

Township of Brock Corporate Policy **REVISED**



Policy Name: Ice Allocation Policy

Policy Type:

Policy Number:

Reference: (i.e. Council Resolution No. 20-19)

Date Approved:

Date Revised:

Approval By: (most cases Council)

Point of Contact: (i.e. person responsible for implementing policy)

Policy Statement and Rationale:

The Township wishes to facilitate recreational opportunities by providing quality facilities for the recreational and leisure needs of its citizens.

The Township wishes to ensure that access to its facilities is fair and equitable for all of its existing and potential users.

The Township recognizes the need to consider the following when managing the allocation of indoor ice:

- Coordinated allocation of its various facilities to make the most effective and efficient use of facilities;
- To provide appropriate time slots and opportunities for all levels and types of users;
- To promote and allow growth toward maximum utilization of facilities;
- To service the demand and warranted change resulting from changing demographics and recreation/leisure trends by maintaining sufficient flexibility of scheduling;
- To accommodate local community user groups; and
- To establish a clear priority listing for allocation of available facility time.

The Township therefore revises this policy to guide staff in the allocation of recreational facility space.

Purpose:

The purpose of the Ice Allocation Policy is to provide a set of consistent guidelines for ensuring fair and equitable ice time that allows optimal facility utilization.

The policy applies to all user groups who use the Foster Hewitt Memorial Community Centre, Rick MacLeish Memorial Community Centre and the Sunderland Memorial Arena.

This policy will also outline the decision-making criteria used to determine the seasonal allocation of ice and the permit administration process involved.

Scope:

This policy shall apply to all indoor, artificial ice facilities owned and operated directly by the Township of Brock.

Definitions:

“Township of Brock Programs” are public programs such as, but not limited to Public Skating, Parent & Tot/Senior Skate, Stick & Puck, Shinny, Drop in Figure Skating etc. that are run solely by the Township of Brock.

“Designated Minor Groups” are organizations located within the Township of Brock, providing developmental programming to youth less than 18 years of age, meeting the residency requirements or established boundary requirements as established by governing bodies and utilizing full season ice on a consistent basis.

“Designated Adult Groups” are organizations located within the Township of Brock, meeting the residency requirements and utilizing full season ice on a consistent basis.

Policy, Procedures & Implementation:

1.0 Ice Allocation Responsibility

The Township of Brock Public Works Department has the responsibility to manage the allocation and distribution of ice on a yearly basis to reflect population, registration, utilization, and participant patterns in addition to applying municipal provincial and federal directives where required. The Township of Brock staff are responsible for implementation of the policies as outlined.

2.0 Ice Facility Operations and Capacities

The Township of Brock will responsibly manage its ice resources to ensure optimum usage and programming, to reflect municipal directives and to minimize risk and operational issues.

On an annual basis, township staff will organize area wide meetings with facility user groups to review information including, but not limited to: the ice season, hours of operation, facility closures, proposed ice allocation schedule, conflicts in scheduling, and policy changes. The results of these meetings will enable township staff to update related portions of this document, as well as the Fees Bylaw, the annual Ice Allocation Schedule, and provide an opportunity for user groups to network and discuss concerns.

As a general guideline, the length of the ice season will be from October 1st until March 31st. Any requests for ice outside of these dates will require a written request to Council by July 1. As a general guideline, early ice cannot be provided until 7 days after the last scheduled event.

The ice season, as well as any variation of hours and season extensions will be based on the following criteria in no specific order:

1. Local ice user demand

2. Cost effectiveness/best practices
3. Equipment/facility requirements
4. Availability of Staff

Season extensions may require an increased hourly rate due to increased costs of operation.

Each arena will be closed for regular operation on:

- National Day for Truth and Reconciliation
- Thanksgiving Day
- Remembrance Day
- Christmas Eve (at 11:00 a.m.)
- Christmas Day
- Boxing Day
- New Years Eve (at 11:00 a.m.)
- New Years Day
- Family Day
- Good Friday
- Easter Monday

3.0 Ice Allocation and Distribution

On an annual basis Recreation Staff will develop an Ice Allocation Schedule that best reflects the expressed needs of the users and application of this Policy's directives and guidelines. The Township of Brock reserves the right to reassign ice annually as required.

