



Town of Whitby Report

Report to: Operations Committee
Date of meeting: December 7, 2015
Department: Community and Marketing Services Department
Report Number: CMS 60-15
File Number(s): n/a

Report Title: Volunteer Outdoor Ice Rink Program and Policy Pilot at Kinsmen Park

1. Recommendation:

- 1. That Council approve the proposed pilot location for the Volunteer Outdoor Ice Rink Program in Whitby Kinsmen Park for the 2015-16 season and that the outdoor rink be operated based on the parameters outlined in this report and the proposed draft Volunteer Outdoor Ice Rink Policy; and,**
- 2. That Staff report back on the proposed Volunteer Outdoor Ice Rink Program and draft Policy subject to the completion of the pilot location and the review of increased staff and budget required to support the implementation of the program on a Town wide basis.**

2. Executive Summary:

In response to community demand to operate outdoor ice rinks within Town parks, CMS 60-15 recommends that a co-operative program with the Community and Marketing Services and Public Works Department be designed to permit volunteers to form and operate outdoor ice rinks on Town park property. Presently the Town of Whitby does not have a volunteer outdoor ice rink policy or program and insufficient staff and financial resources available to support the implementation of a new program. While the outdoor rinks are operated by volunteer teams, Town staff involvement would be required to manage risk associated with rink operation on Town land by overseeing program administration, training of volunteers, weekly inspections and responding to any other issues that may arise. There are also financial costs associated with the installation of perimeter rink boards and signage.

Due to the limited staff and financial resources currently available, staff recommend that Council approve a pilot volunteer outdoor ice rink to operate in one park location for the 2015-16 winter season. The pilot program would be operated based upon the parameters outlined in CMS 60-15 and the proposed Volunteer Outdoor Ice Rink Program and Policy. After the season is complete, staff would report back to Council with a review of the pilot and recommendations regarding the staff and budget requirements needed to implement the program on a town wide basis.

3. Origin:

At the September 14, 2015 meeting, members of the Operations Committee requested further information with respect to risk management issues on outdoor hockey rinks. The information was requested after a resident made an enquiry for an outdoor rink to be installed at Kinsmen Park, located just north of downtown Whitby.

4. Background:

There is currently no policy or program in Whitby to permit the operation of volunteer-based outdoor ice rinks. Numerous municipalities throughout Ontario operate volunteer based outdoor rink programs that provide residents recreational skating opportunities in parks during the winter months. All volunteer ice rink programs require support and administration from the municipality.

Staff reviewed volunteer outdoor ice rink programs from other jurisdictions throughout Ontario (Ajax, Barrie, London, Kingston and Orangeville). Each municipality has a different approach to program delivery but many of the program policies and guidelines are similar in regards to the application process, rink location and operation and volunteer training and rink inspections. Insurance issues are addressed differently however most municipalities have the outdoor ice rinks fall under their municipal insurance coverage.

Town of Ajax Neighbourhood Outdoor Rink Program

The Town of Ajax is currently the only municipality within the Region of Durham that operates a Volunteer Outdoor Ice Rink Program. The program is run by the Operations and Environmental Services Department and operates approximately five outdoor rinks per season. Operations and Environmental Services is responsible for administering the program which includes an introductory volunteer session on ice building, installation of rink boards, and the provision of a \$50 rebate for water consumption. Rink boards are installed using stacked 2x8x10 foot boards and wooden braces. Each rink requires two employees to install and can be installed in approximately three to four hours. Rink boards are typically not installed until there is sufficient frost on the ground usually just prior to Christmas. Volunteers are required to provide their own rink liners and rink maintenance.

5. Discussion/Options:

The successful implementation of a Volunteer Outdoor Ice Rink Program and Policy requires participation and resources from the Community and Marketing Services Department, Operational Services Division of the Public Works Department and community volunteers. The operating issues related to outdoor ice rinks that must be addressed are discussed below. Future adoption of the program and policy on a town-wide basis would require that a new level of service be established.

Staff Time and Budget

In November and December when outdoor rinks need to be approved and constructed, Town parks are being closed for the season. At this time the number of Parks Operations staff is reduced with the remaining staff reassigned to winter work duties. Budgetary considerations would be required for rink boards and signage as well as staff time required for program administration, volunteer training, rink installation and weekly rink inspections. It is important to note that if the program was to be expanded town wide these staff and budgetary considerations must be addressed.

Application Process

Residents interested in participating in the Volunteer Outdoor Rink Program should complete and submit an application form to the Town. Volunteers would need to maintain and adhere to the policies and guidelines outlined in the proposed Volunteer Outdoor Rink Program and Policy. A minimum of four adult volunteers must be committed to the construction, operation and maintenance of the rink for the entire season. If the proposed rink location and volunteer team meets all of the requirements, approval would be granted for the rink for the season.

Outdoor Rink Location Criteria

Volunteer outdoor ice rinks may be located within a Town park or open space as long as there is a flat level surface large enough to accommodate the layout of the rink. The area must be free from hazards and provide access for emergency vehicles. An outdoor ice rink may not be constructed or operated on any type of sports fields, including tennis courts. Water sources in Whitby parks are winterized from October to May; therefore volunteer teams would need to secure a water source from a residential property adjacent to the park.

Neighbourhood consultation would be required for residential properties adjacent to the proposed rink location by the volunteers prior to rink approval. Concerns such as parking, noise and garbage may arise during outdoor rink operation, and it is best to address these concerns prior to rink installation.

Equipment

The Town would need to install appropriate signage as required. If the Town is to provide and install perimeter rink boards an additional budget allocation would be necessary. Other equipment such as hoses, nozzles, shovels, rink lining, and nets would need to be provided by the volunteer team and stored off-site when not in use.

Volunteer Training

In order to receive approval for the outdoor ice rink, volunteers must first attend a training session by Town Staff. The volunteer training would outline the responsibilities of involved citizens, review how to build and maintain ice, how to properly inspect ice, how to complete daily log sheets and explain how and when to submit daily log sheets as well as who to contact in emergencies or when major incidents occur. Volunteers would be responsible for daily flooding and maintenance of the rink as well as snow removal.

Risk Management and Usage Guidelines

The decision by a municipality to provide an outdoor skating rink must be accompanied by a commitment to manage the risk. When considering an outdoor ice rink, there is a very distinct potential to injury by the participants which in turn increases, the municipality's potential to liability if they are not properly designed and maintained.

Risk management considerations in implementing a successful Volunteer Outdoor Rink Program would include:

- Training staff and volunteers
- Regular Maintenance and Inspection
- Signage
- Documentation of the above

Risk would be managed through volunteer training, daily rink inspections by volunteers and weekly rink inspections by municipal staff. Outdoor rinks are not supervised by Town staff and signage would be posted advising that rinks are to be used at own risk. Signage would also include usage guidelines and contact information in case of emergency.

