

TransAlta  
**TRI LEISURE  
CENTRE'S**

**2020**  
ANNUAL REPORT ...



TransAlta  
**Tri Leisure Centre**

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# 1.

# Welcome to the TransAlta Tri Leisure Centre

## VISION STATEMENT

The TLC is the premier recreation provider for the communities it serves.

## MISSION STATEMENT

We bring community together to inspire quality life experiences and healthy, active living.

## CORE VALUES

Our values guide our behaviors and define what we stand for: Integrity, Respect, Our People, Health and Wellness, Leadership, and Our Environment.

**WE  
SURVIVED  
2020!**

## 2020 | WE GOT THROUGH IT TOGETHER (2-3M APART)

**THE TLC CLOSED** due to COVID-19 on March 15, 2020. Up until this point, we were having a great year with lots of events, sports, activities, fitness, and community coming together under our roof to play, splash, and sweat!

- We re-opened in a phased approach:
  - July 6 | Fitness Centre and Track
  - July 12 | Arenas and Fields
  - July 20 | Aquatic Centre

Youth sports, as well as all TLC programs except for preschool, were once again restricted from November 13 to the end of the year. Indoor fitness was prohibited a month later, and the TLC closed on December 12.

We aimed to maintain as many programs and services as well as we could within the public health restrictions, while also balancing a fiscally responsible approach. It was a hard year for our staff and our community, but we did our best to offer healthy, active living opportunities wherever we could.

# 2.

## Greetings from the Board

Daniel Beaton  
*Board Chair*

We want to thank you all for your patience, understanding and sticking by us as we maneuvered through these rough waters together.

Thank You!

The past year was an extremely challenging one for the TLC's Board of Directors and the entire TLC community. The TLC is typically filled to the brim with people, participating in a wide array of programs and activities. From swimming, ringette and figure skating to volleyball, soccer and special events, the TLC is a happening place where community members gather to play, keep active, and connect.

2020 was a much different time for us all. Facility closures, restrictions on what activities could take place and how, and navigating all of these changes has been an arduous journey. We want to thank you all for your patience, understanding and sticking by us as we maneuvered through these rough waters together. Thank you to our amazing staff for their dedication, flexibility and commitment to managing the ongoing changes and remaining positive despite these challenging times.

We have all learned a great deal over the past year and our resilience has been tested. We have learned to adapt in all aspects of our day-to-day lives and will continue to do so for the foreseeable future. On behalf of the Board of Directors of the TLC, we hope you remain healthy and well and look forward to a return to the day of hustle and bustle within the walls of the facility in the very near future!



# 3.

## Board of Directors

The TransAlta Tri Leisure Centre is governed by a Board of Directors comprised of two public representatives and one elected official from each municipality. Each year, our Board members work together to make sure the TLC is and continues to be a champion of community involvement and healthy, active living in the Tri-Municipal Region. For board member contact information, please visit our website at [www.trileisure.com](http://www.trileisure.com).



**TODD HAIST**  
Public Representative  
Town of Stony Plain

**JERRY GEORGE**  
Vice-Chair,  
Town of Stony Plain  
Public Representative

**REID MACDONALD**  
Public Representative  
City of Spruce Grove

**DARRELL HOLLANDS**  
Elected Official  
Parkland County

**MICHELLE GRUHLKE**  
Elected Official  
City of Spruce Grove

**RICHARD VRIEND**  
Public Representative  
Parkland County

**DANIEL BEATON**  
Chair,  
Public Representative  
City of Spruce Grove

**BRENDA BUCHKO**  
Public Representative  
Parkland County

**JUDY BENNETT**  
Elected Official  
Town of Stony Plain

# 4.

## Message from the GM

Lenny Richer  
General Manager



Wow! 2020 was a year unlike any other for all of us, including here at the TLC. Two facility closures, ongoing changes in operational protocols and restrictions on the types of uses permitted all had significant impacts on our staff, as well as on our members, program participants and user groups. But, we did it! Together, we overcame every challenge that was put in front of us. With the safety of staff and facility users always at the forefront, we collectively were able to allow safe activities to take place in whatever ways health restrictions permitted. We

showed our collective resilience and certainly demonstrated just how important physical activity is for us all.

During the first closure, we were able to complete all of the facility upgrades scheduled for later in the year. This allowed the facility to remain open rather than closing again during our planned summer and fall shutdowns. These upgrades included the completion of the pool deck tile replacement, the arena skate tile flooring, and repainting of the track floor on the third level.

2020 challenged us all in so many ways, but there are brighter days ahead!

2020 challenged us all in so many ways, but there are brighter days ahead! We look forward to having the TLC full of people getting active in a multiple of ways in 2021.

See you soon at the TLC!

# 5.

## Sponsor Profile

### North Central Co-Op

**O**perating for over 75 years in the Tri-Region, you would be hard-pressed to find a more community-minded organization than the folks at the local North Central Co-Op.

Starting out as a modest co-operative meat locker in 1946 in the community of Stony Plain, North Central Co-Op has deep roots in this area.

