

TOWN OF VULCAN

Policy Manual

<u>POLICY NUMBER</u>			<u>TITLE OF POLICY</u>
C-01			Arena
Approval	D/M/Y	Resolution #	
Approved	14/04/1989	98.88	
Amended	13/02/2012	12.66	
Amended	10/12/2012	12.458	
Amended	10/07/2017	17.270	
Amended	11/10/2022	22.267	

STATEMENT:

The Town of Vulcan requires a policy to formalize a process to set out, as clearly as possible, the guidelines and regulations which shall govern the operation of the Vulcan Arena.

1. Purpose

- 1.1** To provide the Vulcan arena users with maximum quality services with an optimum of safety.

2. Administration

- 2.1** The administration of the Arena shall be the responsibility of the Town's CAO working in co-operation with the Town Foreman and the Community Services Manager.
- 2.2** The Council may make revisions of this policy from time to time, upon consideration of a written submission from the public or recommendation of the Town Foreman, and/or Community Services Manager, through the Town's CAO.

3. Arena Opening & Closing

- 3.1** The Arena ice will be available from the beginning of the third week of September to the end of March of each year, at the discretion of the Community Services Manager in co-operation with the Town Foreman.
- 3.2** Should a user group request that the facility be available prior to or following the dates established in 3.1, the Community Services Manager in co-operation with the Town Foreman may approve this request. If approved the user group will be invoiced for the actual operational cost per day for the full amount of days requested.
- 3.3** All requests for reduced or subsidized operational costs as per 3.2 must be approved by motion of Council.

4. Staff

- 4.1** The Vulcan Arena shall be operated under the supervision of the Town Foreman, who shall be directly accountable for operation and maintenance of the arena.
- 4.2** The Town Foreman and his staff shall have the authority to enforce these policies

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contained herein with diligence and provide quality customer service to the public attending and using the facility.

- 4.3** During the regular season no one shall use the Arena without Arena Staff being present on the premises, except for use according to Section 10.2 of this policy.
- 4.4** During off season rentals, a staff member from the Town will be provided on an "on call" basis.

5. Maintenance & Equipment Operation

- 5.1** Any major repairs or renovations not included in the current budget approved by Town Council shall be reviewed and evaluated by the Town's CAO and the Town Foreman, and referred to Council for approval.
- 5.2** Only arena staff are to be allowed in work areas or to operate any Town- owned arena equipment, unless permission is otherwise given by the, the Town Foreman, Community Services Manager or delegates.

6. Operational Procedures

- 6.1** Following is a list of the minimum ice maintenance standards to be followed by the Public Works Staff:
 - (a) The differential for refrigerant shall be held at **18 to 21 degrees** Fahrenheit.
 - (b) The recommended ice thickness is a **minimum of 1"** to a **maximum of 1½"** over the whole ice surface.
 - (c) Water for flooding should be approximately **120 degrees** Fahrenheit.
 - (d) Ice surfacing blades should be changed at least once every three weeks.
- 6.2** No one is allowed on the ice surface until the arena staff have completed ice maintenance and have left the ice surface.
- 6.3** Skaters must leave ice surface immediately, once the time of allotment has expired.
- 6.4** Skaters are allowed in the stands and mezzanine with skates equipped with guards, but the mezzanine and the stands must not be utilized as change areas.
- 6.5** Dressing room keys will only be issued to the coach or manager at the discretion of the Arena Staff in charge.
- 6.6** Dressing rooms should be kept locked at all times. For user's own security, the dressing rooms are to be locked while on the ice.
- 6.7** Patrons are asked to report damages immediately to the arena staff.
- 6.8** The p.a. system and the time clock may not be used without permission of arena staff in charge.
- 6.9** No more than one person is to be in the goal judge's position.

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7. Discipline

- 7.1 Anyone found on the premises with liquor in his/her possession without proper authorization will be asked to leave. Law Enforcement Officers may be called upon if necessary.
- 7.2 Smoking will not be allowed in the arena building.
- 7.3 Profane or obscene language will not be tolerated on the arena premises.
- 7.4 Vandalism shall be severely dealt with. All facilities of the arena premises are to be used with respect by everyone and the arena staff are expected to enforce this policy. Names of offenders are to be reported immediately to the Community Services Manager, Town Foreman or Town's CAO for disciplinary action.
- 7.5 Conduct in the arena that is deemed objectionable to the other patrons or employees will not be tolerated. Offenders will be asked to leave.
- 7.6 The arena staff in charge shall have the authority to ban offenders. The duration of suspension of use of facilities is at the discretion of the arena staff in charge.
- 7.7 A fine as established in the Town Rates and Fees Bylaw, plus cost of damage will be charged to an individual or group responsible for damage and the whole group may also be suspended from the arena for a period of time determined by the Community Services Manager, Town Foreman and the Town's CAO.