Outdoor ice does have more imperfections (bumps, ruts, soft spots, etc.) than indoor ice, therefore it is strongly recommended that rink users wear protective equipment at all times. The outdoor rink facility is for both passive use and pick-up hockey. Slap shots are not permitted. The outdoor rink would be subject to all Town of Whitby By-Laws. Users are asked to be courteous and use good judgement at all times.

Outdoor rinks would be open to the public from 7:00 am until dark seven days a week. The Town of Whitby would reserve the right to close the rink at any time.

Outdoor Rink Inspections

Town staff would visit each outdoor rink location on a weekly basis and complete an inspection report. Volunteers would be required to complete daily logs of rink operation and submit the logs to staff on a weekly basis to be filed with staff inspection reports.

2015-2016 Kinsmen Park Pilot Project

Staff propose operating one volunteer outdoor ice rink in Kinsmen Park as a pilot project for the 2015-16 winter season. The purpose of the pilot project would be to demonstrate the staff and budget resources required to operate a Volunteer Outdoor Ice Rink Program. Due to current staff and budget restrictions, part-time CMS Facilities staff would oversee weekly inspection and volunteer training duties on a temporary basis for the pilot project only. If the Volunteer Outdoor Ice Rink Program is to be adopted by Council in the future, additional staff would need to be hired in Operational Services to oversee the required duties.

For the pilot, CMS Facilities staff would seek advice from Town of Ajax staff regarding program implementation including volunteer orientation and weekly rink inspections. This would assist Facilities staff in implementing the pilot project.

A resident has submitted a request to construct an outdoor rink in Kinsmen Park. The individual and the other rink volunteers would be permitted to operate the rink on a pilot basis subject to the parameters outlined above and the draft Volunteer Outdoor Ice Rink Policy. Due to budgetary restrictions, the volunteers would be required to provide and install perimeter boards and all other rink equipment (hose, nozzle, shovels, rink liner, etc.) for the pilot project. The water source for the outdoor rink would be provided from a residence across the street from the park.

The location of the proposed outdoor rink must conform to the location criteria listed above. Parks and Operations staff conducted a site visit and reviewed potential outdoor rink locations. The interested volunteers proposed the location of the rink in the grassed area south of the playground equipment. Staff do not recommend this location due to the close proximity to busy traffic on Walnut Street and the potential for children to climb on playground equipment. The rink location options are discussed in the table below and are shown on Attachment 1.

It is important to note that Kinsmen Park is currently under two different ownerships; one parcel owned by the Town of Whitby and two parcels owned by the Kinsmen Club of Whitby. Through report CMS 33-15 Council approved the conveyance of two parcels from the Kinsmen Club of Whitby to the Town and staff are awaiting correspondence from former members of the club to complete the land transfer. Until the land transfer is completed, the matter would be problematic for the rink location within the park since the rink would not be situated on Town

owned land. If the ownership issue is not resolved Staff recommend that Option C be used for the pilot project, however if the ownership is transferred to the Town then Option B would be the preferred option.

Options	Option A	Option B	Option C
Location	South of playground	Northeast of playground equipment	Basketball court
Pros	<ul style="list-style-type: none"> - relatively flat open area - medium sized rink 	<ul style="list-style-type: none"> - relatively flat open area - buffer between traffic on Byron Street - existing sign post 	<ul style="list-style-type: none"> - flat hard surface - closest to water source - located on Town owned parcel
Cons	<ul style="list-style-type: none"> - close proximity to busy traffic along Walnut Street - too close to playground equipment - parcel currently not owned by the Town - furthest from water source 	<ul style="list-style-type: none"> - parcel not currently owned by Town 	<ul style="list-style-type: none"> - smaller rink size

Staff have proposed a comprehensive Volunteer Outdoor Ice Rink Program and draft Policy that would permit residents to form volunteer teams to build and operate outdoor rinks within Town of Whitby parks while minimizing risk to volunteers, rink users and the municipality. For detailed information regarding the proposed draft Volunteer Outdoor Ice Rink Policy refer to Attachment 2.

Staff are recommending that a pilot project be undertaken at Kinsmen Park for the 2015-2016 season. The provision of this facility would be guided by the draft policy attached to this report. Staff would report further on the matter in 2016. The draft policy may require adjustments based upon the pilot experience and would be reviewed through the appropriate committees and departments.

6. Public Communications/Plan:

As noted previously by the provision of an outdoor rink may cause concerns such as street parking, noise and litter. Staff have provided notice of this report to all

residents within 120 metres of the park. This would provide the opportunity to raise concerns with the pilot project to members of Council.

7. Considerations:

7.1. Public

The creation of a Volunteer Outdoor Ice Rink Policy and Program would provide recreational opportunities for residents during the winter months. Since outdoor ice rinks are new facilities in parks, it is recommended that residents adjacent to proposed rink locations be notified prior to rink construction by the volunteer team.

7.2. Financial

The Kinsmen Park outdoor ice rink pilot would utilize Community and Marketing Services Facilities and Parks Development staff time to coordinate its implementation and monitoring for 2015-2016 rink season.

7.3. Impact on and input from other Departments/Sources

The Operational Services Division of the Public Works Department has reviewed the Volunteer Outdoor Ice Rink Program and Policy and has stated that the Public Works Operations section does not currently have the resources necessary to support such a program, neither as a pilot nor as a town wide program. Operational issues related to additional staff resources and budget to support volunteer training, installation of rink boards, and weekly rink inspections, among other matters would be addressed in the subsequent staff report.

Corporate Services has reviewed the Volunteer Outdoor Ice Rink Program and Policy and received comments from the Durham Municipal Insurance Pool (DMIP). Recreational activities carried out on Town owned property increases the Municipality's exposure to liability. The key to managing these risks is for staff to develop and follow policies and procedures, implement an inspection process, incorporate signage and keep records that demonstrate these measures in order to minimize accidents and their adverse effects. The measures outlined in the draft Volunteer Outdoor Rink Program would assist in minimizing the Town's exposure to liability, by more importantly, mitigating the risk of injury to the public so that patrons would have a safe and enjoyable experience while participating in this Town program.

Facilities staff from the Community and Marketing Services Department would be involved for the 2015-2016 Kinsmen Park pilot project only on a temporary basis. Staff time would be required to coordinate with Town of Ajax staff regarding the pilot program implementation including volunteer orientation and weekly rink inspections. Staff from the Parks Development Division would oversee the administrative duties related to the pilot program.

7.4. Corporate and/or Department Strategic Priorities

The recommendations contained within CMS 60-15 are consistent with the following Council Goals 2014-2018:

8. To become the destination of choice for visitors from across Durham and the GTA. To realize the economic and social potential of our downtowns, waterfront and greenspaces in developing local tourism. To create more things to do and places to enjoy.

8. Summary and Conclusion:

Staff recommends that Council approve the pilot of the proposed Volunteer Outdoor Ice Rink program at Whitby Kinsmen Park for the 2015-2016 season based upon the parameters outlined in CMS 60-15 and the proposed Volunteer Outdoor Ice Rink Program and draft Policy. After the completion of the pilot, CMS staff would report back to Council with review of the pilot project and increased staff and budget requirements to support the implementation of the program on a Town wide basis. If the proposed program is to be implemented on a town wide basis, staff and financial considerations must be addressed with regards to the increased level of service.