The Township of Brock reserves the right to allocate ice time to maximize the rental of available ice time in all arenas in order to increase the efficiency of each ice surface having regard to the ice allocation time frame set forth below.

It is recognized that it is advantageous to maintain a reasonable amount of consistency in ice time scheduling from year to year. Therefore, consideration shall be given to the allocation of ice time based on previous years as well as current demands.

To be formally recognized, groups must file the following information annually with the Township of Brock. The information collected will be kept confidential. Those not providing this information would not be entitled to the Township of Brock's Designated Minor Sports Organizations and group ice rental rates.

- Participant Roster (last names, and street addresses redacted)
- Executive list;
- Copy of Insurance Certificate
- Copy of minutes from the Annual General meeting

To be formally recognized as a Designated Adult User Group, the group must submit a complete player roster including players addresses to the Township of Brock prior to taking the ice.

Team Rosters from the previous season will be utilized to determine residency requirements are met for allocation of ice.

Ice requests for the following season will be sent out April 1st, and will be accepted until May 15th of each year with the final allocations to be confirmed by June 1st, of each year. Additional black out dates due to Tournaments and Competitions must be provided to the Township by October 30th. User Groups will have until September 15th of each year to confirm their ice requirements. Requests are to include regular and special event ice schedule, as well as ice not required. All ice is based on a minimum 50-minute hour, all ice preparation time will come out of the allocated time for each group.

3.1 Client and Scheduling Priorities

Ice will be allocated according to the following priority levels.

1. Township of Brock Programs
2. Designated Minor Groups
3. Designated Adult Groups
4. Other

3.2 Residency

The Township of Brock recognizes the tax-based contribution provided by its residents toward the development and operation of recreation ice facilities and recognizes that residents will always receive priority over non-residents in the allocation of ice time. For the purpose of supporting the ongoing development of ice user groups, the Township of Brock will accept the residency requirements defined by the Sport Governing Bodies which will govern the actions of local ice user groups. Where there is no affiliation with a Sport Governing Body, the residency requirement is a minimum of 60 percent.

The Township will accommodate the regular use of Township ice by non-residents after resident demand is satisfied and under special circumstances. Non-residents will not achieve historical status with regards to permit allocation on a year to year basis. Non-resident use will be reviewed on a case by case basis.

3.3 Other Rental Clients

The Township of Brock acknowledges that the 5:00-11:00 p.m. prime time period may not be fully utilized by the community user organizations and there may be opportunities annually for non-affiliated rental clients to apply for and gain access to prime time ice. This access does not entitle the permit holder to future consideration for the same time period each year. Opportunities for adult rental clients will be reviewed annually and on an as available basis.

The Township will not bump any of the existing adult groups until such time that minor user groups pick up ice time at 5:00pm.

3.4 Prime and Non-Prime Ice

A designated user, regardless of gender and level of competitiveness and total demand shall not receive relatively more or less prime time ice access than a similar user group.

3.5 Prime Time:

Mondays through Fridays – 5:00 p.m. to 11:00 p.m.

Saturdays & Sundays – 9:00 a.m. to 11:00 p.m.

3.6 Non-Prime Time:

Weekdays - 7:00 a.m. to 4:00 p.m.

4.0 Processing and Management of Tournaments and Special Events

The Township of Brock recognizes the significant positive impact that tournaments, special events and championships can provide to the community. In order to accommodate these events and minimize disruption to regular programs and league play, they will be considered and permitted in advance of seasonal applications. The Township is committed to achieving a balance between recreational and special event use during the regular ice season.

4.1 Permit Amendments and Cancellations

The Township will effectively manage any client requests for tournament and special event permit amendments or cancellations with the goal of minimizing administrative, revenue and operational impacts. When changes or cancellations are requested the guidelines outline in the Policy will be strictly applied.

