

# Community Outdoor Rink Program 2016-2017



## Outdoor Rink Manual

"Unless you've done it, you don't realize how special it is to be outside on the ice... The sound is a big thing...you hear the crispness of the ice...There's the wind on your face (but) the sound is something that's the special part. The crunching of the ice...it's kind of the magical part, I think."  
Jason Spezza, NHL Player

**City of Ottawa - Cultural and Facility Services**  
Aquatics, Specialized and City Wide Programs  
**613-580-2590**

"Ce manuel est également disponible en français"

# TELEPHONE NUMBERS TO NOTE

<b>AQUATICS, SPECIALIZED AND CITY WIDE PROGRAMS</b>	<b>613-580-2590</b>
FAX	613-580-2591
CITY OF OTTAWA INFORMATION AND CUSTOMER SERVICE	311 or 613-580-2400

## 613-580-2424

### Portfolio Manager:

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### Program Administrative Clerk:

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### Program Coordinator:

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- District 2 – Dinos Dafniotis ext. 46215 dinos.dafniotis@ottawa.ca
- District 3 – Carmen Renaud ext. 46214 carmen.renaud@ottawa.ca
- District 4 – Jennifer Steers ext. 46212 jennifer.steers@ottawa.ca
- District 5 – Chantal Pelletier ext. 46213 chantal.pelletier@ottawa.ca
- District 6 – Rachelle Bertrand ext. 46216 rachelle.bertrand@ottawa.ca

DEBBIE HAMILTON (CITY OF OTTAWA - LIABILITY INSURANCE) ext. 43615

<b>EMERGENCY (POLICE, AMBULANCE &amp; FIRE) .....</b>	<b>911</b>
<b>POLICE .....</b>	<b>613-236-0311</b>
<b>POISON CONTROL .....</b>	<b>613-737-1100</b>
<b>CHILDREN'S HOSPITAL (CHEO) .....</b>	<b>613-737-7600</b>
<b>OTTAWA HOSPITAL</b>	<b>613-722-7000</b>
<b>CIVIC CAMPUS .....</b>	<b>613-761-4621</b>
<b>GENERAL CAMPUS .....</b>	<b>613-737-8000</b>
<b>RIVERSIDE CAMPUS .....</b>	<b>613-738-7100</b>
<b>QUEENSWAY CARLETON HOSPITAL .....</b>	<b>613-721-2000</b>
<b>MONTFORT HOSPITAL .....</b>	<b>613-746-4621</b>
<b>ENVIRONMENT CANADA- weather line</b>	<b>613-998-3439</b>



## WEBSITES TO NOTE

### City of Ottawa Web Sites

[www.ottawa.ca](http://www.ottawa.ca)

<https://ulearn.ottawa.ca>

### Weather

[www.weathernetwork.com](http://www.weathernetwork.com)

[www.ec.gc.ca](http://www.ec.gc.ca)

[www.canada.com/weather](http://www.canada.com/weather)

### Ice Making

[www.youtube.com/watch?v=ZqWZ2Ng7V3o](https://www.youtube.com/watch?v=ZqWZ2Ng7V3o)

### Ottawa Outdoor Rink Conditions

[www.ottawarinks.ca](http://www.ottawarinks.ca)

Register your rink and update your rinks conditions at [ottawarinkconditions.ca](http://ottawarinkconditions.ca)

### How to use the Rink Operator Request System?

#### New Operator

- ▶ Register
- ▶ Use of the search button to search for your rink
- ▶ Click on the **name of your rink** in the **results list**
  - Select **Request Operator Status**
- ▶ Your request will be logged and approved within 12 to 24 hrs of your request. You will receive an e-mail as soon as it has been approved

#### Returning Operator

- ▶ Log into your account
- ▶ Follow the same steps as above to request operator status

## TABLE OF CONTENTS

### PHONE NUMBERS / WEBSITES TO NOTE

Telephone Numbers.....	2
Websites To Note.....	3

### SECTION 1

#### Introduction

Benefits of the Program.....	5
------------------------------	---

### SECTION 2

#### Program Coordinator duties and responsibilities .....

5

### SECTION 3

#### Program Sponsor's

#### Responsibilities .....

5

Security Check Policy.....	6
----------------------------	---

Acknowledgement of Employment Status.....	7
---	---

### SECTION 4

#### The Rink Attendant.....

8

A. Job Guidelines .....	8
-------------------------	---

B. Supervision .....	9
----------------------	---

C. Public Relations .....	10
---------------------------	----

D. Problem Solving Ideas.....	10
-------------------------------	----

E. Handling Difficult People/Situations .....	11
---	----

### SECTION 5

#### Emergency Procedures .....

12

A. Reporting of Accidents and Incidents .....	12
---	----

B. General Guidelines and procedures for an accident .....	12
--	----

C. Guidelines for first aid attendants .....	13
--	----

D. Disposal of Syringes on Public Property.....	13
---	----

E. Child Abuse - Unusual Treatment of Children.....	13
---	----

F. First Aid & CPR Information.....	14
-------------------------------------	----

### SECTION 6

#### Administration and Forms.....

16

A. Posting of Forms/Flyers .....	16
----------------------------------	----

B. Sample Daily Attendance Sheet.....	17, 25
---------------------------------------	--------

C. Incident Report.....	18
-------------------------	----

D. Emergency Checklist.....	21
-----------------------------	----

E. Rules of Conduct .....	22
---------------------------	----

D. Sample Hours of Operation.....	24
-----------------------------------	----

### SECTION 7

#### Outdoor rink maintenance.....

25

A. Setting up your Ice Surfaces .....	25
---------------------------------------	----

B. Base Ice .....	26
-------------------	----

Base Ice Evaluation Key .....	31
-------------------------------	----

C. Building up your Ice Thickness .....	32
---	----

D. Snow Removal.....	32
----------------------	----

E. Flooding your Rink.....	35
----------------------------	----

F. Daily Site Checks.....	38
---------------------------	----

G. Equipment.....	39
-------------------	----

H. The weather .....	40
----------------------	----

I. Common Ice Problems .....	41
------------------------------	----

J. Common Repairs.....	42
------------------------	----

### SECTION 8

#### Programming/special events .....

44

A. Tips on Programming .....	44
------------------------------	----

B. Programming Ideas .....	44
----------------------------	----

C. Carnivals .....	45
--------------------	----

D. Outdoor Rink Carnival Equipment .....	46
--	----

Special Event Equipment Request Form	47
--------------------------------------	----

E. Permits.....	48
-----------------	----

F. Outdoor Rink Operator	
--------------------------	--

Appreciation Breakfast.....	49
-----------------------------	----

### SECTION 9

#### Evaluating your operation.....

49

#### ICE EVALUATION KEY.....

50

### SECTION 10

#### Glossary of Terms.....

51



## SECTION 1 - Introduction

The Community Operated Outdoor Rink Program is designed to provide Ottawa residents with an opportunity to independently operate their community outdoor rink with funding provided by the City of Ottawa.

The majority of Outdoor Rinks City wide are operated by community associations and other not-for-profit and volunteer groups. Community-based groups will be the main sponsors and maintainers of outdoor rinks. The City of Ottawa will provide funding to rink sponsors depending on the **rink type and size**. We will also allow you access to a facility (bunker, field house, community centre) with service support available upon request to support the community in providing everyday rink maintenance.

This manual was developed by the Seasonal Recreation Office for use by community outdoor rink operators as a guide/tool for Rink Operations and Maintenance Training. The material in this manual should help rink operators in providing a safe and enjoyable rink program. It is recommended that rink operators read this manual. Any suggestions on the content of this manual would be appreciated.

### Benefits of the Program

1. Community-based involvement with the operation of outdoor rinks in their area.
2. An opportunity for community members to gain employment and/or volunteer experience.
3. A tool for the promotion of increased community involvement and participation.

## SECTION 2 - Program Coordinator Duties and Responsibilities

The Program Coordinator is a full-time City of Ottawa employee who is responsible for community development and monitoring of Community Operated Outdoor Rink operations in a designated area of the City.