North Central Co-Op's profits are shared with their local members and reinvested right here at home. It's in

their nature to operate with a strong social conscience and to support initiatives that help feed, fuel and build healthy, vibrant communities.

Co-op has been a sponsor of the TransAlta Tri Leisure Centre and the TLC Play Centre since 2017.

**The TLC's mission to bring the community together aligns perfectly with Co-op's corporate focus**



*North Central Co-Op Spruce Grove opened in 2015. Plans are underway to add more locations to the Tri-Region area!*



# 6.

## Positive Community Feedback

I want to take the time to thank the Tri for doing the best they could in these incredibly difficult times.

I look forward to spending time in the gym, on the track and in the pool when the world smartens up.

~TLC Member

I really appreciate that the TLC has been able to offer such a good variety of classes and was able to shift to outdoor and then in person and then online over the past year! The first two months of the pandemic in March-May 2020 were really hard on me, as I'm sure they were for a lot of people. The TLC staff did such a great job adapting to everything, and the instructors and staff have always been very friendly and encouraging. Hopefully the vaccine changes things... but you've all done a great job keeping things going as much as possible in the meantime!

~Fitness Class Participant

Thank you so much for all of the hard work that was put into this year. Our boys really enjoyed themselves and it was awesome to be able to have a little bit of "normal" in their lives for a season. We appreciate you all!

~Home School Parent

**We asked our community, "Did the TLC's programs, staff, services or facility positively impact your life, health or wellbeing in 2020?"**

**We asked our community, "Did the TLC's programs, staff, services or facility positively impact your life, health or wellbeing in 2020?"**

Thank you for all you did for our kids this past year!

~Program Participant

Thank you to the staff at the Tri Leisure for all your extra efforts during this trying time. Special mention to the Customer Experience Team for handling all of our bookings and the friendly faces of the Aquatics staff, we will miss you while you're closed.

~TLC Patron

AquaFit and lane swimming by appointment worked very well, people followed the rules. I miss it so much!

~TLC Member

The TLC has done an outstanding job demonstrating creativity when delivering quality services and programs, while also navigating the COVID-19 restrictions. I can't wait to get back in the gym!

~TLC Member

I want to thank all the staff at the Tri for your great service and friendly manner that you have treated me with in the last few months.

~TLC Member

# 7.

## Program Stats | Wellness

### FITNESS

	TOTALS	
	2019	2020
Registered Programs Offered	208	132
Registered Program Participants	1197	726
Drop-In Programs (In-Person)	14	14
Drop-In Participants (In-Person)	9421	4824
Drop-In Programs (Online)	N/A	10
Drop-in Participants (Online)	N/A	394
Drop-In Activities	18	11
Drop-In Activities Participants	8922	2303
Program Revenue	\$86,785	\$36,752
Personal Training & Nutrition Revenue	\$39,307	\$16,448

### HIGHLIGHTS

#### Innovative Program Delivery - Outdoor

We switched our regular line-up of drop-in fitness classes to outdoor delivery in order to comply with COVID-19 restrictions in place. We were able to utilize the Myshak Community Outdoor Rink for these classes, which were well attended!

#### Innovative Program Delivery - Online

With a prohibition on in-person group fitness in place November 13, we piloted online classes the week of November 23 with great feedback. We continued online in both a drop-in and registered format to provide options for TLC members to continue to be active.

#### Youth Programs Online

In April and May 2020, we ran two online registered youth classes while the facility was closed.

The feedback from these programs was great and they both quickly filled.





# Program Stats | Wellness

## CHILDREN & YOUTH

	TOTALS	
	2019	2020
Programs Offered	168	88
Participants	1594	461
Child Minding Participants	4672	1095
Program Revenue	\$306,920	\$148,458
Child Minding Revenue	\$40,128	\$9,572

### HIGHLIGHTS

#### Preschool Program



The TLC Active Kids Preschool received \$30,196 in funding in 2020 to offset costs for licensed child care programs to re-open with reduced registration and increased costs associated with AHS requirements.

Check out Angie Hintz's story in section XX that highlights the importance of this program to our region's families.

#### TLC Summer Camps Receive Grant Funding

TLC Summer Camps received \$9,026 funding from Canada Summer Jobs for three positions, giving flexibility to run these programs within the AHS requirements.

Our goal last summer was to give kids an active day camp experience that got them out of their homes, and kept them active and entertained all day, within the restrictions that were in place. Our staff worked hard to provide this experience to all campers!

#### Kept Tri-Region Kids Active

The TLC team was successful in providing options in the Tri-Region for Summer Day Camps, TLC Active Kids Preschool and Home School Physical Education programs within AHS requirements. These included enhanced cleaning procedures, pre-screening and distanced or modified activities. We aimed to offer a consistent, fun and safe experience to the kids in the region.

# Program Stats | Aquatics

	TOTALS	
	2019	2020
Registered Programs Offered	1340	685
Participants	10,498	2,848
Drop-In Programs Offered	541	308
Drop-In Participants	18,494	9,065
Program Revenue*	\$674,774	\$292,875

\* Revenue, program offerings and participation all decreased due to COVID-19.