5.0 Processing and Management of Ice Contracts

The Township has the right to control all ice distribution and use at municipally owned facilities for the duration of the ice contract. Controls must be in place to minimize the negative impacts that unused, returned and amended and cancelled ice can have on the Township and its users. As such the township will apply all guidelines outlined in this Policy to reasonably and responsibly manage unused ice or changed ice needs once permits have been issued. Groups shall be denied access to the ice until they have signed and dated their contract for said ice, and made payment for their first month. February and March ice time may be manipulated to accommodate playoff schedules. These decisions are at the discretion of the Department in consultation with user groups. User groups should ensure they have their accounts fully paid before requesting ice as groups with delinquent accounts will not be granted their request.

5.1 Transferred Ice / Ice Trades / Sub-Leased Ice

The Township of Brock is the sole permit authority for all ice times. The Township must always be aware of and be able to control the intended use of all ice permitted within its facilities. The practice of occasionally transferring ice, trading ice or subleasing ice between contract holders is strictly prohibited and may lead to the cancellation of a season permit and future ice allocation reductions.

Changing the intended use or specific users of the ice time within a single organizations contract is acceptable upon written advance notification and forwarding of related scheduled updates to the Arena Staff.

5.2 Permit Cancellations by the Contract Holder (for Casual-One Time Rentals)

Once a contract is signed, single or occasional ice use cancellations will be permitted only if initiated by the contract holder's designated ice scheduler and under the following conditions:

10 business days written notice is provided to the Recreation and Leisure Coordinator as well as Arena Manager and;

Payment of a \$20 cancellation fee per facility affected by the cancellation request. .

5.3 Permit Cancellations by the Contract Holder for Seasonal Permit Holders

The municipality may accept cancellations of ice time in the event that the vacant time slot(s) can be filled. Should ice time not be filled, the user shall be held responsible for the full payment of the rental.

September 15th – User groups may cancel up to 10% of their ice time due to lower registration numbers. The provision for additional time after September 1 shall only be for ice time not under contract to other users.

5.4 Permit Cancellations by the Township of Brock

In the case of inclement weather, the Township reserves the right to waive the cancellation requirements at their discretion. The Township reserves the right to cancel any rental agreement upon notice to the user should the facility be required for emergency purposes.

The municipality shall not be held responsible for any failure in supplying ice time due to circumstances beyond its control. In such cases the user will be credited for ice time not provided.

The Township shall not be liable for any general, special, indirect, consequential, incidental or other costs or damages arising from the Township's cancellation of scheduled ice time.

Failure to comply with guidelines set within the Ice Allocation Policy may result in cancellation of ice. Should disciplinary action be required, procedure is as follows:

1. First Offence – Verbal Warning will be given to the user group representative.
2. Second Offence – Written Warning will be given to the user group representative, and suspension of ice may occur.
3. Third Offence – Expulsion of Ice.

6.0 General Ice Management

6.1 Ice Use and Flood Schedules

All ice booked consists of a 50-minute hour with the remaining 10 minutes for resurfacing where applicable.

Where groups have several consecutive hours of ice rented, the resurfacing time may be grouped together depending upon the organization. The arrangement is at the sole discretion of the arena attendant to ensure safe conditions.

The decision to resurface the ice at any time is at the sole discretion of the arena attendant.

No person(s) is allowed on the ice until the ice resurfacing machine and all arena employees have left the ice surface and the doors have been closed.

Organizations that require the use of rink half boards and mini nets will be responsible for the installation, stacking and removal onto and from the ice surface within their designated rental time.

6.2 Dressing Rooms

The arena attendant reserves the right to allocate dressing rooms based on the number of participants and/or teams using the ice and other uses occurring in the facility.

Any damages are to be reported to the arena manager or designate.

Dressing rooms will be available 30 minutes prior to the scheduled agreement times and shall be vacated within 30 minutes of the expiration of the agreement time.

Drugs and Alcohol is strictly prohibited in all dressing rooms.

6.3 Curfewed Ice

During seasonal playoffs, all efforts will be made to maintain the arena's regular ice schedule. However, should a game run over its scheduled time, subsequent users will have their times adjusted accordingly.

