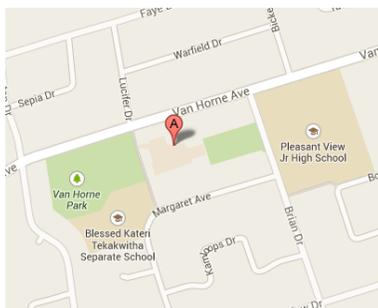


Respondents also indicated a need for programs such as community gardens and community kitchens. 100% of participants who attended the community centre wanted to see more culturally relevant activities, yet 75% of agreed that the Oriole community centre did meet the needs of the community. A general trend found was that the longer people resided in the area, the lower the participation rates in the community centres.

96% of the participants who had not attended the community centre wanted to see more free activities offered. In addition, 66% of those who had attended the community centre identified cost as a barrier to participation in an event or a class. Many people that were surveyed requested more free programs for kids.

When looking at access to information, 92% of those who had not attended the community centre connected it to a lack of information available on programs offered by the community centre. Almost the same number of respondents said they had never received any information about activities in the community centre. This problem was also reflected in the ratings given by those who had participated. Some of the most requested improvements on the community centre included information sessions, advertisements, and posters. The overall rating for the centre in regards to information availability averaged at just 2.5/5(1 being terrible, 5 being excellent). The lack of information about programs and services at Oriole was exacerbated by an almost as low rating for “helpfulness of staff”, averaging at 2.75 out of 5.

### ***Pleasantview Community Centre***



Pleasantview Community Centre is located in the Victoria Park and Finch area. The community centre is in the middle of a highly residential area, surrounded predominately by semi-detached and detached homes.

For this site, 6 observational visits were conducted. During the observational visits, group members found that Pleasantview had many of

the characteristics that were lacking in the Oriole Centre. The staff was easy to find as there were direction signs. Staff members were very helpful in providing information regarding the centre, providing a Fun Guide, explaining the programs they had for age-specific groups, and redirecting people to other community centres that had facilities not available at Pleasantview CC. With regards to access to information, the centre had a large billboard that was up to date with all the activities offered, which was easy to follow and understand. The billboard also included multiple languages. The location was brightly lit, had many plants and other artistic pictures that made the centre visually appealing. Group members found it easy to navigate the centre and easy to find the information needed. There were a total number of 104 surveys conducted on this site. Of the surveys completed, 70 respondents had visited Pleasantview, while 34 respondents had never used the Centre.

Newcomer immigrants made up a significant majority (over 80%) of the respondents to the Pleasantview Community Centre survey. 100% of the respondents who had been to the community centre were involved in structured programs or classes, including sports and arts, and 14% of them were also involved in social or cultural events. Of the respondents, 92% felt that more culturally relevant programs should be offered, to improve the sense of belonging for newcomers to the area. Some respondents wanted to see a greater variety of classes on sports and arts for their children, such as dancing, skating and chess, while some wanted to see senior-focused programs being offered at the centre.

Of those who used the centre facilities and programs, 74% of respondents had positive views on the overall offerings, especially some of the very popular programs, including swimming in the summer and skating in the winter, and some spoke highly of the helpfulness of the staff and the relative ease of accessing information about programs and services offered at the centre. However, many respondents voiced a desire to see more sports equipment at the centre, namely ping pong tables, and badminton courts. They also highlighted the need for an indoor swimming pool in the area. Many felt that there needed to be a staffed front desk to welcome visitors. 35% of the respondents who had not been to the community centre identified a lack of information and assistance in foreign languages such as Chinese and Farsi as a major barrier for them to get involved.



For those who were already actively participating, 27% had concerns about costs; while 78% of respondents who did not use the centre at all cited a need for free programs and child care services to get involved.

## RECOMMENDATIONS

Below are a list of recommendations based on the surveys conducted and visits made to both Oriole and Pleasant View Community Centre. We feel these recommendations are also relevant to the City of Toronto Parks and Recreation Services, but in addition to community agencies working in the neighbourhood.