## HIGHLIGHTS

### Pool Re-Opened on July 20, 2020

Due to COVID-19, the Century 21 Aquatics Centre was closed to the public on March 15 until reopening on July 20.

After COVID-19, all aquatic bookings including lane swim, public swim, and AquaFit, required capacities and pre-booking, along with distancing requirements. Our staff rose to the challenge of these new times to help keep our community safe, as well as active, in the pool.

### Swim Lessons at 75% Capacity

As soon as we could return to swim lessons, we did! Although our swim lessons were only at 75% capacity, we offered Swim Kids 4 and parented swim levels (summer session) and then added Swim Kids 1-3 as parented levels in the fall.

It was great seeing so many parents in the water during lessons, helping out and getting active with their learn-to-swim kiddos!

### Public Swims // COVID Style

Restrictions saw our Public Swims limited to 75 participants per swim, with distancing measures in place between households.

Most of our swims were SOLD OUT and we discovered this is a great way to offer customers an amazing and safe experience... but we still miss the hustle and bustle of a packed public swim night!



8.

# TLC Usage

## Daily Admissions and Pass Holders

2020 brought with it COVID-19, which had a huge impact on the ways we could operate, and how the public felt about being in public spaces.

MEMBER & PASS HOLDERS	2019	2020
Adult	2,622	1,347
Child	835	484
Youth	502	308
Senior	1,203	827
<b>TOTAL</b>	<b>5,195</b>	<b>2,966</b>

DAILY ADMISSIONS	2019	2020
Adult	35,081	11,596
Child	34,726	9,482
Youth	12,997	3,883
Senior	4,058	1,260
Family	6,948	2,680
<b>TOTAL</b>	<b>93,810</b>	<b>28,901</b>