6.4 New Organization or Emerging Sport

When reasonable, the municipality will recognize a new organization or emerging ice sport and will make reasonable effort to allocate ice time to enable the establishment of its programs and services. Recognition and ice allocation will occur once the conditions and criteria outlined in this policy are met and existing users are not adversely impacted. New organizations/programs will be accommodated only to provide for unmet community needs. Where possible, the development of new programs or the expansion of groups shall be encouraged to be extensions of organizations already established (e.g. creating umbrella organizations).

6.5 Opening Arena Facility Outside of Standard Hours of Operation

The opening of arena facilities on statutory holidays, when they are normally closed, or beyond established operating hours will be considered only if the applicant agrees to pay a 60 percent premium on the requested ice time and a minimum of three consecutive hours is scheduled. All reasonable requests will be reviewed and responded to on a case by case basis determined by the Manager of Recreation, Parks and Facilities. Application does not guarantee approval.

7.0 General Administration

7.1 Application

All applicants and users must submit all requests for ice time applications, amendments and cancellations on township approved forms.

The Township reserves the right to reject applications and requests from users submitting forms which are incomplete or contain incorrect information.

7.2 Ice Rental Fees

All users will be charged ice rental fees as outlined in the Township of Brock Fees Bylaw. Rates and Fees are reviewed annually and set by council by March 1st.

7.3 Insurance

Liability insurance is mandatory. As a User of a facility owned and/or operation by the Corporation of the Township of Brock, you are required in advance, to provide a certificate of insurance confirming Commercial General Liability Insurance for a limit of at

least \$2 million per occurrence. The Corporation of the Township of Brock is to be named as an 'Additional insured'.

If the required certificate cannot be obtained, insurance can be purchased through BFL Canada at a nominal cost. The Corporation of the Township of Brock provides administrative support to BFL for this program to assist users of the facilities and remits all fees collected to BFL.

7.4 Health & Safety

The operators of the facility strongly recommend that CSA approved safety equipment including head, eye and facial protection to be worn by all participants. The user shall advise their participants to wear such protection. The user shall have available an adequate first aid kit.

The user will inspect the facility areas that are being rented immediately prior to use and advise the facility attendant of any hazards or areas of concern requiring maintenance.

Youth groups using dressing rooms must be accompanied by a responsible/competent adult.

7.5 Township Municipal Alcohol Policy

Users shall comply with the provisions of the Municipal Alcohol Policy. The full policy is available for review on the Township of Brock website at www.townshipofbrock.ca

Alcoholic beverages are strictly prohibited on the premises including dressing rooms, spectator areas and the parking lot.

Persons or organizations using the arena shall not conduct themselves in a disorderly manner including the possession of illicit drugs, illegal alcohol consumption, use of foul language, misuse of facilities, or other illegal activity.

Should there be any contravention of the above noted conditions, the ice rental contract becomes null and void and the user shall pay the Township of Brock for clean up and/or repairs. The user shall be subject to an administrative review which may include the revocation of ice privileges without refund.

7.6 Smoke Free Facility

All municipal buildings are 'Smoke Free'.

7.7 Payment for Ice

As a general principle, payments for ice time shall be made at the time of booking or, in advance of usage. User groups making commitments for ice time in advance of the season, in accordance with the ice allocation policy, shall remit payment on the 1st of the month, prior to their monthly rentals beginning. Any discrepancies will be credited on the next months invoice.

Payment for liability insurance or a certificate of liability insurance is required prior to the ice being used.

The Township reserves the right to cancel and reallocate ice time due to delinquent accounts.

Late payments beyond 60 days will result in ice time being cancelled and may result in denial of future requests.

The user shall be responsible for any damage incurred to the premises or property of the municipality as a result of any act or omission of the applicant or the group named or their members. Damages which occur to the arena facility shall be the responsibility of the group or individual who signs the rental agreement.

7.8 Ice Allocation and Management Policy Review

The Ice Allocation Policy shall be reviewed on an annual basis. The Township has the authority to adjust procedural items related to timing, process etc. as appropriate and to respond to overarching Council directions related to revenue achievement and strategic business approaches.