8. Arena Safety

- 8.1 Where there are programs scheduled in by the Vulcan and District Recreation Department all patrons of Minor Hockey age eligibility and under must comply by wearing CSA governed helmets and face masks.
- 8.2 The Town of Vulcan recommends all patrons using the ice surface wear a CSA governed helmet.

9. Bookings

The booking of any and all arena facilities shall be the responsibility of the Community Services Manager or designate.

- 9.1 All booking applications must be made online at the Recreation Department website, or at the office of the Community Services Manager.
- 9.2 The Community Services Manager will follow the terms of the Vulcan Joint Use Agreement regarding school use of the arena between 7:00 a.m. and 4:00 p.m. on school days, that stipulates:

“All school activities in Town facilities shall be adequately supervised by School personnel. Under no circumstances will Town employees, with the exception of Life Guards and their specific duties, act or be expected to act as supervisors.”

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- 9.3** The Community Services Manager will call a meeting, prior to the beginning of the winter season, of all local groups making seasonal use of the arena to establish blocks of time to be allotted.
- 9.4** Public skating shall be scheduled prior to block bookings. No changes shall be made unless they are submitted to the Community Services Manager by Monday of that scheduled week.
- 9.5** All local youth groups shall have priority until 9:30 p.m. of each day, unless prior arrangements have been made to change time or give up ice time.
- 9.6** Organized recreation hockey shall have priority to a maximum of three evenings per week, subject to Item 9.5 above.
- 9.7** All other local groups shall have equal opportunity for at least one booking per week.
- 9.8** In case of a conflict within that one booking per week, the following criteria shall be used for the final decision of the designated booked time:
- (a)** Local league play (team using Vulcan as home ice)
 - (b)** Recreation hockey
- 9.9** Block booking time that is required weekly and/or for tournaments, clinics or special events, by specific user groups, shall be requested prior to August 15th of each year. All block bookings shall be made for the entire season.
- 9.10** The Community Services Manager shall be responsible for allotting time blocks to specific user groups, in consultation with the user group representative.
- 9.11** Specified time blocks of the user groups may be exchanged within the same user groups. The Community Services Manager shall be notified of such changes.
- 9.12** Cancellations:
- (a)** When the arena is booked, prior notification of cancellation is required within five business days, to permit rescheduling the use of the arena during the cancelled time period.
 - (b)** If notification of cancellation has not been received by the Community Services Manager, five business days prior to the time booked, the user shall be charged for one-half of the time booked. There shall be no charge for the time cancelled, if the cancelled time period is rescheduled for use.
 - (c)** If notification of cancellation is received by the Community Services Manager five business days or more prior to the time booked, there shall be no charge for the time cancelled. All groups must give two weeks notification of cancellation for tournaments only.
- 9.13** The arena's hours of operation shall be posted each week in the arena lobby and on the Recreation Departments website.
- 9.14** All bookings for special events and off season rentals shall be arranged as per Policy C-02 the Facilities Rental Policy.

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10. Arena User Fee Schedule

- 10.1** The arena user fee schedule shall be established as part the Town of Vulcan Rates and Fees Bylaw, and will be approved by Town Council annually.
- 10.2** The rental fee schedule as outlined in the Vulcan Joint Use Agreement regarding fees for school use of the arena shall apply for the term of the agreement.

11. Arena Non-Ice Rental

- 11.1** The Town and responsible party for the renter shall have an inspection before and after function.
- 11.2** An adequate damage deposit, as established in the Rates and Fees Bylaw shall be required to insure damages and/or clean-up are covered.
- 11.3** Any persons requiring alterations to building, such as display booths or materials for floor surface, shall do so at their own expense.
- 11.4** An agreement shall be drawn up by the Community Services Manager reflecting the above conditions and shall be signed by both parties.

12. Rental Agreement

- 12.1** A standard Rental Agreement has been provided as part of Policy C-02 the Facilities Rental Policy.

13. Conclusion

- 13.1** This policy has been formulated to enhance efficient and effective use, operation, and maintenance of the Vulcan Arena.
- 13.2** Should a situation arise which is not covered by this policy, wherein some individual or group has met with an unresolved dispute, it is the responsibility of the party concerned to present written recommendation to the Town's CAO to be presented to Town Council for consideration.

- END OF POLICY-