### Main Duties

- To help Program Sponsors become independent in the operation of an outdoor rink.
- To provide ongoing feedback to the individual Program Sponsors operating outdoor rinks.
- To keep in contact with the outdoor rinks through site visits and attendance at community meetings.
- To monitor the operation of all outdoor rinks which operate in a designated geographical area.
- To provide an ongoing evaluation of the operation of each assigned outdoor rink (see the Evaluation Key that Program Coordinators use).
- To gather statistics from the outdoor rinks (i.e. attendance, hours of operation).
- To provide resource material to the group operating an outdoor rink (ex: forms, winter carnival equipment).
- Look for our regular email newsletter with helpful hints and information during the rink season

## SECTION 3 - Program Sponsor's Duties & Responsibilities

(PLEASE REFER TO YOUR SPECIFIC CONTRACT)

### MAIN DUTIES:

- Submit weekly attendance numbers – These numbers show the hours of operation, and are to be kept on site and available upon request.
- **Maintain supervision at all times during operational hours (Where Applicable). 15 years of age is the minimum for supervisors.**
- Maintain equipment, facility and be responsible for personal items.
- Report damage, loss, incidents, and major accidents to the Program Coordinators, within 24 hours.
- Post hours of operation.
- Allow permit time during non-peak hours. (see permits section on page 30)
- Minimum of 4 floods per week.
- After minor snowfalls (2 – 3 inches) snow removal should be completed and an ice surface in skating condition must be created within 12 hours (weather permitting).
- After major snow falls, all snow must be removed and a surface in skating condition established within 24 hours of the end of the storm (weather permitting).
- Year End Report due the first week of March.

## Security Check Policy

Security checks are used as a safety measure to ensure people working with the general public do not have a criminal history which could make them unsuitable for certain positions of trust. The City of Ottawa has a Security Check Policy for all staff and volunteers.

### RINK GROUPS

Security checks are a mandatory requirement for outdoor rink groups. The following is a process all community groups **should** follow:

- Adopt a security check policy for your association or rink group
- Hire staff, depending on the outcome of police check
- Have all staff and volunteers complete a "Security Check Form"
- Have all staff and volunteers attach two pieces of photo ID to their form (photocopies are OK)
- Write a covering letter to: Ottawa Police Services  
P.O. Box 9634, Station T  
Ottawa, Ontario  
K1G 6H5  
Attn: Background Clearance Clerks

You can also call: (613) 236-1222 x5487 for more information.

...stating the name of the rink group, contact name, return address, phone number and Fax number. State that you are requesting a police check on the following individuals for the operation of an outdoor rink.

### PRIVATE OPERATORS

Individual Operators **must have a security check done on themselves** prior to the rink season. The City of Ottawa will provide proof of the individual's volunteer status, which will allow for the base fee to be waived. Any additional costs, such as the express processing fee, will be the responsibility of the operator. The police report with the result of the Security check must be submitted to the Seasonal Recreation Office before the signing of the contract.

If there is no record found: Submit the paper to the Seasonal Recreation Office keeping a copy for your own records.

If there is a record found: The Regional Police will direct you to the RCMP where you will be fingerprinted. They will complete another search and provide you with a piece of paper stating the nature of your record. This will become the paper that you must submit to the Seasonal Recreation Office (please keep a copy for your own files). The staff at the Seasonal Recreation Office will then review your record and determine if it is feasible to grant you the contract.

Police Record Checks certificates may take up to 4 – 6 weeks to be completed and sent to individual applicants. Please ask your City of Ottawa Program Coordinator (see page 2 for phone numbers and email) to supply you with the PRC letter or contact our front desk staff at [seasonalrecreation@ottawa.ca](mailto:seasonalrecreation@ottawa.ca)

### **Acknowledgement of Employment Status**

In the Grant Agreement (Section II, Clause 21), Program Sponsors are required to have all of their paid employees sign a copy of the following form: **Acknowledgement of Employment Status**. Once completed, these forms are to be submitted to your Recreation Programmer, no later than December 31.

These measures are in place to ensure that Rink Managers and Rink Attendants understand that they are not City of Ottawa employees, and therefore are not entitled to City benefits and seniority rights.

## ACKNOWLEDGEMENT OF EMPLOYMENT STATUS

Section II, Clause 21 of the Outdoor Rink Grant Agreement requires all Program Sponsors to obtain written acknowledgement from employees hired pursuant to the Grant Agreement that he or she is an employee of the Program Sponsors, and not the Corporation of the City of Ottawa.

In accordance with Section II, Clause 21 of the Outdoor Rink Grant Agreement.

I, \_\_\_\_\_ acknowledge that I am an  
(Name of employee)

employee of \_\_\_\_\_ and not the  
(Name of Program Sponsor)

Corporation of the City of Ottawa.

Please be advised that the Corporation of the City of Ottawa does not accept any responsibility for personal damages from any accident or injury on the work place. Understand that the City of Ottawa WSIB Act does not cover employees and/or sub-contractors of Purchase of Service Program Sponsors.

\_\_\_\_\_  
Date

\_\_\_\_\_  
Employee's signature



## SECTION 4 - The Rink Attendant



### A. Job Guidelines

As an employee of the Program Sponsor, the Rink Attendant is directed by the Program Sponsor to follow the guidelines stated in the Grant Agreement. The following is a list of guidelines, which each Program Sponsor may want to use as an outline for developing "official" Rink Attendant responsibilities specific to their site.

1. Cleaning of ice surfaces daily: both before and after operating hours.
2. A daily "walking tour" of the site to include inspection of ice surfaces, boards, building and equipment.
3. Notify the City's Program Coordinator of any necessary repairs found as a result of the site inspection.
4. Care of equipment that has been loaned by the City (ex: hockey frames and mesh, hose, hose reel, storage box and field house/trailer, etc.).
5. Statistic sheets filled out hourly with accurate records of attendance. **These sheets must be submitted weekly to the Program Coordinator**, and must be kept on site at all times.
6. Cleaning the inside of the building, or trailer, including washrooms. Ensure that garbage is placed at the road entrance the night before the area's official garbage pick-up day.
7. Keeping all entrance doors clear of snow and ice.
8. Know how to complete forms in case of injuries. Understand and be able to perform emergency procedures.
9. Ice must be flooded a minimum of four times weekly, weather permitting. Flooding once a day will maintain the rink at an acceptable level.
10. Supervision of activities on the ice and in the building (**Where applicable**).
11. Ensure the ice time is reserved for permit holders, and that posters for rink permits are posted to inform the public. Attendance of permit group members must be recorded on daily attendance sheets.
12. Rink Attendants are encouraged to assist in programming; ex: special events, lessons, hockey tournaments, recreational skating, etc.
13. **Rink Attendants – It's highly recommended they be certified in Emergency First Aid / CPR.** Call or email our front desk staff for course information. We have two courses scheduled for rink staff in December and January. 613-580-2590 or [seasonalrecreation@ottawa.ca](mailto:seasonalrecreation@ottawa.ca)

14. Ensure the following are posted in **both official languages**, for public notice, both inside and outside the facility:

- a) Hours of Operation.
- b) Rules and Regulations.
- c) Any daily programming schedule, if necessary.
- d) Name of Program Sponsor and contact person, with phone number.

### **B. Supervision (Where Applicable)**

During scheduled operational hours, at least one Rink Attendant must be on site actively supervising at all times. Active supervision includes programming activities and participating in games which enhance community involvement. "Active" supervision will allow the Attendant's shift to pass much more quickly and more pleasantly. This direct style of supervision will provide an opportunity for rink patrons to meet the Rink Attendant.

The Rink Attendant should ensure that the Program Sponsor's schedule is followed and that ice time is available for both hockey and free skating.

The Rink Attendant should enforce the rink rules and make sure the **"No Pucks on Secondary Surface"** rule is followed.

Rink Attendants should take pride in the ice surface.

For example, never flood the ice until it has been scraped, no matter how smooth it may look. Also, if there is a light snowfall, rather than sitting in the building waiting for the snow to stop, start scraping the ice. (The snow must be removed in any case). Rink Attendants will find skaters/players eager to assist, if they themselves actively shovel snow resulting in a more efficient operation.



### C. Public Relations

Community development and community participation are two very important facts of today's recreational programming. Good public relations are essential for the success of this concept. Establishing and maintaining friendly relationships with the people and organizations in the neighbourhood is a good way to build goodwill towards your program. People have a greater interest and enthusiasm for a project if they feel a sense of responsibility for its success.

