

# Delbrook Community Recreation Centre Update



NORTH VANCOUVER  
**Recreation  
& Culture**

# Agenda

- Vision
- Welcoming the Community
  - Opening Event
  - Volunteer Ambassadors
- Programs & Services
- Customer Feedback

# New Delbrook

## VISION

- Creating a welcoming and inviting community hub for the pursuit of health, wellness, creativity and connection.



# New Delbrook

## WELCOMING THE COMMUNITY

- Over 2,000 community members attended the official Opening Event on June 24 and participated in a range of recreation and culture activities and performances



# Official Opening: June 24, 2017



# New Delbrook - Volunteerism

## VOLUNTEER AMBASSADORS

- 38 community members welcome customers and lead guided tours of the new facility, contributing over 850 hours of service



# New Delbrook – Programs & Services

- 90,000 square feet of space now filled with programs, services, drop-ins and room rentals



# New Delbrook – Programs & Services

- Aquatics participation through the roof!



# New Delbrook – Programs & Services

- Seeing increased participation and demand in all areas including room rentals and squash/ racquetball



# New Delbrook – Programs & Services

- Fitness participation exceeded 2017 projections



# New Delbrook – Programs & Services

- Programming for diversity



# New Delbrook – Gym & Sports

- Popular space for sports and play



# New Delbrook – Youth Services

- New youth centre now in full operation



# Customer Feedback: Melanie

- “I just wanted to say thank you so much for offering the early years gym drop-ins! We have been going to the New Delbrook gym the past few weeks and have been having an absolute blast. The twoonie cost is greatly appreciated on a mat-leave.”



# Customer Feedback: Rita

- “I just wanted to say a BIG THANK YOU for the table with activities (colouring, playdough and stickers) you just launched today at New Delbrook [in the] main hall around the after school swimming classes. My little daughter really enjoyed this play time with the youth volunteers while her older sister was inside the pool. [These] kind of activities are wonderful!”



# Customer Feedback: Jtka

- “The facility is very much needed and welcome. I consistently come across helpful and pleasant staff. The pools are clean and designed to serve a range of age groups and skill levels. The glass and lobby space let in as much light as we can get in North Van.”