### QUICK STATS 2019 v 2020



Member Scans

down  
**58%**

Members & Pass Holders

down  
**43%**

Daily Admissions

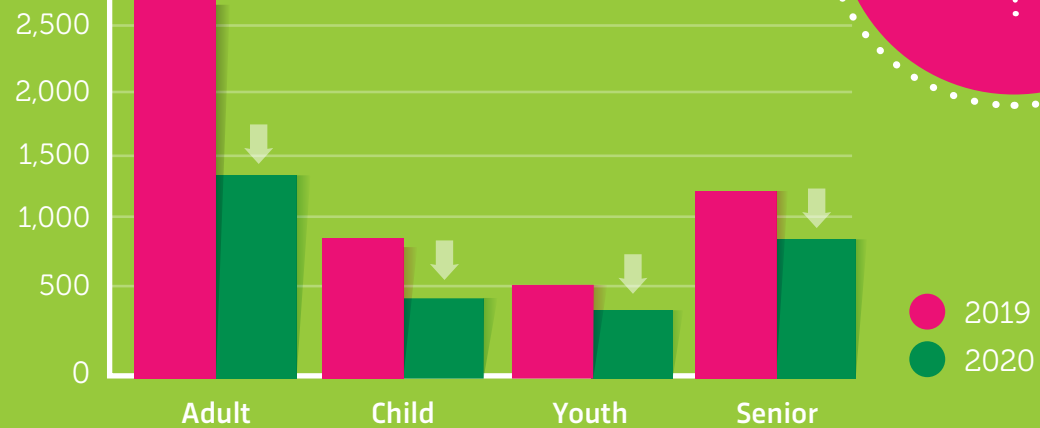
down  
**69%**

**TOTAL MEMBER SCANS**

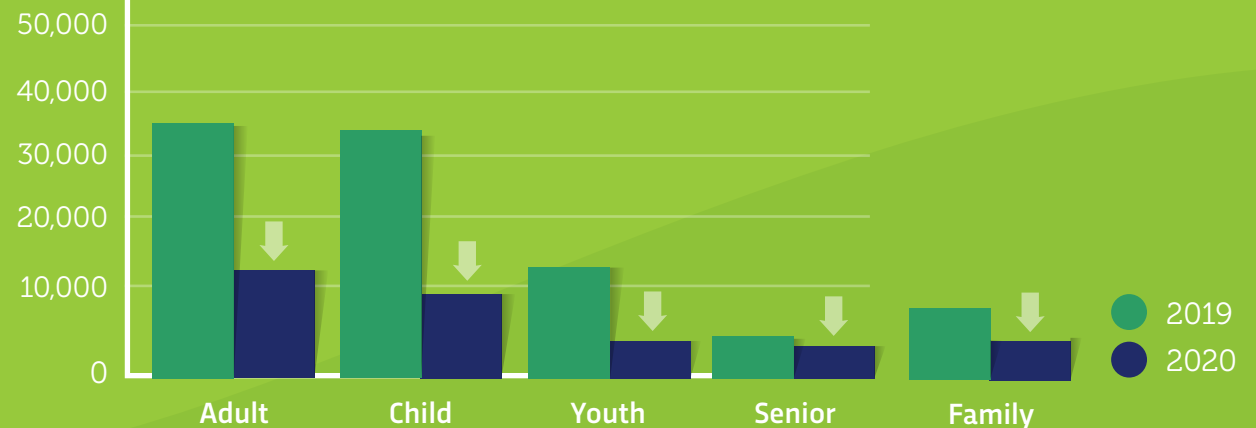
2019  
**282,510**

2020  
**118,807**

### PASS HOLDERS (AT DECEMBER 31<sup>ST</sup>)



### DAILY ADMISSIONS





# TLC Usage

## Facility Rentals

### QUICK STATS 2019 v 2020

Arena  
Rental Revenue

down **34%**



Field  
Rental Revenue

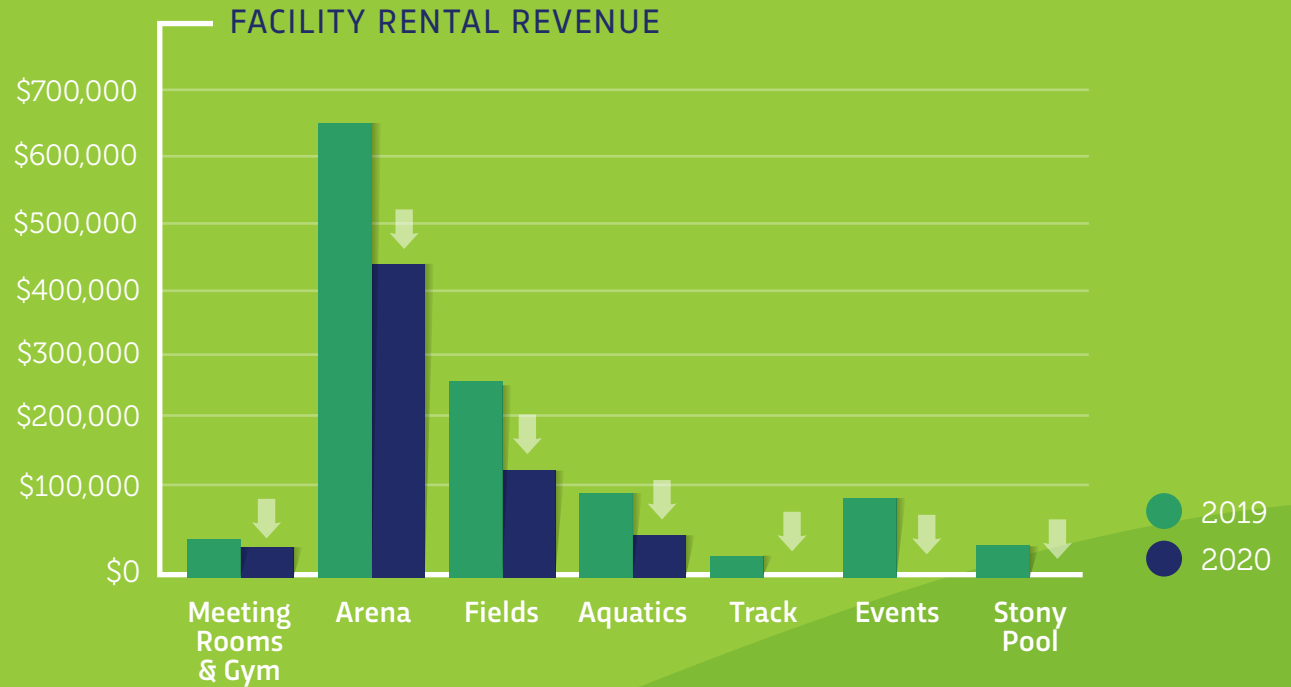
down **51%**

Aquatics  
Rental Revenue

down **30%**



FACILITY RENTAL REVENUE	2019	2020
Meeting Rooms & Gym	\$27,313	\$13,123
Arena	\$665,914	\$435,364
Fields	\$249,026	\$125,754
Aquatics	\$75,706	\$52,972
Track	\$1,600	\$0
Events	\$82,783	\$0
Stony Pool	\$25,797	\$0



# Report of the Independent Auditor

To the Board of Directors of the  
TransAlta Tri Leisure Centre

## OPINION

The financial summary, and related note, is derived from the audited financial statements of the TransAlta Tri Leisure Centre (the "Centre") for the year ended December 31, 2020. In our opinion, the accompanying financial summary is a fair summary of the audited financial statements, in accordance with the basis disclosed in the note to the financial summary.

## FINANCIAL SUMMARY

The financial summary does not contain all the disclosures required by Canadian public sector accounting standards. Reading the financial summary and the auditor's report thereon, therefore, is not a substitute for reading the Centre's audited financial statements and the auditor's report thereon. The financial summary and the audited financial statements do not reflect the effects of events that occurred subsequent to the date of our report on the audited financial statements.

## THE AUDITED FINANCIAL STATEMENTS AND OUR REPORT THEREON

We expressed an unmodified audit opinion on the audited financial statements in our report dated 2021.

