



TOWN POLICY

ADMINISTRATION POLICY:

Ice Centre Policy

DEPARTMENT: Parks and Recreation

POLICY NUMBER: REC-037

APPROVAL:  APPROVED BY CAO
Jeff Shaw

EFFECTIVE DATE: May 6, 1998

SUPERSEDES: Policy #I-5

UP FOR REVIEW: November 23, 2017

1) Operational Procedures

The operation of the Charlie Cheeseman Ice Centre will be carried out in line with the following principles:

- (a) Safety,
- (b) Economy,
- (c) Efficiency,
- (d) Service,
- (e) Cleanliness.

2) Objective

To give maximum service with the facility kept in a reasonable safe condition insofar as the Town's financial resources will allow.

3) Administration

- (a) The operation of the Facility and Ice Plan shall be the responsibility of the Facility Operators who shall work in conjunction with the Director of Administration as problems arise.
- (b) The administration of the arena with respect to programming, cleaning, and other facility operations shall be the responsibility of the Director of administration Shelby responsible to the Town Council of Cardston. The Director or Administration shall work with the Ice Center Facility Operators and they shall be responsible for the wholesome enactment of the Ice Center Operational Policy as established by Community Services Board and approved by Council. The Director of Administration shall at all time have the support of the Community Services Board and Town Council in enacting the approved operational manual.
- (c) Once this policy of operation has been finalized in principle, no deviation from any item of the policy shall be entertained until such an item has been changed by a majority vote of the





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Community Services Board and subsequent approval by the Town Council. No action shall be taken on the revision of any item of the said policy except on the written request of the person or group involved. The Board may make revisions of the said policy on the recommendation of one or more of its members, at the suggestion of Town Council, of the recommendation of the Director of Administration on his own recognizance, or on behalf of the Arena Staff.

- (d) Should a situation arise which is not covered by this policy, wherein some individual or group has met with injustice, it is the responsibility of the party concerned to present written recommendations to the board in order to eliminate the reoccurrence of such situations by the adoption of corrective regulation into this policy.

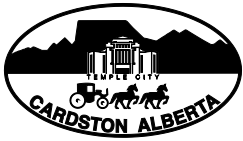
4) The Ice Centre Facility Operator

- (a) He shall be responsible for the overall supervision of the Arena, and every phase of its operation.
- (b) He shall be responsible for enforcing disciplinary action as deemed necessary for contravention of Arena rules.
- (c) He shall be responsible for compiling accurate records, day-to-day, Arena operations.
- (d) He shall keep a record of all keys allotted to the different groups and be responsible for the collection of the keys from Presidents of each organization or their appointee
- (e) He shall inspect custodial work regularly.
- (f) He shall post in a conspicuous place telephone numbers of Hospitals, Fire Departments and Police.
- (g) He shall consult with the Director of Administration before purchasing any equipment and receive authorization as such.
- (h) He shall be responsible for maintaining the ice in prime condition.
- (i) He shall be responsible for collecting the necessary fees for public skating, season tickets, and locker rental.

5) Director of Administration's Duties and Responsibilities re: Ice Rink

- (a) He shall prepare an outline of regulations governing the proper use of dressing rooms, ice surface, and arena in general for all groups using or renting the facility.





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- (b) He shall prepare the arena program in consultation with the interest groups.
- (c) He shall prepare the annual Arena budget and be responsible for this budget.
- (d) At the end of the season, he will make a report of the arena operation along with the complete and finalize records.
- (e) He shall work closely with the media, using every means to create public awareness and understanding of the arena programming and it's operational policy matters concerning the public.
- (f) He shall be a symbol of public relations between staff and general public.
- (g) He shall have authority to rule out any point not specifically covered in this policy or regulations, bearing in mind that his authority will have to be upheld by the Community Services Board and Town Council.

6) Staff

- (a) The arena shall have sufficient staff to enable all groups to implement their programs efficiently and quickly so that all will have the full ice time allotted them. Economy will be prime concern so as not to overstaff.
- (b) The staff will assume responsibilities to maintain the policy of the arena. They will be accountable for their actions.

7) Program operations

- (a) Meaning all phases of programming and instructional, practice, and recreational levels.
- (b) In as much as the programs are carried out almost wholly by specific groups, figure skaters, Minor Hockey, etc., staff will not be employed to enact this program. Inasmuch as the Ice Centre is Town property, and the groups rely on the Board and Council for financial assistance, be it time or actual monies, it is important that the Director of Administration be at all time conversant with any difficulties that may arise within their programming.
- (c) The town will not be held responsible for loss or theft on the arena premises.

8) Financial Operation

- (a) The Ice Center staff assigned to work will be responsible for all monies for season tickets, admissions, or any other source of revenue.





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(b) Records of finances will be turned in to the Town Office to be recorded, keeping a copy of the Ice Center for duplicate purposes.

(c) The ticket office shall be off-limits to unauthorized

9) Maintenance and Equipment Operation

(a) Janitorial duties are to be carried out by the Facility Operators.

(b) Operation of the Zamboni and related equipment operation is the responsibility of the Facility operators.

(c) Major repairs are to be the responsibility of the Town Mechanic has booked with the Town Shop.