9. Attachments:

Attachment 1 – Proposed Outdoor Ice Rink Locations at Kinsmen Park

Attachment 2 – Volunteer Outdoor Ice Rink Program and draft Policy

Appendix 1 – Volunteer Outdoor Rink Application Form

Appendix 2 – Letter of Approval

Appendix 3 – Volunteer Registration Form

Appendix 4 – Ice Building and Maintenance Manual

Appendix 5 – Volunteer Training Checklist

Appendix 6 – Volunteer Daily Log Sheet

Appendix 7 – Staff Weekly Log Sheet

Appendix 8 – What to Do in Case of Accident or Incident

Appendix 9 – Outdoor Ice Rink Signage

For further information contact:

Ellise Goarley, Parks Planning Analyst, x7422 or Steve Edwards, Manager of Parks, x7424

Original Approved and Signed.








Peter LeBel, Commissioner of Community and Marketing Services, x4319

Original Approved and Signed.


Robert Petrie, Chief Administrative Officer, x2211



Legend

- | | | | |
|--|-------------------------------------|---|--------------|
|  | Possible Outdoor Ice Rink Locations |  | Park Walkway |
|  | Residential Water Source |  | Park |
|  | Playground and Splash Pad |  | Parcels |
|  | Parking Lot | | |

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Town of Whitby Draft Policy

Policy Title:	Volunteer Outdoor Ice Rink Program and Policy
Policy Number:	Text
Reference:	Text
Date Originated:	December 7, 2015
Date Revised:	Click here to enter a date.
Review Date:	Click here to enter a date.
Approval:	Text
Point of Contact:	Text

Policy Statement

To establish a Volunteer Outdoor Ice Rink Program for residents of the Town of Whitby to enjoy outdoor ice skating opportunities in parks supported by neighbourhood volunteer teams.

Purpose

The information contained within this document outlines administrative and operational procedures regarding volunteer supported outdoor ice rinks constructed and maintained on Town of Whitby property.

Scope

The procedures laid out are meant to assist civic minded citizens in providing public skating opportunities in their neighbourhoods where such initiatives enhance recreational opportunities and are consistent with the interests of the Town of Whitby. The Town of Whitby appreciates such community initiatives. Through these procedures and responsibilities, the Town can assist citizens in providing ice rinks that maximize positive experiences and usage for users, volunteers and the Corporation of the Town of Whitby. It is also intended to be a guide for Town staff working with citizens interested in outdoor rinks.

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1 Definitions

1.1 Park: any land owned, leased or controlled by the Town, designated or used as parkland or as trail.

1.2 Town: The Corporation of the Town of Whitby.

1.3 Volunteer Outdoor Rink: a natural outdoor ice surface that is operated and maintained by a volunteer team.

1.4 Volunteer Team: consists of a team of a minimum of four adults that are individual citizens.

2 Responsibilities

Town of Whitby Community and Marketing Services Staff

2.1 The Community and Marketing Services Department will support the policy by:

2.1.1 Overseeing the application process and coordinating with the Operational Services Division of the Public Works Department for requested outdoor rink locations

2.1.2 Assessing proposed rink locations

2.1.3 Maintaining a record of outdoor ice rinks and their locations.

2.1.4 Outlining the procedures and steps for approval and/or support for the rink.

2.1.5 Issuing a letter to the applicant(s) indicating approval and terms of the application

Town of Whitby Operations Staff

2.2 Once the rink location is approved, Operational Services Division of the Public Works Department will support the rink by:

2.2.1 Providing initial training to volunteers to include:

(a) Building a rink

(b) Risk management

(c) Completion of daily logs

2.2.2 Providing garbage cans, garbage bags, picnic tables and rink boards to support the rink operation as necessary.

2.2.3 Providing weekly inspection to ensure appropriate site conditions.

2.2.4 Resource information by way of the Town of Whitby Ice Building and Maintenance Manual (Appendix 4)

2.2.5 Providing advice on maintenance as required.

2.2.6 Providing and posting appropriate signage indicating that "Rink is unsupervised. Use at own risk." (Appendix 9)

2.2.7 Receiving, monitoring and filing the records of weekly staff inspections to be filed with the volunteer daily log sheets (Appendix 6 and Appendix 7)

Volunteers

2.3 Volunteers participating in the outdoor ice rink program must:

- 2.3.1** Adhere to procedures as established
- 2.3.2** Undergo training by the Town and sign off to acknowledge roles and responsibilities and acknowledging training by signing the training checklist at Appendix 5.
- 2.3.3** Ensure ongoing commitment of at least four adults from the community who agree to support the rink.
- 2.3.4** Hold a neighbourhood consultation process to demonstrate support for the proposed rink. This process could take place in the form of meetings, neighbourhood petition and/or survey, etc.
- 2.3.5** Provide for daily maintenance and flooding of the rink to standards acceptable to the Town.
- 2.3.6** Clear the snow off the ice surface as required.
- 2.3.7** Supply equipment to operate and maintain the rink including hoses, nozzles, shovels, rink liner, nets etc.
- 2.3.8** Complete a daily log sheet (Appendix 6) for each day of rink season and submit these weekly to the Town of Whitby Operations Department
- 2.3.9** Provide reasonable control and clean-up of garbage and litter using the receptacles provided.
- 2.3.10** Maintain open emergency access route.
- 2.3.11** Allow access to all members of the community.
- 2.3.12** Follow outlined procedures, in case of any serious accident or incident (Appendix 8).

3 Policy Requirements

Volunteer outdoor ice rinks must be operated and maintained by a volunteer team comprised of individual citizens. Volunteers wishing to participate in the Volunteer Outdoor Ice Rink Program must contact the Town of Whitby Community and Marketing Services Department to receive necessary approvals to form and maintain an outdoor ice rink on Town property.

3.1 Criteria to Establish Volunteer Outdoor Ice Rinks

- 3.1.1** In order to be eligible a Volunteer Team must:
 - (1) Complete, sign and submit an application form to the Community and Marketing Services Department (Appendix 1)
 - (2) Provide a list of at least four adults involved in ongoing and consistent support of the rink
 - (3) Provide the name and contact information of the volunteer coordinator who will act as the primary contact person between the Town and the volunteer team
 - (4) Attend training session(s) provided by the Town and abide by the procedures established by the Town

- (5) Hold a neighbourhood consultation process to demonstrate support for the proposed rink
- (6) Provide the address of the residential water source adjacent to the rink location to be used for the flooding and maintenance of the outdoor ice rink

3.2 Application Approval Process

- 3.2.1** After the application is received, Community and Marketing Services Staff will coordinate with Operations Staff to determine the best location for an outdoor rink within the park or on other municipal land and ensure that the proposed rink site meets the following requirements:
 - (a) Reasonable freedom from hazards
 - (b) Reasonably flat surface
 - (c) Adequate water source from adjacent residential property
 - (d) Access for emergency vehicles
 - (e) Is not in close proximity to neighbouring residences
 - (f) Accessibility for community users
 - (g) The number of rinks in a given area
- 3.2.2** The Town does not permit construction or operation of an outdoor rink on any type of sports field or tennis courts and/or basketball courts with plastic or rubber surfaces.
- 3.2.3** No temporary electric power or rink lighting is permitted on Town property.
- 3.2.4** Only Town parkland is applicable. No road allowances or boulevards are acceptable.
- 3.2.5** The Town reserves the right to deny or approve a site for any reason at its sole discretion.

