

**STAFF REPORT: RECREATION DEPARTMENT**

**REPORT TO:** Infrastructure and Recreation  
**MEETING DATE:** December 13, 2011  
**REPORT NO.:** DOR.11.80  
**SUBJECT:** Follow up to Correspondence Received From The Royal Canadian legion – Complaint – Condition of Kitchen equipment  
**PREPARED BY:** Aaron McMullen, Facility Supervisor

**A. Recommendations**

THAT Council receive Staff Report DOR.11.80 entitled “ Follow up to Correspondence Received From The Royal Canadian Legion – Complaint – Condition of Kitchen Equipment” for information purposes only.

**B. Background**

On November 17, 2011, Staff received correspondence from Brenda Harris, Secretary of The Royal Canadian Legion Branch NO. 281Clarksburg. Correspondence stated that the ovens were in poor working condition and as a result had caused many pounds of meat to be overcooked due to inaccurate cooking temperatures. These concerns were also brought to the attention of Staff in a letter of intent from the Beaver Valley Athletic Association and presented at the November 8, 2011 Infrastructure and Recreation Meeting, when Staff presented Council with Staff Report DOR.11.69 entitled “ Beaver Valley Athletic Association Donation of new ovens for the Beaver Valley Community Centre.” The ovens have since been replaced. These ovens were used for 2 functions on the dates of December 2 and 3, 2011. Both events produced no complaints in regards to the ovens.

During the Legion event on November 6, 2011, the dishwasher was another concern in that it wasn't heating properly. The Legion felt it could pose a serious health concern. Staff have checked the staff reports from November 6, 2011 with no concerns or complaints in regards to the ovens or dishwashers. The Facility Supervisor discussed the correspondence with the 2 Staff members on shift November 6, 2011, they both stated that they received no complaints during the day in regards to the ovens but did receive concerns about the dishwasher. Staff addressed the complaint and found that the users were not leaving enough time between cleaning cycles for the dishwasher to reset. Staff have utilized the dishwasher since and found no concerns in regards to heating or water supply.

The Beaver Valley Athletic Association have since catered 2 events at the Beaver Valley Community Centre with no concerns in regards to the new ovens but continued to have problems with the dishwasher. Staff has contacted Hobarts Canada to conduct a full service on this unit.

Staff have contacted Brenda Harris and expressed our apologies in regards to the events occurring on November 6, 2011. Staff explained the Athletic Associations donation of the new ovens and the servicing of the dishwasher.

**C. The Blue Mountains' Strategic Plan**

Supporting the development of social and recreational programs to meet the broad range of needs in the community

**D. Environmental Impacts**

None at this time

**E. Financial Impact**

Possible utility efficiencies with upgraded equipment may reduce hydro consumption

**F. In Consultation With**

Shawn Everitt, Director of Recreation

**G. Attached**

1. Letter from the Royal Canadian Legion Br. 281 Clarksburg

Respectfully submitted,

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Aaron McMullen  
Signature

For more information, please contact:

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Shawn Everitt, Director of Recreation



# The Royal Canadian Legion

BEAVER VALLEY (ONT. NO. 281) BRANCH  
P.O. BOX 268  
CLARKSBURG, ONTARIO  
N0H 1J0

November 15, 2011.

Re: Kitchen at BVCC

Att: Aaron McMullen

Dear Sir,

On behalf of the members of the R.C.L., Br 281 who prepared and served the Remembrance Dinner for our veterans from the BVCC kitchen on November 6<sup>th</sup>, I am writing to advise you of the poor condition of the appliances in the kitchen at the community centre.

The oven does not work in that it does not accurately record the temperature. Several pounds of meat that was being roasting for the dinner were burnt due to the inaccurate temperature reading of the oven.

In addition the dishwasher does not heat up properly and we feel this could pose a serious health concern.

We trust that you will investigate these issues and see to the necessary repairs.

Yours sincerely,

*Brenda Harris*  
Brenda Harris  
Secretary

cc – Mayor Ellen Anderson and Council for The Blue Mountains

*"They served till death! Why not we?"*