

Section: Community Services

Subject: Ice Allocation Policy

Policy Number:

Version: 1.0

Review Frequency: As needed.

Approved by:

Approval Date:

Legislative Authority:

- 1. Policy Statement:** High quality parks and recreation amenities and experiences that are delivered equitably and in collaboration with the community.
- 2. Goals:** The following goals are intended to complement the Policy Statement and lead to improvements to the Municipality of North Middlesex's parks and recreation system.
 - *Promote Healthy Active Living* — Encourage and facilitate healthy and active lifestyles through diverse programming for all ages, regardless of income, disability, and ethnicity.
 - *Enhance Communication* — Ensure all stakeholders are working together towards providing a variety of quality programs and services for residents.
 - *Engage the Community* — Use parks and recreation to unite the Municipality and improve social and physical connections within North Middlesex's various communities.
 - *Maintain our Assets* — Plan for short-term and long-term infrastructure requirements in advance to ensure community needs are met and to avoid more costly capital repairs down the line.
 - *Build Capacity* — Engage volunteers, community groups and potential partners in the sustainable provision of parks and recreation services.
 - *Ensure Financial Sustainability* — Demonstrate accountability through the efficient use of resources, pursuit of non-municipal funding, and commitment to long-term fiscal responsibility.

3. Purpose:

The policy and guidelines contained within will serve as a framework for the Municipality of North Middlesex Ice Allocation Process. The goal of this policy is to promote and encourage participation in activities to the overall benefit of the community.

The policies identified in this document establish and clarify the Municipality's responsibility for ice allocation and administration. The Municipality is committed to the following:

1. Managing fiscally responsible arena operations.
2. Facilitating new revenue generating opportunities.
3. Promoting Fairness, Equality and Accessibility.
4. Processing tournament, special events and seasonal ice permits.
5. Providing excellence in customer service.
6. Promoting healthy living and access to Municipal programs including public skating.
7. General administration and office requirements.
8. Enhancing the quality of life for all residents; and
9. Providing safe facilities.

4. The Ice Provider

The Ice Provider as mentioned throughout this document refers to the Municipality of North Middlesex Recreation and Facilities Department, that manages and operates the North Middlesex Arena & Fitness Centre.

The mandate of the Ice Provider is to provide a variety of leisure opportunities for all Municipality of North Middlesex and area residents. To this end, programs or initiatives such as Public Skating, Shinny Hockey, Adult Skating, Senior Skating, Parent and Tots Skating and Special Holiday Skating Sessions are recognized as a high priority within the Ice Allocation Policy.

The Ice Provider believes that, given its obligation and responsibility for ice allocation, it is imperative that it be administered in a fair and equitable manner to the residents of North Middlesex. The public at large, current user groups and all future user groups need to be considered fairly in the allocation of available ice on an annual basis.

The Ice Provider will allocate sufficient time for ice maintenance activities to ensure ice surfaces are maintained to industry standards/guidelines. Providing users with a safe skating surface is a high priority.

It is acknowledged that all categories of user groups may experience cancellations or adjustments to their weekly ice allocation over the course of their seasonal permit to accommodate approved events from other Community Group programs.

5. Ice Provider Management

The Ice Provider will responsibly manage its ice resources to ensure optimum usage and programming, to reflect municipal directives, to minimize risk and operational issues, as well enhance fiscal health to allow for timely and effective infrastructure updates.

On an annual basis, the Ice Provider will communicate with ice facility provision partners and users to review, define, or confirm the Municipality's ice season, hours of operation, ice pad use and restrictions, facility closures, holiday operating hours, prime and non-prime time hour's definitions and ice capacity calculations. The results will enable the Ice Provider to update related portions of this document, arena operations calendar, ice management schedule and critical dates.

6. Key Principles in Ice Allocation

There are many key principles in the determination of ice time allocation such as age, gender, residency, economic impact, revenue generation, number of hours requested, customer history, special events and extraordinary cases. The Ice Provider has the responsibility to manage the allocation and distribution of ice on an annual basis to reflect registration, utilization, and anticipation patterns, in addition to applying municipal, provincial, and federal directives where required.

7. Ice Allocation and Distribution

On an annual basis, the Ice Provider will develop an Ice Distribution Matrix that best reflects the expressed needs of the users and application of this Policy's directives and guides.

Ice will be allocated utilizing the following priority groups:

1. Municipality of North Middlesex Ice Programs

The *Ice Provider* ensures resident access to recreational ice opportunities through a variety of programs. These programs provide low-cost access to recreational skating opportunities organized through the Recreation Department. Opportunities include public skating, senior skating, parent and tot skating, and seasonal skating events. Programs are provided in response to resident demand.

2. Tournaments and Special Events

The Ice Provider supports special programs like tournaments and special events. These programs provide revenue generating opportunities to both the program

organizer and the Municipality of North Middlesex. There are also economic spinoffs throughout the communities at large.

Special events may not be limited to competitions and may include events such as trade shows or exhibitions. Typically, tournaments and special event ice time is allocated above and beyond a group's regular seasonal allocation.

3. Minor Sporting Groups

"Minor Sporting Groups" applies to youth organizations based out of the Municipality of North Middlesex whose membership is composed of primarily users under the age of 18 years old. The organization must also have either a provincial or federal governing body (Ex. OMHA, Hockey Canada, Skate Canada, OSHA, etc.).