## MANAGEMENT'S RESPONSIBILITY FOR THE FINANCIAL SUMMARY

Management is responsible for the preparation of the financial summary in accordance with the basis disclosed in the note to the financial summary.

## AUDITOR'S RESPONSIBILITY

Our responsibility is to express an opinion on whether the financial summary is a fair summary of the audited financial statements based on our procedures, which were conducted in accordance with Canadian Auditing Standards (CAS) 810, Engagements to Report on Summary Financial Statements.

The logo for MNP, consisting of the letters "MNP" in a bold, teal, sans-serif font.

Leduc, Alberta  
September 8, 2021

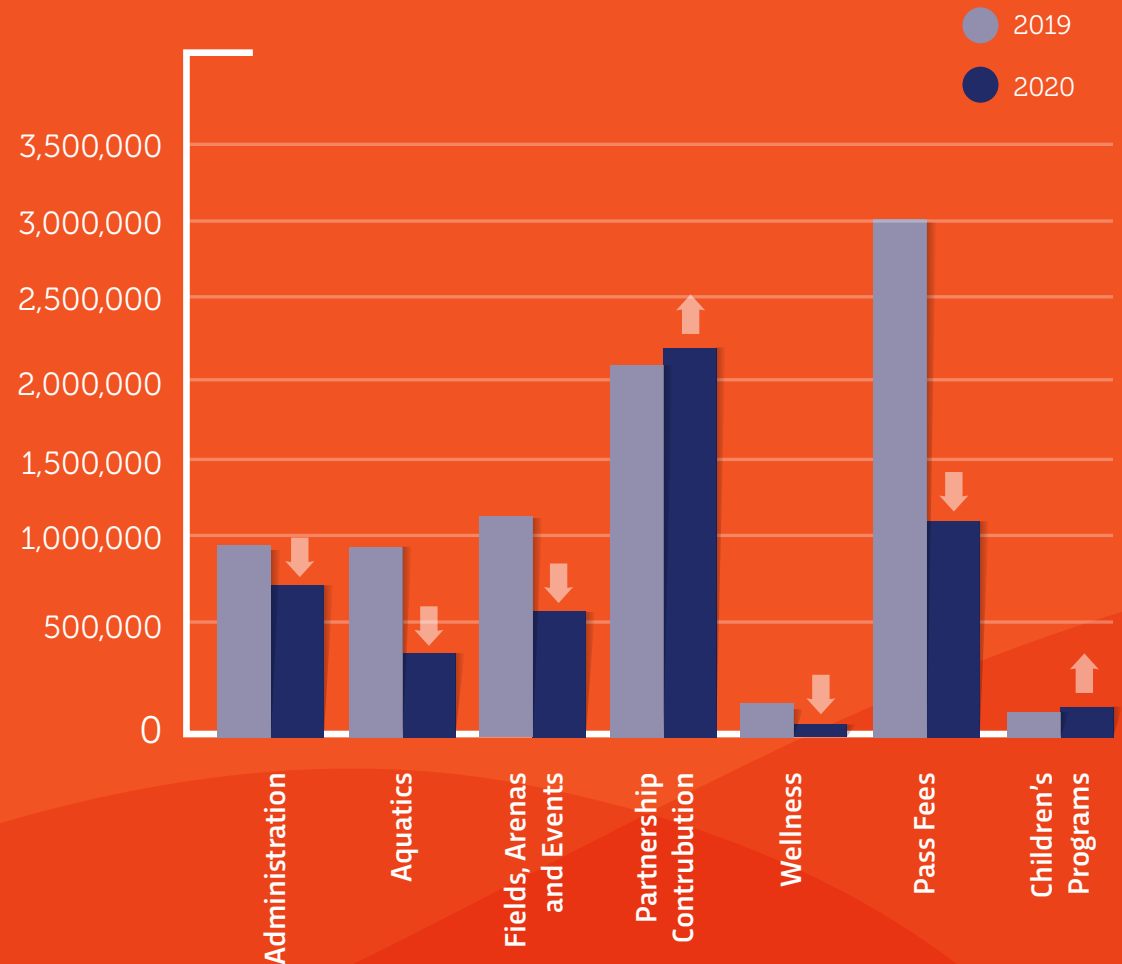
\*To view our complete 2020 Financial Statements, please visit  
[trileisure.com/about/our-board/](https://trileisure.com/about/our-board/)

# 9.

## Financial Summary

### Operating Revenue

OPERATING REVENUES	2019	2020
Administration	\$1,141,497	\$720,792
Aquatics	\$916,212	\$292,875
Fields/Arena/Events	\$1,102,342	\$627,213
Partnership Contribution	\$2,186,274	\$2,357,282
Wellness	\$127,692	\$53,199
Pass Fees	\$3,231,377	\$1,256,389
Children's Programs	\$112,377	\$158,030
<b>TOTAL OPERATING REVENUE</b>	<b>\$8,817,771</b>	<b>\$5,465,780</b>