Some recommended steps in dealing with inquiries or complaints are as follows:

- 1) Greet the individual or group promptly, pleasantly, courteously and sincerely.
- 2) Listen attentively and patiently, noting the facts.
- 3) Provide information, material and service.
- 4) Refer questions or complaints to the proper authority.
- 5) Submit complaint reports promptly to your Recreation Programmer.
- 6) Do everything possible to close the discussion on a friendly note. **Never argue.**
- 7) Follow up on problems when necessary.

Making sure all appropriate signs are posted will help in avoiding some conflicts and could also be referred to when dealing with a complaint

### D Problem Solving Ideas

Possible solutions to common day-to-day problems/issues that you may encounter at your rink site this winter.

Problem	Situation	Solution
Permit groups not showing up.	May cause frustration with community not using rink as they think it is permitted.	<input type="checkbox"/> Inform Program Coordinator <input type="checkbox"/> Record information on daily attendance form. <input type="checkbox"/> Possibility of canceling permit. <input type="checkbox"/> Call permit holders to inquire about their cancellation. <input type="checkbox"/> Ask that permit holder call to confirm cancellation.
Permit groups do not clean ice after they have finished.	May cause frustration for Rink Attendant and community users.	<input type="checkbox"/> Inform Program Coordinator <input type="checkbox"/> Explain permit policy
School permit groups may leave shack scattered with garbage, or leave door unlocked, or tear down snow banks.	Rink Attendant may be frustrated with lack of respect for facilities or may delay opening on time due to extra maintenance required.	<input type="checkbox"/> Inform Program Coordinator <input type="checkbox"/> Record detailed information on incident report form
Free skaters may want to use highboard facilities instead	Verbal arguments with general public may break out.	<input type="checkbox"/> Inform Program Coordinator <input type="checkbox"/> Rink Attendant should report problem to supervisor <input type="checkbox"/> Allot special times for free skaters to use highboard rink
Homes surrounding park complain about: a) noise level; b) lighting glaring into home;	Keeps neighbourhood homes awake until, or after 11:00 p.m.	<input type="checkbox"/> Inform Supervisor and Program Coordinator <input type="checkbox"/> Explain situation to neighbours

Problem	Situation	Solution
c) night snow removal noise from machines		<input type="checkbox"/> Ask for solutions from them <input type="checkbox"/> Ask them to become involved in Community Rink
Community youths may use facility as club house	Other users may be intimidated by youth's club house atmosphere	<input type="checkbox"/> Keep youth busy with operation (i.e. supervision, ice maintenance) <input type="checkbox"/> Instruct patrons that usage of facility is for skating
Parents want time allotted for small children to use ice solely	May conflict with other users	<input type="checkbox"/> Rink Attendant should report concern to supervisor and Program Coordinator <input type="checkbox"/> Post skating schedules on shack <input type="checkbox"/> Ask community users for input

#### E. Handling Difficult People/Situation

- At no time are staff/volunteers to risk their physical well-being or the safety of the children and parents on the park when dealing with the problem. In this situation, the Police and Seasonal Recreation Office should be called immediately.
- At no time are staff/volunteers to strike an individual. In the act of self-defense, the action taken should be of physical restraint rather than physical aggression. If this situation does arise, you are to call the Seasonal Recreation Office immediately after the incident.
- Should some individuals be a constant problem and effect your programming and supervision, try to learn the individual's name, address and phone number. The Park Seasonal Program recommends that sponsors solicit parent's participation in resolving situation. If situations persist without any improvement you may need to call the Police and ask for the assistance of the Community Patrol Officer. In this instance, the Seasonal Recreation Office should be informed immediately. The rink attendant does not have the authority to ban an individual for any longer than the remainder of that day. Constant problems with rink patrons should be discussed with your Program Coordinator.

**NOTE:** Sponsors require the authorization of the City prior to banning a participant from rink for a period of time.

- Remember that through effective use of peer pressure, problem youth can be handled with less stress for all involved. If you don't talk to the teens to find out their side of the problem and their ideas on how to fix the problem, then the issue may never get resolved.

#### 5. AWARENESS IS THE KEY.

Recognize attitudes and actions that are the warning signs of problems and conflicts. Consider many different approaches and use the one that you and your staff feel best suits the situation.

- Should a situation arise or develop where you are not sure of the best way to handle it, contact your Program Coordinator immediately. It is our job to give you the guidance and leadership to deal with these problems effectively.



## SECTION 5 - Emergency Procedures

As representatives of a Civic Department directly serving the public, we must accept many responsibilities as a consequence of this service, including the following responsibilities when accidents, damages, or other incidents occur.

Our first priority is to assist the injured and/or seriously ill person(s), prevent further injury or damages, and ensure the safety of the public and your own personal safety.

As most rink sites are not equipped with emergency telephones, it is the Program Sponsor's responsibility to arrange for emergency use at three or four nearby homes or businesses. Your site will be supplied with several copies of the form "Emergency Checklist" and carry the emergency card on your key chain. Please post these by the telephones at pre-determined emergency locations and in the field house office, and ensure that all staff/volunteers are familiar with them, and are prepared to take the list with them when making an emergency call.

Should you have any questions, please contact your Program Coordinator.

### A. Reporting Accidents and Incidents

All Rink Attendants will ensure that any accidents or incidents such as those listed below are reported to their respective Program Coordinator immediately. In the event that the Program Coordinator cannot be reached, the City's Information and Customer Service Line (613-580-2400 rural areas and 311) should be called.

- All accidents that would require the completion of a "Universal Incident" form. Any injury requiring medical attention whether from a doctor or dentist.
- Any incidents involving physical assault.
- All incidents involving weapons.
- All incidents involving significant property damage.

### B. General guidelines and procedures for an accident

For your own protection and information, forms are to be filled out when an accident occurs. A sample of the Universal Incident form is included in this section. Accidents on the rink are categorized: MINOR and MAJOR:

- 1) **Minor accidents** (i.e. scratches, bruises, scrapes) should be looked at immediately by staff, and the appropriate treatment administered. If further First Aid is required, a minor should be taken home by a responsible person.
- 2) **Major accidents** are any situations that will require immediate or further medical assistance. After initial phone calls have been made, (i.e. the ambulance) the Program Coordinator should be informed of the incident.
- 3) **Critical injury** is an injury of a serious nature that can be sustained by any person while on City property (major accidents).

#### A critical injury must result in one of the following:

- a) places life in jeopardy
- b) produces unconsciousness
- c) results in large loss of blood
- d) involves the amputation of a leg or arm, hand or foot but not a finger or toe
- e) involves the fracture of a leg or arm but not a finger or toe
- f) consists of burns to a major portion of the body
- g) causes the loss of sight in an eye
- h) causes death

If you are not sure, you should proceed as if the injury is a critical injury.

**In all cases of critical injuries we need to ensure that:**

- a) prompt medical attention is provided
- b) a thorough investigation to identify causes is completed
- c) where possible corrective measures are implemented
- d) the notification of family occurs in a timely and discreet manner
- e) a MAJOR accident form is completed
- f) Recreation Programmer is notified immediately

**If any of the stated emergencies occurs, please inform the following:**

- a) Your immediate supervisor as soon as the incident is under control.
- b) City of Ottawa's 24 hour-a-day Information and Customer Service line (613-580-2400 or 311).

**Remember to do the following:**

- a) Write all information on the UNIVERSAL INCIDENT FORM.
- b) Call the Seasonal Recreation Office and leave a message on the voice mail; 613-580-2590.

After completing the proper forms, all involved staff should submit an individual written report of their involvement. A map of the site should be included; indicating park features and location of injured and staff at the time of the accident.

If you are unsure, please call your Program Coordinator.

