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**Subject:** Subject: Request for Review of Facility Closure Practices at Frank Jameson Community Centre

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Dear [Redacted],

I am writing to raise concerns about the increasing number of closures—both official and unofficial—at the Frank Jameson Community Centre in Ladysmith, operated under Parks, Recreation and Culture.

While occasional closures for statutory holidays or scheduled maintenance are expected, there is a growing pattern of early closures and full facility shutdowns for non-listed or unofficial occasions. These include, but are not limited to, early closures during Ladysmith Days, Halloween, and inconsistent operating hours around long weekends. Such changes are often not clearly communicated in advance and lack

consistency across similar holidays.

Additionally, extended shutdowns for facility maintenance—when only partial closures would suffice—are reducing public access unnecessarily. For example, fitness centre users are affected by full-building closures even when pool maintenance is the only issue. These decisions limit access to vital health and wellness services and undermine the reliability of the centre for regular users.

Given this pattern, I urge the Town and CVRD to pause consideration of new funding proposals for additional facilities or programs until existing infrastructure is consistently and reliably available to the public. It is difficult to justify expanding services when current ones are increasingly inaccessible due to avoidable closures. Why invest in new programs or buildings if they are likely to follow the same pattern of reduced availability?

I also encourage the Town and CVRD to explore the feasibility of offering keycard or controlled-access entry to limited sections of the facility—such as the fitness centre—during periods when full staffing is not available. This approach could maintain essential access for regular users while reducing staffing demands and avoiding unnecessary full-building closures.

I respectfully request that the Town and CVRD review the current closure policies and practices, and consider the following:

- Publishing a clear, consistent schedule for holiday and special event hours
- Minimizing full-facility closures when only partial areas are affected
- Improving advance notice and public communication regarding any changes to operating hours
- Ensuring that maintenance closures are targeted and proportional to the work being done
- Prioritizing operational consistency and public access before expanding facilities or programming
- Exploring keycard or limited-access solutions to maintain service continuity with minimal staffing

The Frank Jameson Community Centre is a vital resource for residents across the region and very much appreciated. Predictable and reliable access however is essential to maintaining public trust and supporting community health and wellbeing.

Thank you for your attention to this matter. I welcome the opportunity to discuss these concerns further and to support efforts toward more transparent and community-responsive operations.

Sincerely,

A large black rectangular redaction box covering the signature of the sender.