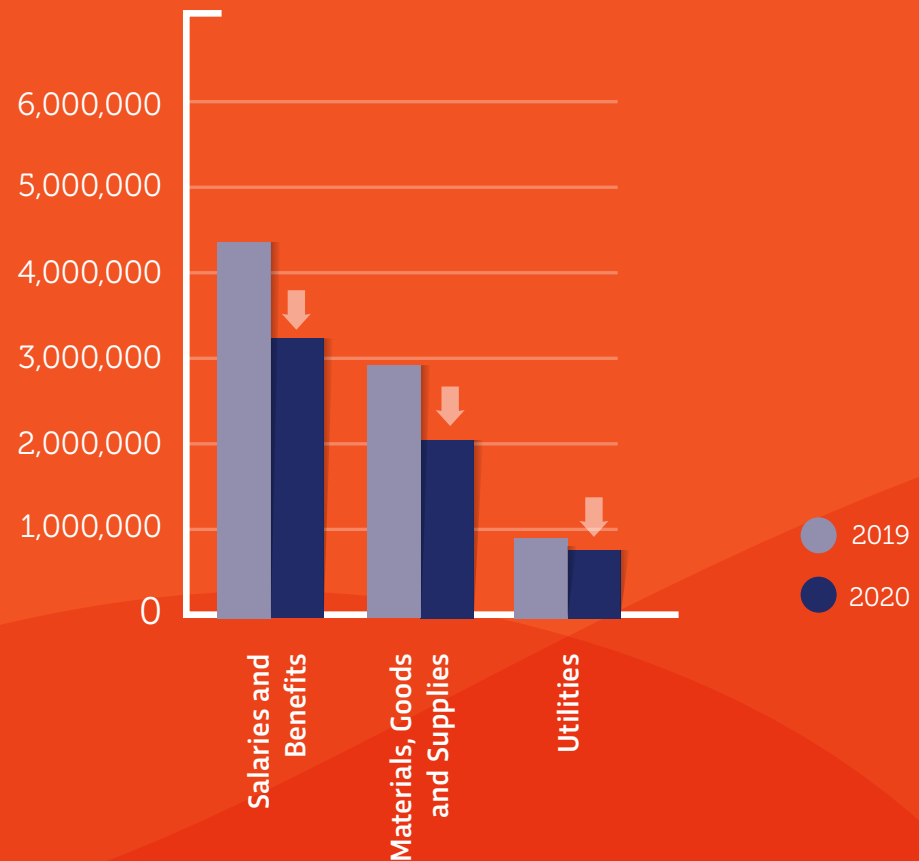


# Financial Summary

## Operating Expenses

OPERATING EXPENSES	2019	2020
Salaries and Benefits	\$4,298,434	\$3,163,361
Materials, Goods and Supplies*	\$2,923,538	\$1,882,833
Utilities	\$957,118	\$779,955
<b>TOTAL OPERATING EXPENSES</b>	<b>\$8,179,090</b>	<b>\$5,826,149</b>

\* Excludes depreciation.