### 1. Prioritize programming that responds to community interests and needs

The surveys conducted highlighted an interest and need for cultural programming. Community Centres and community organizations would benefit from assessing if programs being offered reflect the cultural interests of residents.

### 2. Create a more welcoming space

There are a number of ways community centres can become more welcoming for all who walk in their doors. This includes ensuring that staff are helpful and assist community members in accessing the information they are looking for. In the case of Oriole Community Centre, a number of individuals responded on lack of helpful of staff.

Both Oriole and Pleasantview Community Centre have information boards. Each Centre may wish to consider ensuring that information is available in different languages.

In addition to the level of customer service and information in various languages the physical organization of the community Centre assists in making it a more welcoming space. Oriole Community Centre would benefit particularly from having brightly lit halls and consider beautifying the community centre space. For example, in Pleasantview Community Centre has a colourful information board and plants in the hallways.

### 3. Offer more free programming

The City of Toronto offers a welcome policy to individual and families who cannot afford the monetary costs associated with programs. We recommend a better strategy be created to allow for more people to learn about the welcome policy. In addition, Community Centres may wish to consider offering drop in programming which is free of cost, particularly for seniors, children and other groups who face barriers to services.

### 4. Increase information distribution and outreach

Many respondents felt they did not have adequate information about the community centres and the programs offered. Improved information distribution and outreach can increase the awareness and participation of people going to the community centre, but encourage those who do not attend to participate, knowing that the biggest inhibitor of their involvement has been removed. The Fun

Guide and the website offer information, however, it is felt that the language is often not accessible or the website is not easy to navigate.

Below are some suggestions on how information distribution and outreach can be strengthened:

- a. Demonstration classes on how to register for programs
- b. Set up a mock online registration to show residents how to register in classes
- c. Helpful staff and reception area
- d. Flyers in different languages
- e. Resident open-house days
- f. Information sessions at LINC classes, community organizations, parent-teacher nights at local schools.

#### **5. Develop relationships with residents and partner with local agencies**

Community agencies in neighborhood's often are connected to networks of residents and offer programs and services for residents. Community Centres may wish to consider how this relationship can be strengthened.

#### **6. Opening up spaces to the community**

A community centre has the potential for being a place for the community to gather and become a hub of activities, relationships and friendships. Oftentimes, residents can self-organize and offer activities and start initiatives that are of interest to residents. This means, individuals may not be looking necessarily want a class but space to self-organize. Community Centres may strongly wish to consider a mechanism or process by which residents can have access to free spaces in Centres to be able to initiate activities and programs.

## Appendix A

### Current members of FRAG include:

#### **Linda Cheng**

Linda has lived in the North York area since 2004. She really likes her neighbourhood because of the safety, peace and that it is multicultural. She believes that to live healthier in the future, small changes will make a big difference. Her hope is that everyone can contribute to the community and learn that is not just dependent on government to change the community.

#### **Yamen Fadel**

Yamen is a university student studying at the University of Toronto Scarborough. He is originally from Syria and immigrated to Canada around 5 years ago. When he first arrived to Canada, he moved Mississauga and lived there for one year, and after relocated to Toronto where he resides now. He has experienced the struggle that newcomers face when coming to Canada, which is why he is doing his best to make it easier for people to integrate into the Canadian system and culture.

#### **Shirin Ardalani-Khosravi**

Shirin came to Canada March 2007. She has a BA degree in Social science which has been evaluated by the University of Toronto. Shirin was one of the animators of the Local Immigration Partnership of North York East. As a part of the team of animators, she conducted research on the area, held focus groups in order to find gaps in services in the area. Working with this team gave her feeling of self-confidence and partnership. Shirin has been active with the work in the neighbourhood for about five years now. She enjoys this work because as a newcomer, and a single mom with three kids, she has experienced the problems and challenges that many like her face. She is happy to help newcomers and share her experiences with them. Shirin also facilitates workshops in in Farsi and Kurdish for the newcomers at Flemingdon Health Centre and Fairview Community Health Centre.