(d) Minor repairs are to be the responsibility of the Facility Operators.

(e) Time clocks and public address systems should be workable at all times. The time clock will have a qualified operator at all times.

(f) All gates and doors leading to the ice should be able to open and close freely.

(g) Safety inspections must be performed as directed in the inspection policy.

(h) Public Safety should be first in mind always.

10) Schedule

(a) A well planned schedule is essential for a successful program.

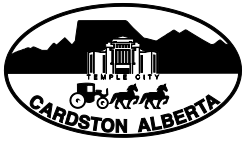
i. Forming of Schedule - The Director of Administration shall work in conjunction with the interest groups to appropriate ice time to all parties concerned.

ii. The Director of Administration shall allow at least 6 hours, one hour each day of operation, for public skating. Should any group cancel their allotted time for any reason, it will be opened for public skating or for rental to groups in lieu of closing the Arena.

iii. Period of Operation - The arena shall be open every day during the season, except Sunday and statutory holidays, unless otherwise noted.

iv. Hours of Operation - The arena shall be open a minimum of 7 hours/day Monday through Saturday.





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- v. Special Privileges - The Director of Administration will make the arena available to the school during hours according to the school-use agreement. Town programs will take priority. The school must provide supervision to the Director of Administration's satisfaction.
- vi. The Director of Administration will make ice time available for rental after all preceding needs have been met. All rules and regulations will be strictly enforced at these times. Rental rates will be determined by the Community Services Board and approved by Council. These rates are subject to change.
- vii. The Ice Centre will be open to the public for public skating on Boxing Day, also during the Christmas Holidays, all ice time will be reserved for public skating unless times for the Associations are allotted upon special request to the Community Services Board.

11) Discipline

- (a) The operation of the arena is a business and must be handled as such. Discipline must be maintained at three levels:
 - i. Staff,
 - ii. Patron,
 - iii. Spectator.

12) Staff

- (a) Promptness in an important phase of our operation.
- (b) When opened during regular hours, one member of staff shall be present at the Ice Centre.

13) Patron

- (a) These are figure skaters, hockey players, renters, and public skaters.
- (b) A list of regulations governing these bodies will be reviewed later in the Policy Manual. The supervision of each group is the responsibility of each group supervisor or coach. Offending groups will be warned if proper supervision is not given by their supervisor. These groups will be suspended from further use of the Ice Centre by the staff in conjunction with the Director of Administration.

14) Spectator





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- (a) There shall be no smoking in the ice centre facility.
- (b) Alcoholic beverages are strictly prohibited in the Ice Centre.
- (c) No intoxicated person shall be allowed admission into the Ice Centre.
- (d) No profane or obscene language, literature, or action will be tolerated on the Ice Centre premises.
- (e) Vandalism shall be severely dealt with. The facilities should be treated with respect by everyone. Names of offenders will be given to the Director of Administration of arena employee and together they will levy discipline as deemed necessary.
 - i. Those guilty of damage are liable for said damage. This referred to groups and individuals, and suspension may occur. This can only be altered by written request to the Board who will give the matter a fair hearing. A suspension should never be for less than one time block for groups and can be for the whole season for groups or individuals.
 - ii. A record must be kept of the nature of each offense and the discipline levied by the Ice Centre Staff. There must be no double standards. A firm, fair, and impartial discipline must be maintained, regardless of the age of said offenders.

15) Admissions

- (a) Ice Centre admissions shall be determined by the Community Services Board and ratified by Council.

16) Record and Reports

- (a) Simple and accurate records should be kept current.

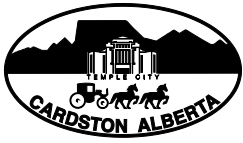
17) Hiring of Full-time Personnel

- (a) As directed by the Hiring Policy

18) Miscellaneous

- (a) There will be no loitering allowed in the dressing rooms or lobby.
- (b) No bottles or glass containers shall be allowed on the ice surface.
- (c) All lost and found articles shall be kept until the end of the season and a lost and found sale will be held about May.





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- (d) Ice Centre employees are in charge at the Ice Centre and all other Town employees or Police forces shall treat them with respect and vice-versa.
- (e) In case of accident, obvious injury should receive medical attention immediately.
- (f) Ice Centre employees should have some First Aid training.
- (g) In case of a child being injured, parents should be notified immediately (this refers to off – ice accidents). The occurring on the ice shall be left to the individual in charge of getting only requested assistance by the arena staff.
- (h) A first aid kit Shelby located in accessible areas and all supervisors, coaches, trainers, managers, and instructors shall be aware of location.
- (i) Accident reports should be filed with the ice arena staff on duty.
- (j) No keys shall be allotted unless such authorization is given by the Director of Administration.

19) Concessions

- (a) Concessions shall be assigned to parties at the discretion of the Community Services Board.
- (b) All patrons paying fees required shall be eligible to use the Ice Center according to the Rules & Regulations covered in this policy. The facilities patrons and administration have been seriously considered in the drying up of this policy and it is hoped that this policy helps create a better understanding of the positions of all concerned and thereby make it possible for the facility to be used for maximum enjoyment by all people of this community.