**C. Guidelines for first aid attendants**

The following procedures are issued as guidelines to be followed as protection against disease spread through blood or body fluids. If you have any questions or concerns, please do not hesitate to contact the Community Services Representative for Occupational Health & Safety, Rachelle Bertrand at 613-580-2424 ext 46216 or [rachelle.bertrand@ottawa.ca](mailto:rachelle.bertrand@ottawa.ca)

1. All attendants should keep open cuts or sores adequately covered.
2. Vinyl gloves are to be worn and disposed of in a plastic bag after use.
3. Hands should be washed immediately after removing gloves.
4. All dressings and bandages are to be disposed of in a plastic bag closed with a twist tie and then placed in regular garbage.
5. Surfaces of the body exposed to blood and/or body fluids should be promptly washed with soap and water.
6. Blood and other body fluid spills on the floor or walls should be cleaned and then disinfected with:
  - a) rubbing alcohol (never to be applied to clients when administering first aid).
7. Blood stained disposable articles should be placed in a closed plastic bag and then placed in regular garbage.

**D. Disposal of Syringes found on Public Property**

Any Rink Attendant finding a syringe on City of Ottawa Properties should call the Seasonal Recreation Office 613-580-2590. A City staff that is equipped and trained in the disposal of syringes will be sent to the site. After office hours you must contact the City's 24-hour Information and Customer Service line to request the disposal of syringes 613-580-2400 or 311.

For health and safety reasons, when you discover a syringe you or any patrons should refrain from touching or handling it. You should ensure that no one can get within arms reach of the syringe until the arrival of the trained personnel. If someone has been pricked by a needle they should seek medical attention as soon as possible.

**E. Abuse Awareness**

As people who provide recreation services we are formally legislated with the Province of Ontario, Bill 77 - Child Protection Act to report incidents of unusual treatment of children:

All youth and recreational personnel, paid or volunteer, have the legal responsibility to report suspected child abuse.

Youth and recreational personnel, paid or volunteer, are responsible for reporting child abuse, **not for proving it.**

Professional staff who fail to report are subject to a fine of not more than \$1,000.00.

Youth and recreation personnel, paid and volunteer, will be protected if they make a genuine mistake.

These guidelines are in place to assist you in performing your duties as it relates to the legislation.

### **Steps to follow when unusual treatment of children is identified:**

We are placed daily in situations that allow for close contact with children. If you suspect that a child is subject to "unusual treatment" take the time to:

- i) **OBSERVE:** note any unusual marks on the body, or unusual behaviour,
- ii) **LISTEN:** a child may share information with you or other friends that may indicate unusual treatment.
- iii) **ASK QUESTIONS:** your relationship with the child will allow for "common sense" questioning, e.g., "I can see you have another bruise on your back. Does this happen a lot?"
- iv) **GATHER INFORMATION**
  - a) A clear, description of the suspected abuse.
  - b) Name, address, phone number of parent(s). You may not have all the information, but do your best.
  - c) Your observations about the child.
  - d) Complete Incident Report
  - e) Report to the Program Sponsor and to the Program Coordinator within 24 hours if not sooner..

**REMEMBER:** We are responsible for **REPORTING** suspected abuse not **INVESTIGATING** the situation.

**NOTE:** Suspected Sexual Abuse must be reported immediately. If information given to you by a child relates to sexual abuse, the approach by Children's Aid and the Ottawa Police is to believe the child. In this case phone the office immediately and they will contact the appropriate agencies.

We all care about the child and the family. Whether a report is made or not, the child will still be part of your program. Your supervisor will work with you to determine effective ways to continue to work with the child and the family.

Get the facts. Clear information is most important. It helps all parties arrive at good decisions.

As professionals, we are protected under the law when reporting.

Keep information confidential. Share your concerns with your Program Sponsor or Program Coordinator. Much damage can be done to a child and family if you do not treat the situation with discretion.

### **F. First Aid & CPR Information**

The Department **recommends** that during regular supervised hours there be a community Rink Attendant on site certified in Emergency First Aid. This will allow the Seasonal Recreation Department to ensure that appropriate first aid resources are available during supervised outdoor rink hours.

## First Aid Requirements

In order to assist your group in setting up your First Aid Kit, the following is a list of First Aid supplies which meet the minimum requirements as determined by the St. John Ambulance Medical Advisory Executive Committee and the Seasonal Recreation. An inventory must be done every week.

### First Aid inventory to be on hand at all times:

<input type="checkbox"/> First Aid Guide		<input type="checkbox"/> Small Gauze Pads (2x2)	10
<input type="checkbox"/> Note Pad	1	<input type="checkbox"/> Adhesive tape roll	1
<input type="checkbox"/> Pencil	1	<input type="checkbox"/> Scissors	1
<input type="checkbox"/> Band-Aids	Box of 100	<input type="checkbox"/> Tweezers	1
<input type="checkbox"/> Large Gauze pads (4x4)	10	<input type="checkbox"/> Safety pins	24
<input type="checkbox"/> Pressure dressings	2	<input type="checkbox"/> Latex gloves	10 pairs
<input type="checkbox"/> Small Gauze roll	2	<input type="checkbox"/> Rescue Blanket	1
<input type="checkbox"/> Triangular bandages	4		
<input type="checkbox"/> Fruit juice or sugar packet	2		

### Cleansing Items

- Ziploc baggies or baggies with twist ties 10

**NOTE:** To avoid constantly refilling your first aid kit, it is recommended that you have sufficient supplies on hand to last the entire season. Lack of minimum first aid supplies on hand may result in a temporary closure of the site.

First Aid supplies can be purchased at pharmacies, outdoor recreation specialty stores, and also through the Canadian Red Cross. If you need help putting together your first aid kit, please contact the Seasonal Recreation office at 613-580-2590.

## Damage and Loss Report

All incidents involving theft, vandalism or break-ins must be reported to the Police immediately. When there is doubt regarding reporting an incident to the Police, advice should be sought from the Recreation Programmer. Where any type of loss or damage would require an **immediate investigation by the Police**, (i.e. as a result of an act of vandalism or theft), the initial contact with the Police is to be made as soon as possible by telephone by the person discovering the loss or damage, or supervisor.

### When to Fill Out a Damage or Loss (Universal Incident Form)

- Loss of Money: whether due to theft or other causes.
- Loss or damage to: building and contents, miscellaneous equipment, vehicles on City property
- When caused by: fire, flood, smoke, explosion, lightning, vandalism, windstorm, theft, hail, break-in or attempted break-in

Please remember to Record:

- **Date, time, location, etc.**
- **Names and phone numbers of all witnesses and those involved in the incident**
- **Police report number**
- **Constable name and ID#**
- **As much detail as possible.**

## SECTION 6

### Administration and Forms

Each rink site is provided by the City with all necessary forms and posters. Should you require more forms during the course of the season, please ask your Recreation Programmer while they are on site, or leave a message at the office. Program Coordinators should have extra copies of various forms while doing site visits.

#### A. Posting of forms/flyers

**Hours of operation** must be posted at all times both inside and outside your field house/trailer.

**Rules and Regulations** must be posted in all change rooms at all times. Program Sponsors may post and enforce rules and regulations that add to those set out on the City flyer ex: sponge pucks only, no swearing, etc.

**Copy of rink permits** must be posted in all change rooms to inform the public at least two days in advance of when an ice surface is reserved.

Program Sponsors are encouraged to post additional flyers advertising upcoming **programming events and carnivals**. **Blank flyers** have been provided to assist you, but you are not required to use these.

**Emergency checklist** form should be posted in a conspicuous location in the office area only, and preferably at each of your neighbourhood emergency contact homes phones.

★ Please refer to the following pages for examples of these forms and flyers. ★



# ATTENDANCE SHEET - OUTDOOR RINK PROGRAM



PARK NAME : \_\_\_\_\_

WEEK ENDING: \_\_\_\_\_

Please provide number of skaters, hockey players and number of users with helmets for each hour of operation.