#### **Jianrong Melissa Lai**

Melissa Lai has a strong passion for community engagement and development. With over ten years' experience in legal consultation and sales operation in China, Melissa has made use of her interpersonal communication and project coordination skills to develop a career in social work in Canada. She is currently completing her studies in social services at Seneca College. Melissa aspires to promote community-based capacity building with a focus on civic involvement and health and chronic disease prevention. Active in a volunteer and work capacity in numerous community organizations in Scarborough and North York, she is committed to working with residents to build stronger, healthier communities. In 2006 Melissa arrived in Fairview area as a newcomer. Three years later, she has been involved in Fairview Resident Action Group. Melissa now works as Project Coordinator in Chinese Canadian National Council Toronto Chapter on Workers' Rights project.

**Yaopu Mo**

Yaopu came to Canada in 2003 from China. He has been living in North York East for ten years. He has been a volunteer in Carefirst Community Services for 5 years. Yaopu is a certified peer leader of the Chronic Disease Self-Management Program since 2011. He loves living in Canada because it is a secure place to live in and loves the serene kindly faces of the residents, and also the helping hands of neighbours when people are in need.

**Chao Wang**

Chao Wang is currently a third year student at University of Toronto, specializing in mathematics and physics. He has been a very active member of the Fairview Resident Action Group since it was founded, and he has great enthusiasm to work hard to contribute to the well-being of the community. As a newcomer to the North York East he brings his own perspectives on the needs and challenges of newcomers' life, and he believes that by working together with other community members, North York East can be a better place to live for all residents.

**Tracy Yuan**

Tracy immigrated to Canada over 10 year ago. She has been living in Victoria/Sheppard area for more than 4 years. She has worked in the field of engineering and in community services focusing on health promotion.

**Belinda Zhang**

Belinda moved to Canada from China in 2005. Since coming to Canada she has pursued both work and study. She has a strong background as a professional engineer and is currently working as computer developer. She has great passion for community service and is very proud of her role in this team. She believes that a peaceful and multicultural community is smallest unit of a country and together, we could build it better.

*Questions or inquiries regarding the Fairview Resident Action Group or this report can be sent to:  
fairviewaction@gmail.com*



Did you notice an absence of any one group?

Yes  No

If yes, please explain who:

**Part Two: Staff At The Centre**

Was there staff at a reception desk?

Yes  No

If not, could you find staff during your visit?

Yes  No

If so, how long did it take you to find them? Where did you find them?

If you did find staff, were they helpful when you asked about programs available? What was their response?

**PART THREE: PRINTED MATERIAL**

Did you see Fun Guides in the Centre?

Yes  No

Did you find a community board in the Centre?

Yes  No

If so, were there any notices in different languages?

Yes  No

What kind of notices were posted (ie. Apartment for rent sign, babysitting available notice):

Did you see any free local newspapers in other languages?

Yes  No

If so, please list local newspaper name and languages (if you can):

**PART FOUR: FACILITIES**

Was it easy to find your way around the Centre? Please explain

Were spaces and corridors brightly lit?

Yes  No

Were program rooms being used?

Yes  No

If so, could you see who was using the rooms? What were they doing?

Would you consider the Centre a welcoming space for newcomers?

Yes  No

Why/why not?

## Appendix C

### Fairview Resident Action Group (FRAG)

#### Summary of Facilities and Programs

##### Facilities

Cummer Park CC (Fully accessible): Multi-purpose rooms, Gymnasium, Fitness Centre, Weight room, Indoor Swimming Pool, Indoor Skating Rink, Ball Diamond, Skateboard Park, Sports Field

Oriole CC (Fully accessible): On-site registration, Multi-purpose rooms, Gymnasium, Weight room, Outdoor Swimming Pool, Indoor Skating Rink, Kitchen

Pleasantview CC (Not accessible): Multi-purpose rooms, Outdoor Swimming Pool, Indoor Skating Rink, Kitchen

