

ITEM 30
MANAGER'S REPORT NO. 47
COUNCIL MEETING July 7/75

RE: LETTER DATED JUNE 25, 1975 FROM MRS. INEZ J. ERVIN
1451 SHERLOCK AVENUE
CENTRAL PARK POOL

Appearing on the agenda for the July 7, 1975 meeting of Council is a letter from Mrs. Inez J. Ervin regarding an incident that occurred at Central Park Pool. Following is a report from the Parks and Recreation Administrator on this matter.

RECOMMENDATION:

1. THAT a copy of this report be sent to Mrs. Inez Ervin.

TO: MUNICIPAL MANAGER JULY 3, 1975
FROM: PARKS AND RECREATION ADMINISTRATOR
SUBJECT: LETTER FROM MRS. INEZ ERVIN

On Council Agenda for July 7, 1975, appears a letter from Mrs. Inez Ervin complaining of discrimination at Central Park Pool.

The incident referred to by Mrs. Ervin has been examined very carefully. The two staff members with whom Mrs. Ervin spoke were Aquatic Leader, Richard Read, age 25 and Lifeguard, Joyce Morrin, age 17.

Staff report that in a series of conversations, Mrs. Ervin and her friend were told the times of opening and closing of the swimming pool and that at no time was either lady refused admission.

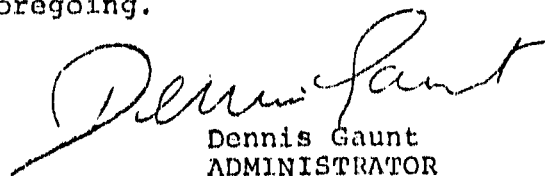
Our policy has always been to let patrons into the pool even during the last 5 minutes of a session as long as they are out by the posted closing time.

In a high visibility area such as Aquatics, public relations is of major importance and is stressed to all staff. Our previous experience with the staff involved and with Central Park Pool generally, has been very good.

It would appear that a misunderstanding has occurred which has caused a great deal of stress and concern to Mrs. Ervin. We regret this sincerely and trust that Mrs. Ervin and her friend will have opportunities to enjoy the use of Central Park Pool on future occasions.

RECOMMENDATION:

That Mrs. Ervin be advised of the foregoing.


Dennis Gaunt
ADMINISTRATOR

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