	Date: Monday		Date: Tuesday		Date: Wednesday		Date: Thursday		Date: Friday		Date: Saturday		Date: Sunday	
	Was the rink closed?	Yes No	Was the rink closed?	Yes No	Was the rink closed?	Yes No	Was the rink closed?	Yes No	Was the rink closed?	Yes No	Was the rink closed?	Yes No	Was the rink closed?	Yes No
Hours of operation	Skaters	Hockey	Skaters	Hockey	Skaters	Hockey	Skaters	Hockey	Skaters	Hockey	Skaters	Hockey	Skaters	Hockey
10:00 - 11:00 a.m.														
11:00 - 12:00 a.m.														
12:00 - 1:00 p.m.														
1:00 - 2:00 p.m.														
2:00 - 3:00 p.m.														
3:00 - 4:00 p.m.														
4:00 - 5:00 p.m.														
5:00 - 6:00 p.m.														
6:00 - 7:00 p.m.														
7:00 - 8:00 p.m.														
8:00 - 9:00 p.m.														
9:00 - 10:00 p.m.														
<b>TOTAL</b>	<b>0</b>	<b>0</b>	<b>0</b>	<b>0</b>	<b>0</b>	<b>0</b>	<b>0</b>	<b>0</b>	<b>0</b>	<b>0</b>	<b>0</b>	<b>0</b>	<b>0</b>	<b>0</b>
City services	Bag available, incident or vandalism?	Yes No	Bag available, incident or vandalism?	Yes No	Bag available, incident or vandalism?	Yes No	Bag available, incident or vandalism?	Yes No	Bag available, incident or vandalism?	Yes No	Bag available, incident or vandalism?	Yes No	Bag available, incident or vandalism?	Yes No
<b>3-1-1</b>	Yes	No	Yes	No	Yes	No	Yes	No	Yes	No	Yes	No	Yes	No
TTY	You are legally responsible to report all incidents, damages to City facilities, and accidents of all types within 24 hrs of it's occurrence by filling out the appropriate form and submitting them to your Program Coordinator. Incident reports can also be found in 848-588-2551													
613-580-2401	Parent group user?	Yes No	Parent group user?	Yes No	Parent group user?	Yes No	Parent group user?	Yes No	Parent group user?	Yes No	Parent group user?	Yes No	Parent group user?	Yes No
	Yes	No	Yes	No	Yes	No	Yes	No	Yes	No	Yes	No	Yes	No
	Group Name:		Group Name:		Group Name:		Group Name:		Group Name:		Group Name:		Group Name:	
	1)	2)	1)	2)	1)	2)	1)	2)	1)	2)	1)	2)	1)	2)

Program Coordinator Signature: \_\_\_\_\_

**Total Skaters: 0**      **Total Hockey Players: 0**      **Total Users with Helmets: 0**  
**Total Skaters + Hockey Players: 0**



# INCIDENT REPORT

(Please forward the report within 24 hours to Risk Management and Corporate Security)

**NOTE: 1. EMPLOYEE INJURIES SHOULD BE REPORTED USING THE OCCUPATIONAL HEALTH & SAFETY EMPLOYEE INCIDENT/ACCIDENT REPORT FORM.**

Department: Parks Recreation & Culture	Branch: City Wide Recreation Programs Branch	Division: Seasonal Recreation – Outdoor Rinks
Location/Facility: Rachele Bertrand Park – Outdoor Rink		
Date of Occurrence: (YYYY-MM-DD) 2015/01/13	Time of Occurrence: 2 hr 15 min. pm	
Reported to (Name of Staff Person or Supervisor) John Smith - Rink Manager		Phone # 613-555-1212
Were the Authorities Notified? Yes	Which Authority? Police Constable Dudley Do-Right Badge Number 1313	
Time Authority Arrived: 2 hr. 45 min. pm	Police Report #: 09- 101010 Other Report #	
<b>Cause of Incident</b>		
Assault with a hockey stick		
<b>Person Involved / Department Involved (i.e. Name of Injured Party; Owner of Property)</b>		
Name: Randy Jones – Injured Party - hockey player visiting the outdoor rink	Phone #: Cell 613-555-6262	Date of Birth (YYYY-MM-DD): 1980-04-12
Address: 1234 Main St, Ottawa K1K 1K1		
Were Next of Kin Notified: YES	Name/Relationship: Matilda Jones - Mother	Phone #: 613-555-2222
<b>2<sup>nd</sup> Person / Department Involved (i.e. Name of Injured Party; Owner of Property)</b>		
Name: Bert Myers – (Person who assaulted Randy Jones)	Phone #: Unknown number	Date of Birth (YYYY-MM-DD): Unknown
Address: Unknown		
Were Next of Kin Notified: No	Name/Relationship:	Phone #:
<b>Description of Incident: Write your observations of the incident, in chronological order, in as much detail as possible. Use supplemental form if necessary.</b>		
<p><b>While in the Trailer change room Bert Myers swung his hockey stick at Randy Jones and struck him across the right side of his head cutting Randy's right ear and causing a 2 inch gash under the right eye. There had been an argument earlier on the ice between the two which escalated in the change room as the two sat down across from each other changing out of their skates. No details available as to the cause of the argument on the ice but in the change room Bert Myers was quite vulgar with Randy Jones throwing out threats, homophobic slurs and swearing. Randy did not react to the verbal assault and was trying to change to leave. After Bert struck Randy others stepped in to stop the assault. At that point Bert Myers left the change room and walked away from the park. Police and Ambulance called as soon as Randy was struck.</b></p>		

Extent of Damage/Injury:				
Severe cut across right ear – ear sliced in half, and deep gash under the right eye. Severe bleeding under the eye and ear.				
Action Taken (i.e. First Aid Given, Steps Taken to Secure Area, Areas to be Addressed):				
911 called right after the assault asking for Police and ambulance. First Aid provided to Randy to stop the bleeding while waiting for the ambulance. Randy's mother was called to inform her of the injury.				
Injured Party Taken/Sent:				
<input type="checkbox"/> Home <input checked="" type="checkbox"/> Hospital <input type="checkbox"/> Clinic <input type="checkbox"/> Other <input type="checkbox"/> Refusal of Treatment		Taken by: Ambulance Phone #: _____ Taken to: Civic Campus Ottawa Hospital Transported how: <b>Ambulance</b>		
Follow-up Call (to be made within 48 hours):	Date (YYYY-MM-DD) : 2015/01/14		Time: 9hr. 15 min. <input checked="" type="checkbox"/> am <input type="checkbox"/> pm	
	With Who: Randy's mother – Matilda Jones		Phone # 613-555-222	
	Details: Mother informed me that her son received 10 stitches for his ear and may require plastic surgery and 5 stitches under his right eye. Was held at the hospital overnight to check for concussion.			
List all items vandalized, damaged, stolen, or lost (if applicable):				
Items owned by: <input type="checkbox"/> City <input type="checkbox"/> Personal <input type="checkbox"/> Other N/A			Items to be: <input type="checkbox"/> repaired <input type="checkbox"/> to be replaced	
Building/Item	Make	Model #	Serial #	Cost
a)				
b)				
c)				
d)				
e)				
Witnesses:				
Name		Address		Phone #
1) Ahmed Mohamed – Rind Attendant		2323 Pipeline Rd Ottawa K1K 3T3		613-555-6660
2) Kostas Koumaris - skater		1245 Acropolis Way, Ottawa K1K 1M8		613-555 0101
3)				
Reported By (Signature): John Smith Rink Manager reported incident to Seasonal recreation Prog. Coord – Hassan Abdul			Phone #: 613-580-2590	Date (YYYY-MM-DD) : 2015/01/13
Supervisor (Signature): Site supervisor/A.A. or P.C.			Phone #:	Date (YYYY-MM-DD) :

Personal information is collected on this form pursuant to s. 191 and 207(50) of the Municipal Act, R.S.O. 1990, c.M.45, as amended, and s.25(2) of the Occupational Health and Safety Act, R.S.O. 1990, c.O.1, and will be used to administer the City of Ottawa's Risk Management and Insurance Programs. Questions regarding this collection may be addressed to: Administrator, Claims, at 580-2424, ext. 43093.



# EMERGENCY CHECKLIST



- ☞ **Recognize the type of emergency** (fire, first aid, theft etc.)
- ☞ **Remove public and/or yourself from source of danger. Do not be a hero or put yourself in a risky situation.**
- ☞ **Attend the victim(s)**
- ☞ **Call 9-1-1**

## **\* PLEASE SPEAK SLOWLY AND CALMLY \***

- Give your name and position.