4. Block Users

Groups in this category are defined as groups that use an ice facility on a weekly basis for an entire season. Examples are men's/ women's hockey leagues, pick-up hockey groups, etc. The Ice Provider wishes to recognize long-term clients. Grandfathered status will provide existing clients (prior to the 2020-21 ice season) access to historical ice (same or similar date or time blocked) to all block users that have had the same hour(s) for two or more consecutive years from the current year.

The *Ice Provider* reserves the right to change the ice allocated to grandfathered clients when facility closures or restrictions must be applied, when ice schedules negatively influence operational/program efficiencies and resident demands or to meet minor sport requirements. In these circumstances every attempt will be made to find an equitable ice time replacement.

If a designated "grandfathered" contract holder disbands or fails to apply for ice in consecutive ice seasons, they will lose their "grandfathered" status. If they reapply in a subsequent ice season, they will be treated as a new client. The 'grandfathered' designation is not transferable.

5. Occasional and Individual Users

Groups in this category are defined as an organization or individuals that use ice time with the intent of using the ice for recreational skating or hockey play. Church groups, youth associations, individuals are among this group.

6. School Board

School groups that are using ice time as part of the Physical Education program, team practices or games or recreational skating.

8. Ice Booking Process

1. The Ice Rental Request Form will be made available to user groups June 1.
2. Request Forms are to be completed and submitted to the Manager of Recreation and Community Services by July 1.
3. All Block booking and special event dates shall be allocated and confirmed no later than August 31st each year by the Recreation and Community Services Department.
4. **NO USER SHALL BE GRANTED MORE THAN 65% OF THE FACILITIES PRIME ICE UNLESS ALL OTHER REQUESTS ARE SATISFIED.**
5. Each user group will be provided with a rental permit detailing their respective ice time(s). User groups are required to sign and return the rental permit acknowledging confirmation of their allocated ice time by September 15th.
6. All user-groups wishing to cancel ice hours previously confirmed must do so prior to October 15th or be responsible for the said hours up to February 1st of the season, including full rental payments.

Note: NO ICE TIME SHALL BE SCHEDULED FOR A NEW ICE SEASON UNTIL ALL OUTSTANDING FINANCIAL COMMITMENTS HAVE BEEN PAID IN FULL.

9. Conflict Resolution

Conflicts that arise from the development of the ice scheduling system will be evaluated by the Ice Provider. The conflicts identified will be brought to the attention of each specific group that is affected. Individual discussions will ensue between the Ice Provider and each user group in question to find a resolution to the situation. The Ice Provider will act as a mediator to monitor the discussions. If no resolution can be reached with mediation, each group will submit in writing, the rationale for their requirement of the ice time conflict.

Along with the information provided, consideration will be given to the following factors:

- The degrees to which the user group ice time requests have been met, apart from the ice time request in conflict.
- Sport(s) requirements of the groups involved, including requirements of governing sport bodies and logistics involved.
- User group historical ice allocation
- The age of the user group as it relates to the period of ice time in conflict; AND
- If the conflict cannot be resolved in this manner, the final decision will fall on the Ice Provider.

a. Contract Amendments/Cancellations

The Ice Provider has the right to control all ice distribution, and use of, for the duration of the contract. Controls must be in place to minimize the negative impacts that unused, returned, amended, and cancelled ice can have on arena operations and its clients.

b. Contract Cancellation

All events are subject to the terms and conditions within this policy. When an arena rental permit has been signed, the Ice Allocation Cancellation Policy comes into effect. Upon ice being allocated and confirmed by the user group, all individual rental cancellations October 15th to February 1st shall be administered in the following manner:

- i. When notice of intent to cancel is received by the Administrative Assistant or Manager of Recreation and Facilities with 7 days or more notice, no financial responsibilities shall exist.
- ii. When notice of intent to cancel is received by the Administrative Assistant or Manager of Recreation and Facilities with 6 days or less notice, 100% financial responsibility shall exist, unless the cancelled ice is rented to another user by or through the Manager of Recreation and Facilities.

All ice time cancellations shall be communicated in writing.

c. Transferred Ice/Ice Trades/Sub-Leased Ice

The Ice Provider is the sole contract authority for all ice times. The Ice Provider must be aware of and be able to control the intended use of all ice activities that are permitted within its facility. Any transfers of ice through organizations must be approved by the Ice Authority in writing at least 48 hours in advance of a rental.

d. Inclement Weather

If there is inclement weather and renters are unable to attend their ice time, renters will not be charged for the ice time. Renters must notify the Ice Provider within 3 hours of their rental with respect to bad weather. The Ice Provider has the right, if there is inclement weather, to postpone ice rentals and will notify any renters regarding the postponement of their ice.

e. Contract Cancellations and Rescheduling by the Ice Provider

The Ice Provider reserves the right to reasonably postpone, reschedule or cancel any permitted activity due to justified circumstances and must do so in writing no later than 5 days prior to the date required. The Ice Provider reserves the right to cancel a permit or portion of the permit if; there is a breach of the condition or regulations or should the Ice Provider believe the facility is not being used for the purposes contained in the application, or if there is a specific attraction that could prove to profit the Municipality of North Middlesex and its residents.

Where postponement or rescheduling cannot be mutually coordinated, the permit holder affected will receive a full refund/credit for the time owing.

10. Administration Management

a. Group Representation

For the Ice Provider representatives to effectively serve their customers, all groups are asked to elect no more than two representatives to serve as liaison between the Ice Provider and their group. All communications between the group and the Ice Provider should, always, be channeled through each group's representatives.

b. Standard Hours of Operations

During the ice season, the standard hours of operations for the North Middlesex Arena & Fitness Centre is 7:00am – 11:00pm during the ice season.