##### Programs

##### Fall Season General Program Timetables

##### 1. Cummer Park CC

Day	Time	Program	Age group
Monday	7pm-8:30pm	Latin Dance: Beginner	16 yrs+
	8:30pm-10pm	Latin Dance: Intermediate	16 yrs+
Tuesday	9:30am-10:30am	Creative Playtime with Caregiver	1-3 yrs
	11am-12noon	Crafty Creations	2-3 yrs
	1pm-3pm	Watercolours Painting: Advanced	16 yrs+
	4pm-6pm	Afterschool Club	6-12 yrs

Wednesday	9:30am-11am	Yoga-Hatha: Intermediate	16 yrs+
	11:15am-12:45pm	Yoga-Hatha: Beginner	16 yrs+
	1:30pm-3:30pm	Watercolour Painting: Intermediate	16 yrs+
	6pm-7pm	Pilates: Beginner	16 yrs+
	7:15pm-8:15pm	Pilates: Intermediate	16 yrs+
	8:30pm-10:30pm	Table Tennis	25 yrs+
Thursday	7pm-8:30pm	Yoga-Hatha: Beginner	16 yrs+
	8:30pm-10pm	Yoga-Hatha: Intermediate	16 yrs+
Friday	9:15am-10:45am	Tai Chi-Yang Style: Beginner	16 yrs+
	11am-12:30pm	Tai Chi-Yang Style: Intermediate	16 yrs+
	5:30pm-6:30pm	Performance Jazz/Hip Hop Dance	10-16 yrs
	6:30pm-9:30pm	Youth Night	13-24 yrs
Saturday	9:30am-10:30am	Karate: Beginner- Green Belt	5-7 yrs

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	10:30am-11:30am	Karate: Beginner-2 <sup>nd</sup> Yellow-2 <sup>nd</sup> Green	8-24 yrs
	12noon-1pm	Art Alive	6-8 yrs
	1:15pm-2:15pm	Art Studio	9-12 yrs
	8pm-10:30pm	Table Tennis	25 yrs+
Others	Skating and hockey courses for a variety of age groups and levels are offered. Swimming classes are also available.		

2. Oriole CC

Day	Time	Program	Age group
Monday	9:30am-11am	Yoga-Hatha	19 yrs+
	11:30am-12:30pm	Lunch Time Drop-in	13-15 yrs
	5pm-7pm	Web Design	9-12 yrs
	6:30pm-8pm	Yoga-Hatha	16 yrs+
	7pm-8:30pm	Tai Chi-Yang Style: Intermediate	19 yrs+
	7pm-8:30pm	Web Design	18 yrs+

Tuesday	9:30am-11 am	Tai Chi-Yang Style	19 yrs+
	9:30am-11 am	Yoga-Hatha-Women	19 yrs+
	11:30am-12:30pm	Lunch Time Drop-in	13-15 yrs
	1pm-3pm	Playtime Fun	3-5 yrs
	4pm-5pm	Drawing	6-8 yrs
	5pm-6pm	Drawing	9-12 yrs
	5:30pm-6:30pm	Drama	6-8 yrs
	6pm-7pm	Drawing and Sketching	13-16 yrs
	6:30pm-7:30pm	Musical Theatre	9-12 yrs
	7:25pm-8:25pm	Zumba	16 yrs+
	7:30pm-8:30pm	Drama	9-12 yrs
Wednesday	11:30am-12:30pm	Lunch Time Drop-in	13-15 yrs
	5:30pm-6:30pm	Art of Storytelling	6-8 yrs

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	6:30pm-7:30pm	Art of Storytelling	9-12 yrs
	6:30pm-8:30pm	Get a L.I.F.E Leader in Training	12-18 yrs
	7pm-9pm	Volleyball-Recreational	19 yrs+
Thursday	11:30am-12:30pm	Lunch Time Drop-in	13-15 yrs
	1pm-3pm	Playtime Fun	3-5 yrs
	5:30pm-6:15pm	Keyboard: Beginner	6-8 yrs
	6:15pm-7pm	Keyboard: Beginner	9-12 yrs
	7pm-7:45pm	Keyboard: Intermediate	6-8 yrs
	7pm-8pm	Conditioning	19 yrs+
	7pm-8:30pm	Tai Chi-Yang Style: Beginner	16 yrs+
	7:45-8:30pm	Keyboard: Intermediate	9-12 yrs
Friday	9:30am-11am	Yoga-Hatha	19 yrs+
	11:30am-12:30pm	Lunch Time Drop-in	13-15 yrs
	4:30pm-6pm	Adobe Photoshop/Flash	13-16 yrs