Rink name: «Rink\_Name»

Address: «Address»

- Specify assistance requested: Ambulance, Fire, Police?
- What happened - Give brief history of what occurred.
- Condition of the victim(s): Breathing, non-breathing, bleeding, pulse, no pulse, conscious, non-conscious.
- Treatment being administered (i.e. Artificial Respiration, C.P.R., etc.).
- Request EMS estimated time of arrival at the rink?
- ☞ **Clear the emergency access route if required**
- ☞ **Designate someone to greet the ambulance**
- ☞ **Call your supervisor or rink representative**  
Name: \_\_\_\_\_ Telephone: \_\_\_\_\_  
Name: \_\_\_\_\_ Telephone: \_\_\_\_\_
- ☞ **Call your Program Coordinator (see page 2 for list of PC phone numbers)**  
Telephone: «Telephone» or 613-580-2590

After hours and on weekends, please call the City's Call Centre at **613-580-2400 or 311.**

### **Follow up action:**

- ☞ Take necessary measures to prevent this emergency from reoccurring.
- ☞ Fill out appropriate forms.

# Local Community Operated Outdoor Rinks

## ***RULES OF CONDUCT***

**Please obey the following rules to ensure a safe and pleasant skating experience.**

1. When the site is supervised, follow instructions from the skating supervisor at all times. Report all accidents, injuries, misconduct and foul-language to the supervisor immediately.
2. It is highly recommended that all skaters wear a CSA approved helmet when on the ice.
3. Respect the rink skating schedule as posted.
4. Hockey and Shiny Hockey players on boarded rinks: It is highly recommended that all participants wear a CSA approved helmet with full face mask, hockey gloves and a neck protector.
  - Use modified pucks or keep pucks down on the boarded rink surface, to prevent injury to spectators
  - Use of hockey sticks, pucks and balls are not permitted on the ice surfaces without boards.
5. Wheelchairs, Strollers and Skating Aids:
  - **Wheelchairs, strollers and E-Z gliders are permitted during public skates with the accompaniment of a responsible person on skates.**
  - Wheels must be cleaned of sand and salt prior to entering the ice surface.
  - CSA approved helmets are required for stroller and wheelchair occupants.
  - Chairs are not permitted on the ice as a substitute for E-Z gliders.
6. To avoid injury and damage to ice surfaces, please stay off the rink during inclement or mild weather.
7. It is recommended that a responsible person supervise children and inexperienced skaters at all times.
8. Users of City facilities are personally responsible for ensuring they are fit to participate in physical activities. Anyone with a condition affecting her/his ability to participate must take appropriate safety precautions to ensure her/his own safety and is encouraged to be accompanied by an adult who is knowledgeable about their condition.
9. User must wear appropriate footwear for the activity played. It is recommended that skaters choose proper fitting skates that provide adequate support around the ankles.
10. The following activities are **not** permitted:
  - **Carrying children while on the ice surface (including baby carriers)**
  - Smoking or loitering on the ice or near the facility.
  - Food, drinks and gum while skating on the ice surface.
  - Skating or any other activities on the park between 11:00 p.m. and 8:00 a.m.
  - The sale of any products or services anywhere on the park unless authorized by the City.
  - Alcohol or drug use anywhere on City of Ottawa property.
  - Foul language or inappropriate behavior. Such behavior could result in immediate removal from the park.
  - Rough play, speed and figure skating, and multiplayer games (i.e., tag, races) that disrupt other skaters and present a safety hazard.

Patrons using the rink do so at their own risk. The City of Ottawa does not accept responsibility for related risks or injuries

*Your cooperation will ensure that all can enjoy this facility.*

*Thank You!*

*Seasonal Recreation Office: 613-580-2590 [seasonalrecreation@ottawa.ca](mailto:seasonalrecreation@ottawa.ca)*

# OUTDOOR RINK SCHEDULE/ HORAIRE D'OPÉRATION 2016-17

Rink Name/Nom de la patinoire: \_\_\_\_\_

➤ Please complete one form per rink/ Compléter un formulaire par patinoire

Please return the following document by Monday, December 19<sup>th</sup>  
S.V.P. retourner ce document au plus tard le Lundi 19 Décembre

FAX/TÉLÉCOPIEUR: 613-580-2591

E-MAIL/COURRIEL: [Seasonalrecreation@ottawa.ca](mailto:Seasonalrecreation@ottawa.ca)

## 4. A. Regular Operating Hours:

Monday/Lundi \_\_\_\_\_  
Tuesday/Mardi \_\_\_\_\_  
Wednesday/Mercredi \_\_\_\_\_  
Thursday/Jeudi \_\_\_\_\_  
Friday/Vendredi \_\_\_\_\_  
Saturday/Samedi \_\_\_\_\_  
Sunday/Dimanche \_\_\_\_\_

## 5. B. Holiday Season Hours:

Fri, Dec 23/ Ven, 23 Déc \_\_\_\_\_  
Sat, Dec 24 / Sam, 24 Déc \_\_\_\_\_  
Sun, Dec 25 / Dem, 25 Déc \_\_\_\_\_  
Mon, Dec 26 / Lun, 26 Déc \_\_\_\_\_  
Tue, Dec 27 / Mar, 27 Déc \_\_\_\_\_  
Wed, Dec 28 / Mer, 28 Déc \_\_\_\_\_  
Thur, Dec 29 / Jeu, 29 Déc \_\_\_\_\_  
Fri, Dec 30 / Ven, 30 Déc \_\_\_\_\_  
Sat, Dec 31/ Sam, 31 Déc \_\_\_\_\_  
Sun, Jan 1 / Dim, 1 Jan \_\_\_\_\_  
Mon, Jan 2 / Lun, 2 Jan \_\_\_\_\_



This rink is operated through a grant from the City of Ottawa

# Outdoor Rink

Cette patinoire est gérée grâce à une subvention de la Ville d'Ottawa

## Hours of Operation - Heures d'ouverture

Monday / Lundi \_\_\_\_\_

Tuesday / Mardi \_\_\_\_\_

Wednesday / Mercredi \_\_\_\_\_

Thursday / Jeudi \_\_\_\_\_

Friday / Vendredi \_\_\_\_\_

Saturday / Samedi \_\_\_\_\_

Sunday / Dimanche \_\_\_\_\_

Should you wish to comment on the operation of this site,  
please call the Seasonal Recreation Office at 613-580-2590

Si vous avez des commentaires à formuler au sujet de la gestion de ce site, veuillez  
s.v.p. communiquer avec le bureau des Loisirs saisonniers au 613-580-2590



## **B. Daily Attendance Sheet (Supervised Sites Only)**

The Daily Attendance Sheet must be filled out at every site on an hourly basis. It is important that these records are kept up to date as these records are used to make many decisions regarding future use of the rink. These forms record hourly usage of the rinks, breaking the users down into several categories; hockey players, skaters, and permit groups.

**Permit Users:** are groups which have specifically reserved one of the surfaces, regardless of the type of usage; ex: cub scouts who have permitted the ice and play hockey, and After School Programs who have permitted the ice and pleasure skate are both examples of permit groups. Permit group attendance numbers are not to be included in other hourly attendance numbers.

Program Coordinators will pick up a paper copy or accept an electronic version via email of your Daily Attendance Sheet. Paper copies must be up to date and accessible at all times since Program Coordinators may visit your site in the afternoon to collect statistics.

**SEE SAMPLE ATTENDANCE SHEET ON PAGE 17**



## SECTION 7

### Outdoor Rink Maintenance (if applicable)

PLEASE REFER TO YOUR CONTRACT/AGREEMENT.

#### A. Setting up your ice surfaces

##### Dimensions

The Grant Agreement sets out a specific minimum square footage for each of the ice surfaces you are required to build and maintain.

The Program Sponsor is responsible to build the ice from scratch and maintain it until the official end of the rink season (Refer to contract for date). Community groups may extend the season providing City crews have not removed lights, screens and maintenance equipment.

RINK TYPE	SURFACES	MINIMUM SURFACE AREA	
		(sq.m.)	(sq.ft.)
DOUBLE ICE SURFACE	2 surfaces without boards	21.4m x 15.3m (327)/each	70' x 50' (3,500) /each
RINK WITHOUT PUDDLE	1 primary board surface	46m x 18.4m (846)	150' x 60' (9,000)
RINK WITH PUDDLE	1 primary board surface 1 secondary surface	46m x 18.4m (846) 16.8m x 9.8m (164)	150' x 60' (9,000) 55' x 32' (1,600)
PUDDLE	1 surface without boards	16.8m x 9.8m (164)	55' x 32' (1,600)

**NOTE:** Rink boards cannot be modified in any way from the original set-up.

That the minimum number of square metres must be maintained at all times during the season. As the season progresses, your square metre measurements may shrink as the snowbanks grow. Predetermined sites may be grand fathered for various reasons.