3.3 Service and Equipment

- 3.3.1** The Volunteer Team is responsible for flooding and maintaining the ice surface.
- 3.3.2** Perimeter rink boards and/or other infrastructure will be installed at the Town's discretion
- 3.3.3** The Town does not maintain water sources in parks during the winter months therefore the water source for outdoor rinks must be accommodated from a nearby residence.
- 3.3.4** The Town will provide expertise on rink location, construction and maintenance and resource information on rink management

3.4 Rink Start Up and Closure

- 3.4.1** Unless otherwise determined by the Town, Volunteer Outdoor Ice Rinks are:
 - (a) Open no earlier than the 3rd week of December (weather permitting) and once there is sufficient frost on the ground, which typically requires seven to ten consecutive days of minus ten degrees Celsius or lower
 - (b) Closed during the first week of March at the latest, or earlier as weather conditions dictate

3.5 Outdoor Rink Operation

3.5.1 Unless otherwise determined by the Town, Community Outdoor Rinks are open to the public from 7:00 am until dark seven days a week.

3.6 Risk Management and Usage Guidelines

3.6.1 Outdoor ice rinks are maintained by neighbourhood volunteers and are not supervised by Town staff. Risk Management considerations include providing a training program to volunteers and staff, a maintenance and inspection program, documentation and signage. As the use of an ice skating rink and other recreational facilities has an inherent risk, any participation is at the user's own risk. No responsibility is accepted or undertaken for the well-being of either the user or their property.

3.6.2 Basic usage guidelines include:

- (a) All related personnel safety equipment strongly recommended. CSA approved hockey helmets are strongly recommended for skaters' protection.
- (b) All users to inspect rinks for potential deficiencies before use.
- (c) Recommend adult supervision for children under the age of 12
- (d) Open to all members of the community.
- (e) Skating or acting in a manner that endangers or interferes with other skaters' safety or pleasure is not permitted.
- (f) Abusive language and aggressive behaviour are not permitted.

3.6.3 The outdoor rink facility is for both passive use and pick-up hockey. Use of sport sticks for hockey and ringette, etc is allowed on outdoor ice rinks but slap shots are not allowed. Parks may have posted times where the rink is designated for Pleasure Skating Only and this equipment is not allowed.

3.6.4 The Town reserves the right to shut down the rink operation at anytime

3.7 Modification/Renewal/Termination of the Agreement or Program

3.7.1 The Volunteer Outdoor Ice Rink Agreement or Program may be modified in scope or altered in any manner at the sole discretion of the Town. Volunteers will have the option of renewing their agreement, subject to the approval of the Town and continuation of the Program. Updated volunteer sign-up lists are required at the time of renewal.

3.7.2 The Town may terminate the rink operation if it finds that: the group is not meeting the terms and conditions of the agreement; one or more of the volunteers is not responsible; the Volunteers are acting contrary to the guidelines of the program.

3.7.3 An agreement to construct and maintain an outdoor ice rink on Town property shall have a term of one winter season from December to March. Renewal for additional seasons shall be available as requested by the individuals or group and subject to the approval by the Town.

3.8 Unauthorized Outdoor Ice Rinks on Town Property

3.8.1 Town Staff may become aware of outdoor neighbourhood ice rinks that have not been authorized or do not conform to the procedures and responsibilities outlined in this document. Where these cases are brought to the Town's attention, it is incumbent upon Staff to take action. The recommended course of action is to:

- (a) Determine if, the rink could conform if the appropriate procedures as outlined in this policy are followed. If not, then in consultation with other staff determine if any other action is necessary (e.g. closure of rink)
- (b) Meet with a community contact to outline the fact that there are processes to be followed in order to protect users, the Town and involved citizens
- (c) At that point of consultation, either:
 - (i) The usual process is invoked to meet the proper requirements for Town support, or
 - (ii) A decision is made to shut down the operation. The rink is shut down.
- (d) Council/Committee of Council would be point of ultimate appeal.

Appendices

Appendix 1	Volunteer Outdoor Rink Application Form
Appendix 2	Letter of Approval
Appendix 3	Volunteer Registration Form
Appendix 4	Ice Building and Maintenance Manual
Appendix 5	Volunteer Training Checklist
Appendix 6	Volunteer Daily Log Sheet
Appendix 7	Staff Weekly Log Sheet
Appendix 8	What to Do in Case of Accident or Incident
Appendix 9	Outdoor Rink Signage

Choose an item.

Robert Petrie, Chief Administrative Officer, x2211

Click here to enter a date.

Date

Town of Whitby Volunteer Outdoor Rink Application Form

This Application Form is used by the Volunteer Outdoor Ice Rink Program. This form is to be completed and signed by the Volunteer Coordinator for the proposed outdoor ice rink in order to be evaluated by Community and Marketing Services and Operational Services Staff.

Volunteer Coordinator Contact Information

First Name	Last Name
Phone Number	Email Address

Outdoor Rink Information

Location of park/rink (Please attach sketch, map, etc showing proposed rink location)
Water source address

Volunteers (minimum of four adult volunteers)

Name	Address	Phone Number	Email Address

I have read the Volunteer Outdoor Ice Rink Program and Policy and understand the requirements.

Signature of Volunteer Coordinator:

Date:

Please complete the form and return to:

Town of Whitby Community and Marketing Services Department

500 Victoria Street West, Whitby ON L1N 9G4

Phone: 905.430.4310

Fax: 905.668.5933

Email: parks.rec@whitby.ca

Web: www.whitby.ca



Town of Whitby
Community and Marketing Services Department
575 Rossland Road East, Whitby, ON L1N 2M8
www.whitby.ca

[DATE]

Volunteer Coordinator Name
Home Address

Re: Volunteer Outdoor Ice Rink at [INSERT PARK NAME]

Dear _____:

Thank you for volunteering to support the community outdoor ice rink located at _____ (Park/Open Space Name and Address).

In an effort to help you with your community outdoor ice rink and to minimize risk to yourself, the Town and users, the Town has established policy guidelines for authorizing, establishing, maintaining and supervising volunteer supported outdoor ice rinks.

The attachments to this letter outline the responsibilities you and the Town will need to fulfill in order to ensure a successful project. Issuance of this letter acknowledges the Town supports the project provided the required conditions are met.

