

FAQ - Hillcrest Aquatics

Why aren't other facilities affected in the same way Hillcrest seems to be?

Due to the scale of Hillcrest aquatic operations, it requires more lifeguards at any given time than all other pools to maintain compliance. Most other pools in our system require 2-4 lifeguards to maintain operations, whereas Hillcrest requires 6-8, meaning Hillcrest is impacted to a greater degree when dealing with limited lifeguard availability.

Can we expect these changes to be ongoing at Hillcrest Aquatic Centre?

Vancouver Board of Parks and Recreation staff are working diligently to resolve staffing availability issues, so these temporary operational changes are being made within the lens of prioritizing safety and equity and were not made hastily or with longevity in mind.

Why have weekend hours at Hillcrest been modified when the pool is always busy?

Vancouver Board of Parks and Recreation staff are working diligently to resolve these staffing issues both in the short and long-term. As mentioned, due to the scale of Hillcrest aquatic operations, it requires more lifeguards at any given time than all other pools to maintain compliance, so the impacts of revised operations seems greater than other pools to its users. Small operational changes will be made at the majority of facilities to ensure each facility stays open to the public, prioritizing safety and equity.

Where can I go to swim 50m lengths?

Vancouver Aquatics Centre (VAC) will continue to offer 50m sessions. Please check their drop-in schedule at vancouver.ca/pools in advance or call VAC to confirm any of the sessions you may have questions about.

What is being done to try and alleviate staffing pressures?

Increasing overall lifeguard staffing may help mitigate some of the challenges brought on by ever-changing and inconsistent staff availability.

Park Board staff continue working on innovative recruitment solutions, including increased training opportunities, potential partnerships with various aquatic stakeholders, and the newly launched vancouver.ca/lifeguard, a one-stop-shop promoting and centralizing lifeguarding career opportunities in Vancouver.

Lifeguard shortages are a global issue and we are committed to working with aquatics governing bodies to develop long-term strategies to improve staffing challenges in the industry.

When will the schedule go back to normal?

Longer hours of operation and the reinstatement of suspended pool operations are conditional upon an increase of consistent staff availability. For now, it's just the fall schedule being impacted, but these changes could continue throughout the winter months as well.

Where can I go for more information and schedule updates?

If you have a specific question about a drop-in swim session, please contact Hillcrest Aquatic Centre directly on the day of the scheduled session.

For more information on Vancouver aquatics and for schedules, please visit vancouver.ca/pools.

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