# Financial Summary

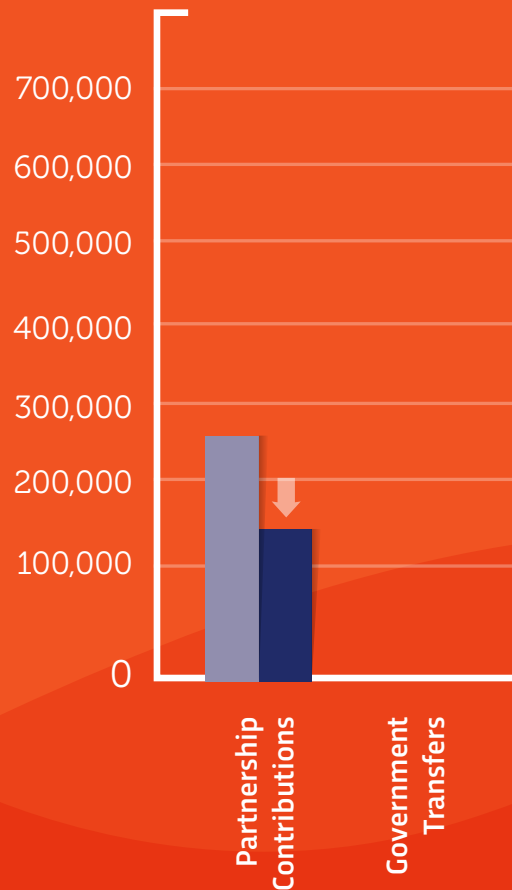
## Capital Revenue

## Capital Purchases

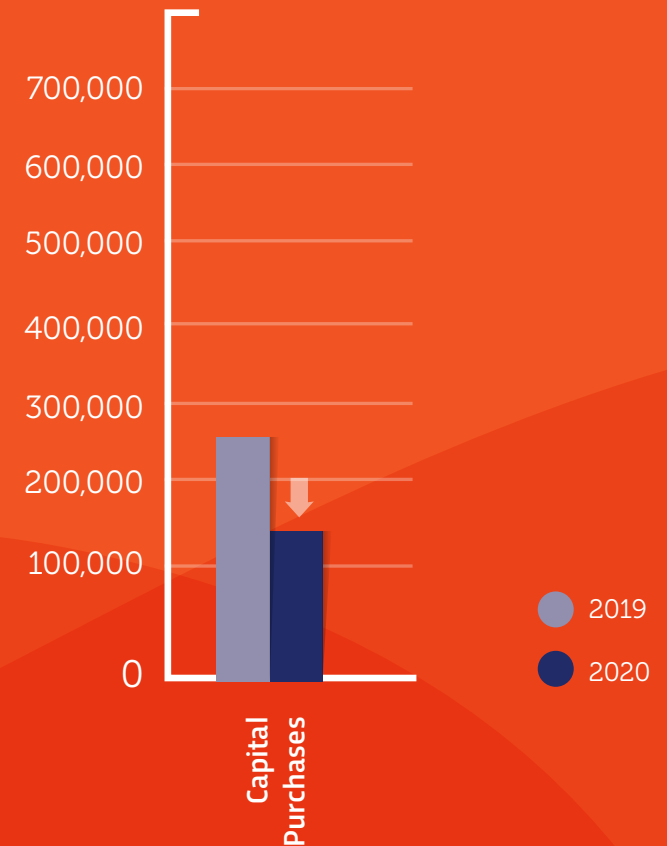
CAPITAL REVENUE	2019	2020
Partnership Contributions	\$256,035	\$142,665
Government Transfers	–	–
<b>TOTAL</b>	<b>\$256,035</b>	<b>\$142,665</b>

CAPITAL PURCHASES	2019	2020
<b>TOTAL</b>	<b>\$256,035</b>	<b>\$142,665</b>

### CAPITAL REVENUE



### CAPITAL PURCHASES



# 10.

## Staff Profile

*Angie Hintz*

**MISS ANGIE LED THE WAY THROUGH COVID-19 FOR ACTIVE LITTLE ONES AND THEIR FAMILIES.**

**How long have you worked at the TLC?**

17 years

**What is your favourite part about your job?**

I love working with children and their families. I love getting to know them on a personal level. At the end of the year, I feel that I have gained a whole new family, which makes it extremely difficult to say goodbye.

**What is the Active Kids Preschool program?**

Our preschool program is based around activity. We have a gymnasium, two indoor soccer pitches, and ice rinks, as well as a swimming pool at our disposal. No other preschool can offer this. I feel so lucky to have these available for our use and enjoyment.

**Was this program impacted by the COVID-19 closure in 2020?**

The short answer, yes. As of March, 2020 our entire facility closed, which did include the preschool, as a response to the pandemic that affected everyone

worldwide. At the time it was believed to be a short-term closure. As it turned out, we never did return to our classroom until September when a new school year began. Personally, it had a big effect on me as I was unable to properly say goodbye to my little ones. Who knew when we had our last class on March 12th that it was our last class for the year?

**What impact has being back to school during COVID-19 had on our preschool kids and families?**

Since we started up in September our preschool has many more protocols

in place to follow to keep not only the staff safe, but most importantly the children and their families. In previous years classes were always run at capacity. 2020 was different because they are only half-full. I believe that many parents were nervous, and understandably so, about sending their children to school. The parents who enrolled their children have been amazing. They properly comply with all the protocols in place, never complaining. Everyone, including parents and teachers, are all very conscious of hand sanitizing and keeping the toys clean. The parents have been very



”  
**For me personally, I believe the hardest part was being unable to give the little ones a hug.**

# Staff Profile

*Angie Hintz*

good with keeping their children home if they have a sniffle or cough. This helps to keep everyone safe and healthy. For me personally, I believe the hardest part was being unable to give the little ones a hug. Wearing a mask constantly is also a struggle. I certainly understand the need to wear one, but putting the personal discomfort aside, the children are not able to see my facial expressions when reading a book, or watching the shapes my lips take when making certain sounds... I think this has been a detriment to them this year.

**Has the preschool program being able to operate this year had an impact on your life?**

The preschool remaining open all year has been great. It gives me a purpose to get up in the morning and also provides the consistency that the children need. I wish the entire TLC could have remained open as I miss seeing the staff and patrons' smiling faces.

**What is the thing you miss most about regular preschool operations that you are excited to have back?**

I will be the most excited (and tearful) when I can give each and every one of my kids a big hug and get one back! I guarantee you, there will be lots of tears flowing! And not having to wear a mask! Let's save that for Halloween.

Staying home when feeling unwell goes a long way to keeping everyone healthy.

”



**Are there any changes from COVID that you would like to see continue?**

I have always taken great pride in the overall cleanliness of both my classroom and the entire TLC facility. But this past year, everyone has really stepped up their game. Our custodial staff have been amazing! I would like to keep up this “new standard” and continue this level of cleanliness going

forward. Staying home when feeling unwell, both for children, patrons, and staff, goes a long way to keeping everyone healthy. I would like that to continue as well!