Every time you scrape/shovel, the scraper may not clean the snow quite to the edge of your surface unless you concentrate on doing so. By not getting to the edge, you will leave a bit of snow covering your ice. As the season progresses, your snow banks will gradually converge and you will no longer have the appropriately sized rink.

The above site requirements suggest a specific square metre and shape, but the shapes of the rinks from site to site may be different due to the different shapes of the parks, the availability of open space and the lay of the land.

##### Where to build your rink

Generally, surface locations are determined immediately at the end of the previous rink season. At that time, detailed site diagrams are confirmed with input from both the Program Sponsor and the City, recommending a certain plan for the following year. Each summer, the City's Operations Department does a study of recommended changes, including an assessment of any additional financial requirements (ex: drilling new light pole holes, purchasing additional poles and lights). Site plan improvements that do not require additional funds can be approved by the Seasonal Recreation Office. Any additional expenditures usually have to be approved.

**You must follow the City's site diagram.** A copy of the site diagram is provided to the Program Sponsor at the time of signing the Grant Agreement.

The detailed site diagrams identify exact light pole locations which, in turn, determine where lights will be

installed and directed, where boards will be installed and where ice surfaces will be established. Any change to a rink's layout must be done with prior approval of the Seasonal Recreation Office.

The best way to begin is to mark your surface boundaries. Place a marker at each of your intended corners. In order to avoid shrinkage, you should establish your ice surfaces larger than the minimum requirements.

**NOTE:** If you establish your surfaces too small, it will be very difficult, **but mandatory** to move established snowbanks back and to prepare Base Ice around the edge(s) of your existing surface(s).

Use string, a rope or even the hose to mark a straight line between the corner markers.

Compress the snow in a straight line between the corners to mark the sides and ends of each surface.

**NOTE:** If a secondary oval surface is to be established at your site, you should first establish the limits of your primary surface, as above. Plan for a 3 metre wide snowbank between the surfaces to be used as a space to deposit snow from both the primary and oval surfaces. Then establish the base for your oval outside the 3-metre snowbank allowance.

### **Uneven ground**

You may experience several high areas on your rinks; i.e. areas where the ground is higher than the surrounding area. Your rink will level off in time, and there is little you can do except to ensure that white colored base is established over this area. You must avoid having ground showing through your ice, or you will have trouble combating the melt factor at this spot.

City parks are built with drainage in mind and are naturally sloped. This practice goes directly against the basic principal of providing a flat surface for your ice. However, in most cases, the grades are so slight that the problem of sloped ground is easily overcome.

In a few cases, the slope of the ground may be such that water does flow when applied even during a normal flood. At these sites water will drain to the low side causing thinner ice at the high side and possible pooling of water on the low side.

**Remedies:** Apply floods frequently and lightly and take great advantage of very cold weather. By applying light floods you will avoid significant pooling, and frequent floods will help build up the ice on the high side, especially in cold weather (the water will freeze much faster, often as soon as it is applied, and won't drain downhill as quickly).

## **B. Base ice**

### **Important notes before commencing Base Ice**

**Please read this entire section** before commencing Base Ice; there are a number of pointers you will need to be aware of ahead of time.

You must ensure that you know what size your surfaces should be and where your surfaces should be located. The size requirements of your surfaces are located in the first few paragraphs of page 1 of the POS Agreement.

### **Base Ice equipment (where applicable)**

**NOTE:** Do not wait until the night before you want to start Base Ice to check and see if your equipment is in working order.

- you have water access, we recommend you know how to turn on the water around the 15th of December
- all hose joints are leak-free
- you can hook your hose onto the water source with a minimum of leakage.

- you will need to attach your hose sections together - they may be delivered unconnected, please ensure that the joints are secured to your satisfaction.
- your required equipment is on site.
- you have the proper length of hose. If not, simply contact your Program Coordinator to arrange for more to be delivered.
- you have heat in your facility to keep your hose from freezing.
- your rink lights are operational and come on and go off at the correct times.

Inform your Program Coordinator immediately of any problems you encounter that will hinder your commencement of Base Ice.

**NOTE:** For temporary boarded rinks, be sure to leave the brackets (inner supports) in place until the completion of Phase One - or your boards may collapse inwards.

### **When to build Base Ice**

Phase One of Base Ice should commence on or about December 15 of each year, weather permitting.

**The ground should be frozen a depth of 6 inches before water can be applied safely without risk of lifting the frost out of the ground.** Ideally, the forecasted nightly low temperatures should be at or below - 10° C, for at least three consecutive days.

### **Phase one of base ice**

Over the years it has been the experience of the Seasonal Recreation office that "packing" is by far the preferred method for building base ice. It is strongly recommended that Rink Operators pack their base to ensure a longer lasting surface. If you are removing excess snow you must ensure that there is no damage to the ground. In the event of any damage caused by heavy equipment, your group will be responsible for the cost to reinstate the ground.

### **Packing**

The frozen slush Base is made from water applied to packed snow. Ideally you will have 6-10 inches of snow before packing. It can be done successfully with less snow, but it is important to ensure the ground is not showing through the ice. Should there be more than a foot of snow, some of it will have to be removed first.

**NOTE:** If you wish to plow out or remove what you feel is an excessive amount of snow, ensure that you leave at least 2-4 inches of packed snow on all areas of your rink locations. Areas of grass or dirt that are not covered with packed snow will be susceptible to thawing during the season; these areas will be darker than the rest of your surface and will attract the sun's rays and melt more easily, perhaps even right to the ground!

Snow should be packed to a depth of 2-4 inches. Packing can be done by way of a children's soccer game or equivalent, by using a lawn roller, snowshoes, a snowmobile, car or truck, by stamping on a large sheet of plywood, or by any other means; Use your imagination !

### **Soaking**

This packed snow needs to be moistened, but not overly soaked. There is a wide enough margin for error, so don't be overly concerned about the following complications.

Too little water will leave too many snow crystals underneath that can melt later, causing a layer of air close to the ground that may allow the ice to cave in and crack.

Too much water will soak the ground, lifting the frost, causing brown bubbles and heaves, and a delay of a day or two while you wait for the ground to refreeze.

The first flood should be thorough; all snow needs to be moistened. The water should be sprayed on the surface, allowing the water to soak thoroughly into the packed snow. Avoid allowing direct water pressure to bore a hole in the packed snow. Use a spray nozzle, and set it to allow water through at maximum pressure, or put a small stick in the end of the hose to cause the water to fan out or spray, reducing direct water pressure.

While the water is turned on, do not leave the hose running unattended. If you wish to take a break, stick the end of the hose in the snow off to one side of the rinks, at full water pressure, where any accumulation of water will not affect the surface areas or cause any other adverse effects.

**NOTE:** If you reduce the water pressure in the hose to less than full (by not turning it on full or by reducing the flow through a nozzle), it is highly likely that your hose will freeze solid - imagine then trying to get it into your facility to thaw out !

**Hint:** .....

*A second attendant should follow closely behind the person flooding the packed snow. He/she will flatten the areas just soaked with the bottom of a shovel and also aid in taking in the slack in the hose as the person flooding the rink moves from one end of the rink to the other.*

*High areas of slush must be tapped down with the bottom of the shovel before they freeze. The more level your Base surface is, the less number of subsequent floods (in Phase Two) that will be needed to provide a smooth skating surface.*

Better yet, reel the hose into the facility to avoid flooding the park too much.

Packing and soaking may take 8-12 hours, with packing taking up the great majority of your time. Essentially, only one good soaking is needed to moisten all of the packed snow, and that can take up to 3 hours. It is best to start soaking in the evening, when the temperature is at its coldest. Phase One is also best done in one straight shift with breaks taken when needed. Time is of the essence as you want to get your Base completed before temperatures warm up; a solid Base is much more capable at withstanding milder weather than a half finished base.