These responsibilities will be reviewed in a training meeting with Town staff. Signed acknowledgement of attendance at that training meeting will indicate your agreement to the required conditions.

Questions concerning the project should be directed to the Community and Marketing Services Parks Development Division at 905.430.4310.

Best of luck with your outdoor ice rink!

Sincerely,

Signature Name, Title, Division
Contact Phone #

Email Address.

Volunteer Registration Form

Town of Whitby

Community and Marketing Services Department

500 Victoria Street West Whitby, ON L1N 9G4

Phone 905.430.4310 Fax 905.668.5933 www.whitby.ca

Volunteer Information – please print clearly

Last Name		First Name	
Family Address			Apt./Unit #
City/Town	Postal Code	Email	
Home Phone	Business Phone	Cell Phone	

Emergency Contact Information – please print clearly

Last Name		First Name	
Family Address			Relation
City/Town	Postal Code	Email	
Home Phone	Business Phone	Cell Phone	

Informed Consent – To be completed by volunteer/applicant 18 years of age or older.

I authorize the Town of Whitby to collect personal information appropriate to the position and verify references to be provided upon request.	
Date (dd/mm/yyyy)	Volunteer Signature

Volunteer Waiver and Photo/Video Release

I hereby give permission for images of myself, captured during special event activities through video, photo and digital camera, to be used solely for the purposes of the Town of Whitby promotional material and publications, and waive any rights of compensation or ownership thereto.

I have read the Volunteer Outdoor Ice Rink Program and Policy and understand the requirements. I understand the foregoing services will be rendered without payment and I will not be entitled to any benefits normally provided by the municipality. I will be responsible for my own health insurance. I agree to release and discharge the Town of Whitby from and against all claims and proceedings, in respect of any damage or injury sustained by myself arising out of my provision of these services.

Date (dd/mm/yyyy)

Volunteer Signature

Personal information on this form is collected under the authority of Section 11 of the Municipal Act, SO 2001, c. 25 and will be used for registering to volunteer with the Town of Whitby. Questions regarding the collection of personal information should be directed to the Town of Whitby Records Manager, 575 Rossland Road East, Whitby, ON L1N 2M8.

Ice Building and Maintenance Manual

Rink Size and Orientation

Generally speaking, rinks are traditionally rectangular or square in shape. Rectangular shape allows for a straight away and turning areas at the ends. Suggested ice surface sizes and pleasure skating capacities for outdoor rinks:

Small 24' x 40' = 960 sq. ft. allows for 20 skaters

Medium 32' x 64' = 2048 sq. ft. allows for 42 skaters

Large 40' x 80' = 3200 sq. ft. allows for 65 skaters

(49 sq. ft. allowed per person)

Where practical, the long axis of a rink should run in a north/south direction. This orientation will minimize the number of south facing rink boards (if rink boards are installed), which reflect the sun's rays onto the ice surface.

Rink Surfaces

Grass or Soil

This is one of the least expensive surfaces but also the least stable. With the ice acting as a magnifying glass, the grass usually burns in the spring. To reduce the risk of damaging the turf try the following:

- a) Wait for 3 – 4 weeks of freezing weather to allow grass to go dormant prior to making the ice surface.
- b) Have a layer of snow at least 15 centimetres (6 inches) deep.
- c) Start with a fine mist of water and gradually increase the water to a spray. This will prevent the snow from compacting on the grass.

Asphalt

Is one of the most used surfaces when communities combine the sport of tennis and skating. The major problem with asphalt is that the dark colour absorbs the sun's heat, making the ice soft on warm days. This can be overcome either by painting the asphalt with white wash paint or by packing down 2 inches of snow cover before the ice is made. Insufficient ice covering will allow skate blades to break through the ice and damage the surface of the asphalt. This may be important where the rink doubles as a tennis surface and where colour coatings are used. The freeze-thaw action of the ice also causes premature deterioration of the asphalt surface.

How to Lay the First Sheet of Ice

Option A – Sprinkle Method

1. The temperature must be consistently below freezing. Recommended temperature is between -7o and -17o Celsius.

2. The ground must be frozen. Ideally there should be a blanket of snow 5-6 inches thick.
3. Level the snow and pack with shovel, snowshoes, scrapers, board etc. This can be done by “back dragging” or patting the surface. As the ground is not always flat where rinks are erected, take the time now to level out the surface, even if it means carrying snow to level it.
4. Now you are ready for your water. Pick a time when it is the coldest, late in the evening as opposed to mid-afternoon. Be prepared to spend considerable time at this stage as it is the most important one. Use a 1” diameter hose equipped with a nozzle capable of producing a fairly fine spray. Without the spray capability, ice production will be poor. Turn the nozzle to a fine spray and systematically begin to sprinkle the packed snow. Don’t put too much water on the first pass, just enough to dampen the surface.

Keep the hose moving. Don’t ever stop or stand still. After giving the complete area a preliminary sprinkle, stop. Return to your starting point. If it’s frozen, you are ready for another fine coat. If not, wait until the area is frozen.

Note: Try not to walk on the rink until a solid sheet is obtained. The snow has a tendency to crystallize and form “channels” if the snow is very light or if too much water is added at one time. If this occurs, fill the “channels” and sprinkle light with water. Continuous sprinkling with the fine coats of water will eventually give you a solid surface of ice that may be walked on. However, it will be rather rough and not suitable for skating. At this time determine if the preliminary sheet of ice has adhered to the rink boards. If it hasn’t sprinkle lightly, adding snow as required, making sure that the water is applied to the side of the board as well as to the snow. After a solid crust has been obtained and bonding with the boards is firm, it is now time to flood.

5. Flooding is done only when it is cold enough to freeze. Start at one end of the rink and apply an even spray across the width. Spray a strip 6’ - 6 ½” wide. Work progressively down the rink until the entire rink has been sprayed. The flooding pattern should allow you to apply water to the complete surface of the rink without overlapping or causing you to walk on freshly watered surface (this might cause slush to build up). Note: If slush builds up remove it immediately.
6. After the first flood is frozen, continue adding floods until you have a 2” base of ice and the rink is somewhat flat and level. Water seeks its own level. Eventually if sufficient number of floods are applied, the rink will become flat, level and ready for skating.

Option B – Slush Method

1. The temperature must be below freezing point. Recommended temperature is between -7o and -17o Celsius.
2. The ground must be frozen. Ideally there should be a blanket of snow 5-6 inches thick.