	5pm-6pm	Guitar: Intermediate	13-16 yrs
	6pm-6:45pm	Guitar: Intermediate	6-8 yrs
	6pm-7:30pm	Web Design	13-16 yrs
	6:45pm-7:30pm	Guitar: Intermediate	9-12 yrs
Saturday	9am-10am	Basketball-Skills and Drills	9-12 yrs
	9am-10:30am	Adobe Photoshop/Flash	18 yrs+
	9:30am-10:15am	Guitar: Beginner	6-8 yrs
	9:30am-11:30am	Playtime Fun	3-5 yrs
	10am-11am	Basketball-Skills and Drills	13-16 yrs
	10:15am-11am	Guitar: Beginner	9-12 yrs
	10:30am-12:30pm	Adobe Photoshop/Flash	9-12 yrs
	11am-12noon	Guitar: Beginner	13-16 yrs
	11am-12:30pm	Basketball-Above the Rim	13-16 yrs
	12noon-12:30pm	Keyboard: Beginner	4-5 yrs
	12:30pm-1pm	Keyboard: Beginner	4-5 yrs

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	1 pm-1:45pm	Keyboard: Beginner	6-8 yrs
	1 pm-2pm	Art Studio	6-8 yrs
	1 pm-3pm	Fun for Kids	6-8 yrs
	1:15pm-2pm	Sportability	4-5 yrs
	1:45pm-2:30pm	Keyboard: Beginner	9-12 yrs
	2pm-3pm	Art Studio	9-13 yrs
	2pm-3pm	Sportability	6-7 yrs
	2:30pm-3:45pm	Keyboard: Beginner	13-16 yrs
	3pm-4pm	Sportability	8-9 yrs
Sunday	9am-10am	Soccer-Instructional	6-8 yrs
	10am-11am	Soccer-Instructional	9-12 yrs
	12noon-2pm	Badminton-Recreational	19 yrs+
Others	Skating and beginner level hockey courses for a variety of age groups and levels are offered.		

3. Pleasantview CC

Day	Time	Program	Age group
Monday	9am-11:15am	Creative Playtime	30 mos-5 yrs
	10am-10:30am	Creative Moment with Caregiver	18-36 mos
	10:45am-11:15am	Crafty Creations with Caregiver	18-36 mos
	11:30am-12:15pm	Science Lab	30 mos-5 yrs
	6:45pm-8:15pm	Yoga 1	13 yrs+
	8:15pm-9:45pm	Yoga 2	13 yrs+
Tuesday	9am-11:15am	Creative Playtime	30 mos-5 yrs
	4pm-5:30pm	Get a L.I.F.E Leader in Training	13-15 yrs
Wednesday	9am-11:15am	Creative Playtime	30 mos-5 yrs
	1:30pm-3pm	Tai Chi-Yang Style: All Levels	19 yrs+
Thursday	9am-11:15am	Creative Playtime	30 mos-5 yrs
Friday	9am-11:15am	Creative Playtime	30 mos-5 yrs

Others	Skating courses for a variety of age groups and levels are offered.
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Winter Season

The programs offered are almost the same as in the fall season for all three community centres (but with different exact schedules). The detailed timetables have not been compiled since our research visits will only be conducted in the fall season. However if we decide to pay more visits to the centres during the winter season as well, a timetable can be compiled if required.