# 11.

## Board Member Profile

Daniel Beaton

**T**he TLC Board of Directors is the governing body that sets the direction for the TLC's future. All of our board members bring something important to the table from their personal and professional lives. Daniel Beaton, the current Chair, has been an important part of our board for the past four and a half years. We are very fortunate to have his enthusiasm, leadership, and support to guide our organization.

### HOW LONG HAVE YOU LIVED IN THE REGION?

I was born and raised in Edmonton. A career in the mining industry took me away from the region for a few years until returning with my young family, wife and two sons, settling in Spruce Grove, December of 2004.

### IN A NORMAL YEAR, WHAT ARE SOME OF YOUR FAVOURITE ACTIVITIES TO DO AT THE TLC?

When we first moved to Spruce Grove, we would take the boys to the pool at the TLC where the water slide was a favorite. Visits to the TLC ramped up as our boys became involved in community team sports and school outings at the TLC.

In recent years, now that our sons have left home, I am a regular at the fitness centre and my wife enjoys the fitness programs where occasionally I join her in a spin-class.



During the pandemic, the TLC managed to remain a beacon of hope and relevance to as many of the residents in the Tri-Region as was possible.



### **WHY DID YOU DECIDE TO BECOME A TLC BOARD MEMBER?**

In the fall of 2016, I became aware of an expression of interest for Spruce Grove residents to apply for a vacant Board member position. At the time, I thought my qualifications for candidacy were a good fit, and I was interested in committing to something new, being part of a board of governance for one of the marquee facilities in the region.

### **WHAT HAVE YOU ENJOYED MOST DURING YOUR TIME ON THE BOARD?**

Foremost, I have enjoyed getting to meet like-minded individuals, whom have the TLC's best interests at heart. As well, the level of camaraderie developed amongst the members of the board, past and current. The board consistently demonstrates it functions as a whole while respecting

differing opinions. We all look forward to meeting again, in person, in the not too distant future.

### **WE KNOW THAT COVID HAD A BIG IMPACT ON RECREATIONAL AND SPORT FACILITIES LIKE THE TLC. WHAT WERE SOME THINGS THE TLC DID WELL DURING COVID?**

Firstly, 'kudos' to TLC staff in their navigation of all that has transpired since the start of 2020 lockdown measures. As we have all learned, there was no 'playbook' to follow. The TLC managed to be as nimble as possible in maintaining a scaled-down version of operations in compliance with the evolving COVID protocols. For example, my wife and I have taken advantage of the online programs offered and individual bookings at the fitness centre. During the pandemic, the TLC

has managed to remain a beacon of hope and relevance to as many of the residents in the Tri-Region as was possible, while still ensuring the facility could be ready to open to regular operations when allowed to do so.

### **WHAT PERSONALLY OR AS A BOARD MEMBER DID YOU LEARN THIS YEAR? ANY LESSONS FROM THE PANDEMIC THAT YOU WILL TAKE WITH YOU?**

Personally, I discovered the additional effort and discipline required to maintain both one's physical and mental health and that human interactions are a very important facet to mental well-being.

Ultimately, the pandemic has reinforced the fact that physical and mental health go hand-in-hand.

### **WHAT ARE YOU MOST LOOKING FORWARD TO IN THE FUTURE FOR THE TLC?**

I look forward to everyone getting back to a well-balanced lifestyle that includes, in part, the amenities and services provided by the TLC. In the future, I hope the TLC remains a pillar for health and wellness activities in the region, and most importantly, a place that brings pleasure and enjoyment to all users of the facility.

For more information on the Board of Directors visit our website at [www.trileisure.com/about/our-board/](http://www.trileisure.com/about/our-board/)



# 12.

## Staff Service Awards

**W**e are pleased to celebrate the success of our dedicated staff. Congratulations to the following TLC team members who received long-time service awards in 2020.

**5  
YEAR**

**Service  
Awards**

- Bethany Neis
- Dave Wilson-McCune
- Dawn Miller
- Don Flack
- Jackie Gogowich
- Katrina Klein
- Kylee Hagel
- Melanie Middlekoop
- Mona O'Neil
- Regan Crooks
- Sarah Feist
- Shelby Engelking

**10  
YEAR**

**Service  
Awards**

- Derek Tempan
- Dillon Broughton

**15  
YEAR**

**Service  
Awards**

- Marissa Broughton
- Robert McClain
- Sandra Wilhelm



# 13.

## Corporate Sponsorship

**T**he TLC believes that a strong and vibrant business community fuels the growth of healthy, active communities. We are

thrilled to have tremendous relationships with a variety of local businesses that truly value community health and wellness.

Corporate sponsorships are vital to allowing the TLC to engage with the broader community and to partner with like-minded

organizations in the promotion of healthy, active living.

Thank you to our corporate sponsors for their ongoing support!

Thank You!



FENWYCK



CENTURY 21  
Canada





North Central







 @trileisure

 /trileisurecentre

 /trileisure

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