3. Level the snow and pack. As the ground is not always flat where rinks are erected, take the time now to level out the surface, even if it means carrying snow to level it off.
4. Now you are ready for water. Pick a time when it is the coldest, late in the evening as opposed to midafternoon. This stage is time consuming but should not be rushed. As in Option A, begin to sprinkle (a fine spray is not necessary) and systematically begin to “soak” the packed snow. As the snow is “soaked” you may begin to pack the “slush”. This is best done with a lawn roller but can also be achieved with shovels and scrapers. Working backwards, continue “soaking” the snow and packing the “slush”, being sure to cover all foot prints, etc. as well as rolling a flat even surface.
5. After the “slushing and rolling” is all finished, be sure that no one walks on the surface until it is completely frozen. Once frozen, begin flooding the surface to develop a flat, smooth sheet of ice necessary for skating. It might be necessary at this stage to chip away bumps or ridges caused by the roller, etc. Do it carefully so no to break off large chunks of your base.
6. Make sure that your ice is creating a good bond with your boards.
7. Refer to step 6 in Option A.

Maintaining a Good Skating Surface

Flood as often as possible. In this area, the time that ice will freeze properly are numbered, so when it does turn cold ... Flood, Flood, Flood. Build up the sheet's thickness so that on mild days the rink can withstand the sun without patches of earth showing through and chunks breaking off the surface.

Caution: Make certain that each flood is frozen solid prior to adding another.

- The ice surface must be scraped clean of all snow, ice chips, flakes and dirt before flooding. A steel scraper is recommended. Make sure the edge of the scraper is straight.
- With a broom (use a good, stiff corn broom or stable broom) sweep around the boards removing snow that the scraper has left behind. This part of the ice is seldom skated on and every precaution must be taken to ensure that it does not build up into a ridge. By sweeping, you are allowing the water to form a good bond with the boards. If you don't sweep, chances of a gap or space between your boards and the ice surface forming is greatly increased.
- It is very important, when removing the snow for the ice surface, not to block the entrance used by the vehicles. Throw the snow clear of this entrance. The entrance for emergency access must be kept clear at all times.
- Good ice is clean ice, not covered by dirt or litter. This is primarily a participant concern, however, proper supervision will increase awareness and lessen the maintenance frustrations. Smoking on the ice surface should be discouraged as a lit cigarette butt can melt and mar a good skating surface.
- Be aware that many individuals using the rink will be wearing boots or rubbers rather than skates. Restrict the use of salt or sand in areas such as walkways,

the equipment storage area, parking lot, etc. otherwise this salt or sand will eventually end up on your rink causing you maintenance problems.

- “An Ounce of Prevention” ... Ongoing repairs to cracks and chips in the ice surface is more desirable than attempting to repair damages to the ice surface through flooding alone.

The Steps for Repairing a Crack, Chip or Hole are:

1. Sweep or clean the hole of all snow or ice chips.
 2. Mix a slush mixture of snow and water.
 3. Pack the slush in the hole.
 4. Level off the slush with a shovel, trowel, hockey stick or puck, etc.
 5. (Optional) Sprinkle with a light flood of water.
 6. Keep people from skating on the spot until frozen (see diagram).
- Water Run Off ... Sometimes, due to the nature of the terrain on which the rink is built; the water is continually seeping through the snow, under the boards and “running off”. This occurs when there is a marked slope in the ground or where the boards do not sit flush to the earth.
 - Shell Ice ... During your flooding, whether it be on your initial sheet or ongoing throughout the winter, be aware of shell ice. Shell ice occurs when for some reason or another, an air bubble is frozen into the surface. Shell ice is characterized by a white patch of thin brittle ice that is easily broken. When broken, the layer of ice underneath is exposed.

How do you Deal with Shell Ice?

1. Break the surface.
 2. Remove the brittle ice completely.
 3. Pack solid with a mixture of snow and water.
 4. Level with shovel, trowel, hockey stick, etc. and remove excess slush.
 5. Avoid stepping or skating on this area until frozen solid (see diagram).
- Don’t allow the snow banks to become too high. Periodically lower them by pushing the snow, from the top, farther away from the surface. This will lessen the amount being dragged back onto the surface by participants as well as facilitate easier cleaning.
 - During mild spells, boards sometimes come loose. Freeze them into place as soon as possible. This will insure the rink’s shape being constant and also reduce the operating cost of replacing boards that disappear.

Care of Equipment

There is nothing more frustrating than attempting to do a proper job at anything with equipment that is broken, without the proper equipment or with insufficient equipment. This definitely applies to ice rink maintenance. The proper care of equipment will insure that when it is required, it will be available. Consider the following hints or suggestions on proper maintenance:

- Never leave any equipment out overnight.
- Never allow shovels or brooms to be left lying around. By elevating the hose nearest the tap and walking towards the nozzle, any water remaining within the hose will drain. This will minimize excess water or ice buildup near or in the storage area.
- Be certain that the water is shut off completely after every use.
- Keep the storage area clean and tidy at all times. Proper care of the storage area and equipment increases the life expectancy. If the participant sees that the rink storage area and equipment are properly cared for, chances are they will also treat it in the same manner.
- If you have hockey nets at your rink, make sure they are treated like all other pieces of equipment. Don't allow them to be abused and when not in use, should be removed from the ice surface. Place them in storage every night.
- Periodically check all equipment for damages, especially the hockey nets. If caught in time, a minor repair is preferable and less expensive than a major one.
- If you use straw brooms for sweeping around the edges, remember that they do not last forever. Eventually they will begin losing their straw. The presence of large amounts of straw when flooding will reduce the quality of your ice. Change your brooms when this begins to occur.

Problems

Some of the more common problems are:

1. Your nozzle doesn't fit, doesn't work or is leaking.
2. Your hose leaks or has a split.
3. Your water line is frozen or has burst.
4. Your scraper or shovel handle gets broken.
5. The storage area or ice surface has been vandalized.

Town staff will provide reasonable assistance and advice during normal day-time work hours (Monday – Friday). This does not extend to replacement or repair of damaged equipment that is not from the Town.

Health and Safety Procedures

The primary function of a risk management program is to prevent accidents while providing a safe environment for Volunteers and the general public. Volunteers are required to identify, correct (where possible) and report potential hazards to the Town. In order to maintain the safety of the public the following is recommended:

1. The general public should not be on or using the ice while the Volunteer Team members are flooding, clearing snow from or repairing the ice.
2. Volunteers should wear appropriate clothing for winter temperatures, including safety boots, safety glasses, gloves and safety helmet.
3. Volunteers should not work alone in the interest of personal safety.

Working in Cold Temperatures

Working under cold conditions can lead to various injuries or health effects, which are collectively known as cold stress. The hazardous effects of cold on the body may include dehydration, numbness, shivering, frostbite, immersion foot (trench foot), and hypothermia. Hazards associated with cold stress are categorized into systemic and local effects. Local effects impact the part of the body where the exposure to cold is the greatest.

How to recognize cold stress: Shivering is the body's response to cold stress and serves as a protection mechanism by increasing the rate of metabolism. Be on guard for cold stress if volunteers or members of the public are shivering because it's a good sign of cold stress and possible hypothermia.