Offerings of other programs

1. Summer Camps

Cummer Park CC: Specialty Camp (Tennis, Basketball, Boarders& Bladers), Extended Care

Oriole CC: Adventure Camp, Specialty Camp (Computer Claymation, Computer Comic Book, Computer Film Making, Computer Storytime), Activity Camp (Jr Youth), Get a L.I.F.E Leader in Traning, Extended Care

Pleasantview CC: Activity Camp, Adventure Camp, Extended Care

2. Fall/Winter Camps

Cummer Park CC: None

Oriole CC: Adventure Camp, Activity Camp, Specialty Camp (Computer)

Pleasantview CC: Adventure Camp, Extended Care

3. Older Adults:

All three community centres offer some kind of fun/fit programs for seniors

## Appendix D

### Fairview Resident Action Group (FRAG)

#### Recreation Centre Resident Survey

\*\*\*Only for respondents that DO or HAVE used the Community Centre \*\*\*

#### Basic Information:

Country of Birth: \_\_\_\_\_

How long have you lived in the area? \_\_\_\_\_

Closest Intersection to where you live? \_\_\_\_\_

#### Recreation Centre Use:

1. How often did you visit the Oriole Recreation Centre in the past 12 months?

Every week

A few times a month

Once a month

A few times throughout the year

Once a year

Other: \_\_\_\_\_

2. Please tell us why you visited the centre?

To attend a class

If so, please name the type of class (exercise class, yoga, painting etc)

To attend an event organized by a local community group

If so, please name the type of event (community meeting, friendship group etc)

To use centre facilities

If so, please name the type of facilities you used (skating rink, swimming pool etc)

To meet friends

To explore the centre/find out what is happening there

Other: \_\_\_\_\_

**Review of Recreation Centre Services & Facilities:**

3. Please rank the following services from 1 to 5  
(5 is excellent, 4 is very good, 3 is ok, 2 is poor, 1 is terrible)

Range of classes available

Facilities available to the community (swimming pool etc)

Information available about what's happening in the centre

Helpfulness of staff at the centre

Welcoming atmosphere

4. Do you feel the Centre offers programs that reflect the interests of you and your community?

Yes

No

5. Would you like to see more culturally relevant programs being offered in the centre?

Yes

No

6. What other new programs would you like to see in the centre?

7. What other new programs would you like to see in the centre? (please think of specific activities you would like to get involved in: age-focused programs, cultural activities etc)

Age focused

Family programming

Cultural Arts

Other

Please specify other:

8. Is there anything that you really like about the centre or that you think works really well? Please explain. (for example: notice boards with weekly updates about classes etc)

9. Is there anything missing from the centre that you think should be available? Please explain. (for example: information available in other languages, volunteer welcomers etc)

10. Have program fees or costs ever prevented you from taking part in a class or program at the centre?

Yes

No

11. Is there anything else you would like to share about your experiences?

## Appendix E

### Fairview Resident Action Group (FRAG)

#### Recreation Centre Resident Survey

\*\*\*Only for respondents that DO NOT use the Community Centre \*\*\*

#### Basic Information:

Country of Birth: \_\_\_\_\_

How long have you lived in the area? \_\_\_\_\_

Closest Intersection to where you live? \_\_\_\_\_

#### Recreation Centre Use:

1. Why do you not use the Oriole Recreation Centre?

I don't know what programs/activities are available there

I don't have an interest in the programs/activities available

It's too expensive

I have language barriers

I've heard the centre is not a good place to go

Other: \_\_\_\_\_

2. Does anyone you know use the Oriole Recreation Centre?

Yes

No

If yes, who? (parent, brother/sister, friend etc)

3. Have you ever received any information about the centre or about the programs/activities at the centre?

Yes

No

If yes, where did you get this information from? (fun guide, website, posters, information from City staff, information from friends)

4. What programs or activities would you make you go to the centre?(please think of specific activities you would like to get involved in: specific sports, age-focused programs, cultural activities etc)

5. What supports would you need to get involved in activities/programs at the centre?

Child Care

Free Activities

Language Supports

Other: \_\_\_\_\_

6. What would be the easiest way to get information about what is going on at the centre?

- Information sessions
- Emailed bulletins
- Posters/advertisements

Other: \_\_\_\_\_

7. Is there anything else you would like to tell us about the Oriole Recreation Centre?