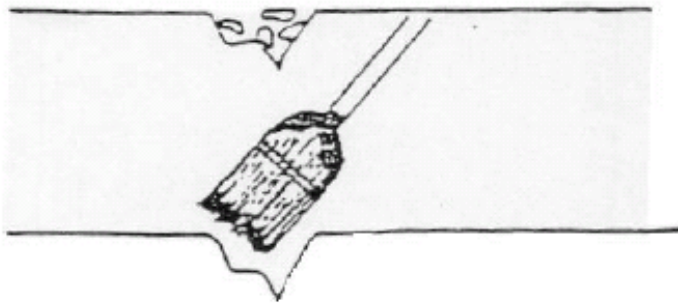
If cold stress is observed, get to a warm environment, drink warm non-alcoholic liquids and seek medical attention as needed.

Lifting Techniques

Improper lifting technique can lead to back, leg and arm pain. Poor technique can cause both acute injury, and serious chronic effects. The following lifting techniques will help you avoid these problems:

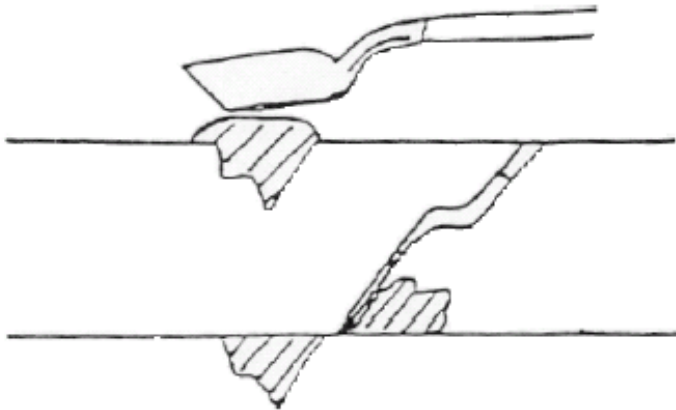
1. Size up load. Determine the appropriate weight by tipping the container or lifting one end of the item. If you think the item is too heavy to lift or too difficult to handle, obtain additional help. If help is unavailable, leave the item and report the incident to the Town.
2. Take a good stance. Ensure that you are standing on solid footing, legs shoulder width apart, with one foot further back than the other.
3. Get a firm grip. Ensure that you have a secure hold on the item. Use your whole hand not your fingertips to grasp the item.
4. Keep your back straight. If you must bend, bend at the hips. Do not bend your back.
5. Tuck in your arms and elbows. This gives your arms as much strength as possible.
6. Use leg muscles to lift. Push with the rear foot as you lift.
7. Hold the load close to your body. This will help to maintain proper balance.
8. Do not twist the body. To change direction, shift the foot position and turn the whole body.

How to Repair Holes, Cracks, or Shell Ice

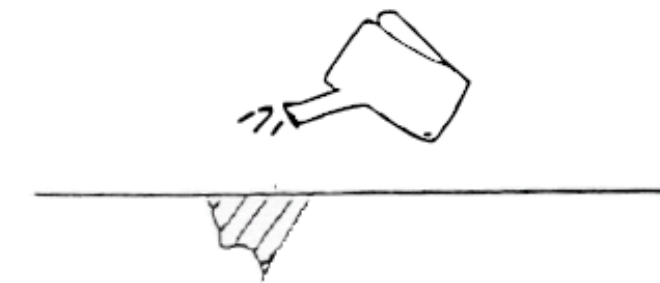


OH OH

Clean



Pack Slush

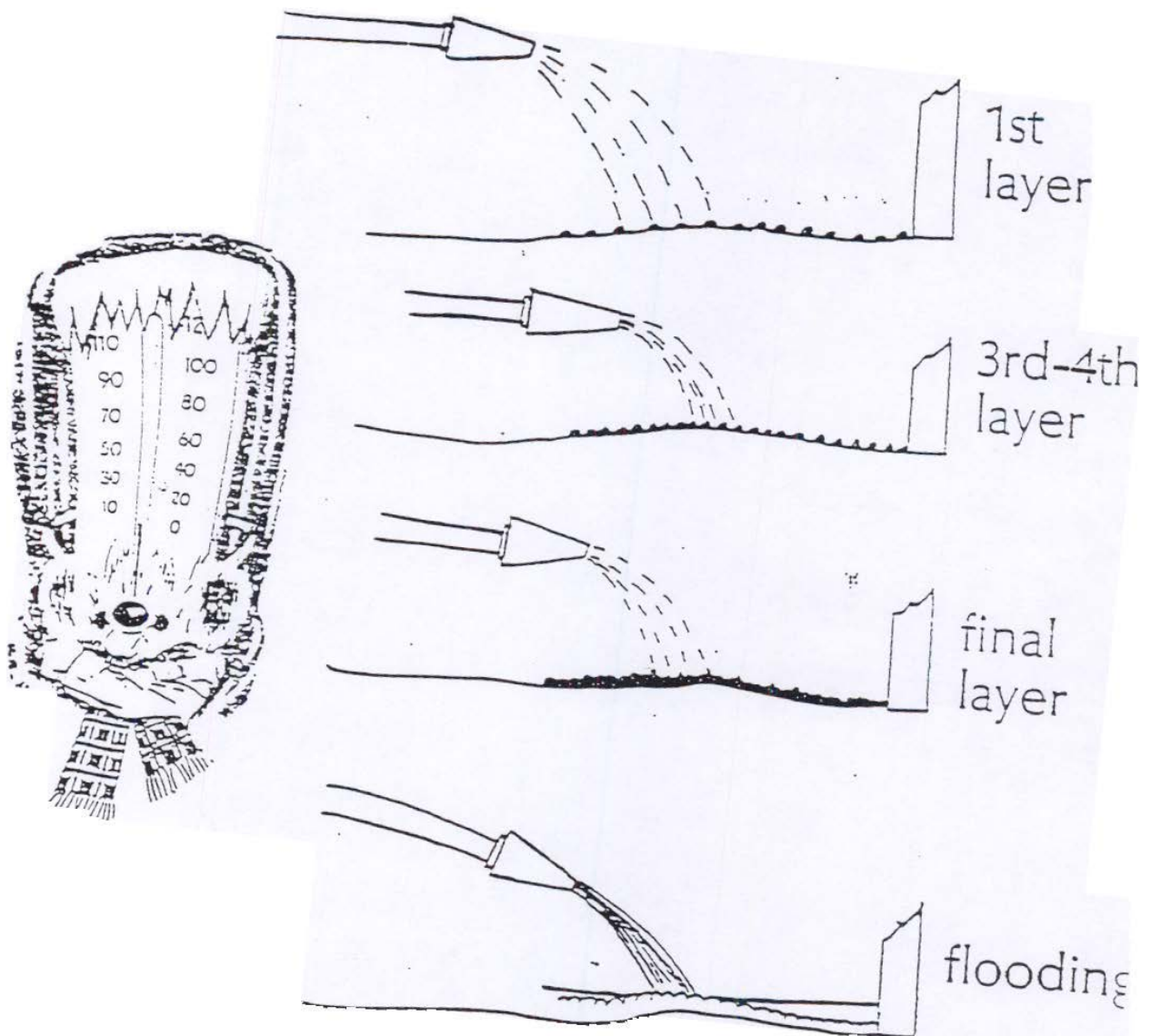


Sprinkle



No Skating

Pebbling



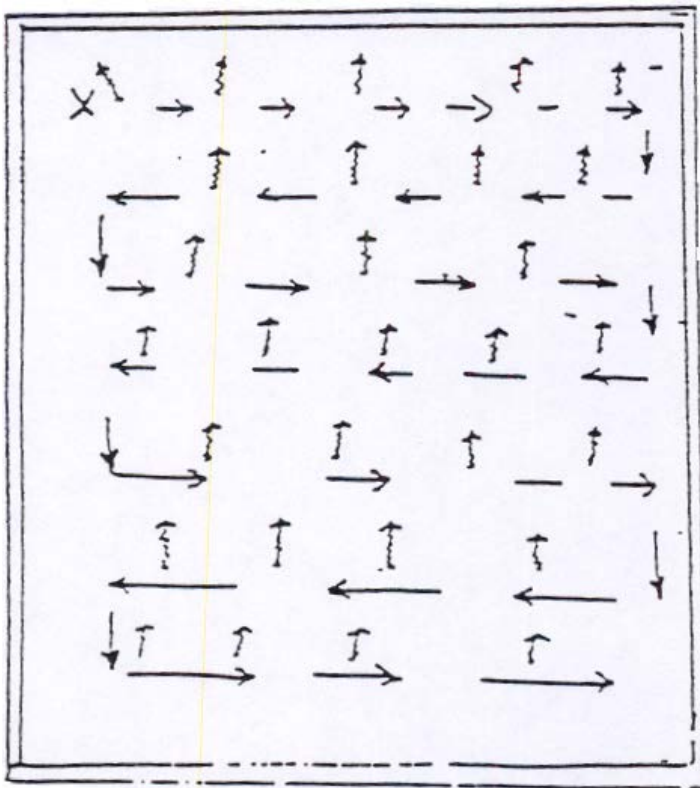
Flooding



1. Keep nozzle close to surface
2. Very little water pressure
3. A yard/pass

Water Flow

→ → → pattern utilized by individual flooding



Volunteer Outdoor Ice Rink Training Checklist

- ☐ Clearly outline responsibilities to involved citizens
- ☐ Review contents of the Ice Building and Maintenance Manual on how to build and maintain ice including the use of various tools and equipment (Appendix 4)
- ☐ Review how to properly inspect ice and how to complete daily log sheets (Appendix 6)
- ☐ Explain how and when to submit daily log sheets
- ☐ Explain who to contact in emergencies or when major accidents occur (Appendix 8)
- ☐ Ensure that all participants have signed the training checklist

To be completed by Town Staff:	
Name of trainer:	
Signature:	
Date of training:	
Location of training:	

[illegible]

Town of Whitby Outdoor Ice Rinks Daily Log Sheet - Volunteer

Location	Outside Weather Conditions and Temperature	Time	Day of Week	Year	Month	Day
Daily Average Attendance						
Morning		Afternoon		Daily Total		

Daily Ice Rink Inspection Checklist

Inspected	Good (✓)	Fair (✓)	Poor (✓)	Corrective Action Taken	Operator (Please Print Name)
Ice Surface					
Rink Boards/ Snow Banks					
Perimeter of Rink					
Garbage Containers					
Signs					
Seating (benches, picnic tables)					
Walkways					
Emergency Vehicle Access					
Notes:					

Please complete table on reverse

Town of Whitby Outdoor Ice Rinks Daily Log Sheet - Volunteer

Daily Ice Rink Maintenance Report

Time	AM	PM	Identify Condition and Corrective Action Taken	Operator (Please Print Name)
:				
:				
:				
:				
:				
:				
:				
:				

Comments: (Describe any extraordinary circumstances and action taken)

Town of Whitby Outdoor Ice Rinks Weekly Log Sheet – Town Staff

Location	Outside Weather Conditions and Temperature	Time	Day of Week	Year	Month	Day
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Weekly Ice Rink Inspection Checklist

Inspected	Good (✓)	Fair (✓)	Poor (✓)	Corrective Action Taken	Staff (Please Print Name)
Ice Surface					
Rink Boards/ Snow Banks					
Perimeter of Rink					
Garbage Containers					
Signs					
Seating (benches, picnic tables)					
Walkways					
Emergency Vehicle Access					
Notes:					

Please complete table on reverse

Town of Whitby Outdoor Ice Rinks Weekly Log Sheet – Town Staff

Weekly Ice Rink Maintenance Report

Time	AM	PM	Identify Condition and Corrective Action Taken	Staff (Please Print Name)
:				
:				
:				
:				
:				
:				
:				
:				

Comments: (Describe any extraordinary circumstances and action taken)

What to do in case of Accident/Incident

Medical Emergencies

Deal with medical emergencies immediately by calling “911”.

In all cases, be prepared to give the following information:

1. Your name and phone number.
2. The name and location of the park site.
3. The problem – as you see it.

How to Fill Out Accident/Incident Forms

When do I fill out an Accident/Incident Report Form?

- Anytime there is bleeding, pain from an injury or any kind of injury to the head.
- In any situation where there is property damage.
- If in doubt, fill out a form. Incidents such as these can very easily turn into a legal issue if the proper paperwork has not been completed.

To whom do I give the completed Accident/Incident Report Form?

- The completed report must be submitted to the appropriate Operations Supervisor and forwarded to Town of Whitby Treasury Department within 24 hours of accident

Note: It is important that all persons involved in maintaining, flooding and operating the rink carefully complete the daily logs sheets documenting the work performed. The log sheets you provide to Town staff will be kept in Town files. This documentation, along with completed, signed accident/incident report forms will be maintained for reference should any injury become the basis of an inquiry or legal claim.

Reporting Issues or Site Concerns

If a problem arises during business hours, volunteers should call the appropriate Community and Marketing Services Staff at 905.430.4310.

If the problem arises during the evening or on weekends after regular business hours, from 4:00 p.m. to 7:30 a.m. please call the Town of Whitby answering service at 905.434.2034. The clerk will take the necessary information and dispatch the appropriate staff as required. This number is to be used in extreme situations only (e.g. first aid emergencies). If the situation can wait until the next business day, please do so.

Welcome

The Town of Whitby through its volunteers is pleased to provide this ice rink.

Rules and Regulations

1. Rinks are unsupervised, use of outdoor rinks is “use at your own risk”
2. Inspect ice prior to using
3. A Parent or Guardian should accompany children at all times
4. Use of personal safety equipment is recommended at all times
5. This facility is for both pleasure skating and pick-up hockey. No slap shots permitted. Please use good judgement at all times
6. Hours of rink operation are 7 a.m. until dark seven days a week

If you notice damaged equipment or dangerous conditions please call the Town of Whitby:
Monday through Friday 8:30 am to 4:30 pm
at 905.430.4310

After hours and weekends please call 905.434.2034

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