**The frozen base**

The frozen Base will look like the moon! It will not be in a skating condition, but will have craters and peaks and the surface will appear rough even though you have packed down the high areas. The frozen Base should be 2-4 inches thick and you should not be able to see any dark patches of ground through it. If it is more than four inches thick and thoroughly frozen (i.e. no unsoaked snow crystals inside) all the better.

Attempt to keep people off of your slush Base until it has frozen solid. If you can keep people off, it will reduce the amount of footprints to fill in later on, and will guard against any high areas being created. Of course this is easier said than done. Perhaps post signs on the rink poles and park entrances, informing people that the rink will be in a skating condition if they cooperate and stay off the ice. Better yet, leave someone on site if possible until the Base freezes solid.

The Base must be frozen solid before subsequent floods are applied. Any low areas or footprints can be filled in with slush made in a bucket or made off in the park nearby. If you still have high peaks, you should attempt to break them off with a shovel (not a scraper).

**Removal of inner brackets (board rinks only)**

Brackets are the supports you will find inside and outside of the boards which hold them up straight. Obviously, the inner supports will have to be removed at some point.

**Do not remove the inner supports until phase one is completed.** Removal prior to this may cause your boards to collapse inward - The supports are there for a reason!

Once phase one has been completed, the frozen base should provide enough inner support to allow for removal of the brackets.

You will need a hammer and a screwdriver or chisel and/or an axe, and a crowbar. Please store removed brackets and store in a safe place. Inform your Program Coordinator to arrange pick-up.

**For Each Bracket:**

1. Chip out all frozen ice above the bracket and an inch or so on either side, right down to the ground. Use the hammer and screwdriver/chisel or the axe.
2. Using the crowbar, pry the bracket out of the ground, and out of the board faces.
3. Ensure all excess nails have been removed from the inner board face.
4. Hammer in any nails pointing out of the brackets to avoid injury.
5. Pile all of the brackets in a secure location where they cannot be tripped over as there may be nails protruding.
6. Use slush to pack into the holes left where the brackets were removed, and level off the slush to the current base level.
7. Call the Seasonal Recreation Office, and inform us that the brackets are ready to be removed from the site, **and also to identify where on site our crews should look for them.**
8. Let the slush freeze solid before going on to phase two of Base Ice.

**Phase two of Base Ice**

Once your slush base is frozen, many light applications of water will fill in the cracks and crevices and ultimately establish a flat ice surface.

**Pitfalls**

Because the frozen base is not perfectly flat, there is a great probability that water will pool in low areas when applied. Since water freezes from the surface down, air pockets could develop underneath and some water may become insulated and not freeze quickly, thereby creating what is commonly called SHELL ICE.

By applying light floods (1/16" to 1/8" of water), you will reduce the number and depth of pools of unfrozen water.

Shell Ice may strike just a bit or the majority of your surface. In either case, you must break up the shell ice by cracking it with a shovel or your boot. This will allow the air pockets to be released and the water to freeze solid. You must do this before applying the next layer of water.

The procedure to flood at this point is the same as you would follow while flooding during the rest of the season. Please review the flooding procedures outlined in part E of this Section, page 32.

**Base Ice summary**

**Phase one** - (Establish a frozen slush base; should be done in one 8-12 hour shift)

- ☞ Ensure all equipment and staff are ready to go! (Two days prior to base ice)
- ☞ Identify corners of surfaces. Ensure rink dimensions are appropriate and that rink surfaces are in the correct place.

- ☞ Pack snow to 2" - 4" deep.
- ☞ Soak snow and tap down high areas.
- ☞ Let freeze solid.
- ☞ Pack slush in low areas.
- ☞ For boarded rinks - remove brackets

## Pitfalls

Too little water will allow for unsoaked snow to melt later, which could cause the ice to cave in.

Too much water may cause the ground to thaw, resulting in brown bubbles and a time delay.

High areas not tapped down will take forever to flood over.

Low areas will collect water and may result in shell ice.

An unattended hose may deposit water in one place and thaw the ground.

A hose nozzle at less than full pressure may cause the hose to freeze solid.

**Phase two** - (Flood to establish a surface in skating condition; done over several days)

- ☞ Many light applications of water will create a thick and smooth ice surface.
- ☞ On cold nights, the water may freeze so fast that you may be able to put the next coat of water on immediately upon completing the last one.



## BASE ICE EVALUATION KEY

1 = Unacceptable 2 = Below minimum standard 3 = Minimum standard 4 = Above minimum standard 5 = Exceeds minimum standard

	QUALITY OF BASE ICE	QUALITY OF MAINTENANCE	QUALITY OF ORGANIZATION
1	<ul style="list-style-type: none"> <li><input type="checkbox"/> Does not respect site plans</li> <li><input type="checkbox"/> Snow not packed/scraped; area not properly flooded</li> <li><input type="checkbox"/> Size does not meet requirements</li> <li><input type="checkbox"/> Apparent safety hazards on surface(s) (high bumps, cracks, exposed ground)</li> <li><input type="checkbox"/> No progress from initial start</li> <li><input type="checkbox"/> Very little progress from initial start</li> </ul>	<ul style="list-style-type: none"> <li><input type="checkbox"/> Poor planning of pathways</li> <li><input type="checkbox"/> No emergency access</li> <li><input type="checkbox"/> Horsegate is not maintained; not clear of snow</li> <li><input type="checkbox"/> Water source not properly maintained (ice build up)</li> <li><input type="checkbox"/> Does not inform our office of maintenance problems (i.e. water source)</li> <li>➤ Access to facility-not clear</li> </ul>	<ul style="list-style-type: none"> <li><input type="checkbox"/> No community involvement</li> <li><input type="checkbox"/> No communication between the Program Sponsor and program staff</li> <li><input type="checkbox"/> No signs of starting base ice</li> <li><input type="checkbox"/> No First Aid Kit on site</li> </ul>
2	<ul style="list-style-type: none"> <li><input type="checkbox"/> Snow is packed 1" - 2"/ or surface is scraped</li> <li><input type="checkbox"/> Mounds of snow on/or near cleared ice surface</li> <li><input type="checkbox"/> Shell ice is apparent</li> <li><input type="checkbox"/> Not taking every opportunity to build on ice thickness</li> </ul>	<ul style="list-style-type: none"> <li><input type="checkbox"/> Little attempt to have emergency access cleared</li> <li><input type="checkbox"/> Hose is running unattended</li> <li><input type="checkbox"/> Unequal attention to surfaces</li> <li><input type="checkbox"/> Little effort to keep the water source free of ice build up</li> <li>➤ Ice build up at entrance of facility</li> </ul>	<ul style="list-style-type: none"> <li><input type="checkbox"/> Volunteers/Rink Attendant not working consistent</li> <li><input type="checkbox"/> Missing supplies in First Aid Kit</li> <li><input type="checkbox"/> Forms or emergency procedure binder not available</li> <li><input type="checkbox"/> Delay in opening the site</li> <li><input type="checkbox"/> Little communication between the Program Sponsor and staff</li> </ul>
3	<ul style="list-style-type: none"> <li><input type="checkbox"/> Continuous progress throughout base ice</li> <li><input type="checkbox"/> Snow is packed 2" - 4" (if applicable)</li> <li><input type="checkbox"/> Surface(s) is somewhat smooth; still requires some work</li> <li><input type="checkbox"/> Total ice thickness meets 4"</li> <li><input type="checkbox"/> Surface(s) meets size requirements</li> <li><input type="checkbox"/> Respects the site plan or informs Recreation Programmer prior to making changes</li> <li><input type="checkbox"/> Base ice is ready to be signed off within appropriate time frame</li> </ul>	<ul style="list-style-type: none"> <li><input type="checkbox"/> Pathways are cleared</li> <li><input type="checkbox"/> Emergency access is cleared and accessible for emergency vehicles</li> <li><input type="checkbox"/> Horsegate is removed and re-installed when needed</li> <li><input type="checkbox"/> Equal attention given to both ice surface(s)</li> <li><input type="checkbox"/> Water source kept clear</li> <li><input type="checkbox"/> Regular flooding</li> <li><input type="checkbox"/> Informs office of problem maintenance areas (i.e. water source)</li> <li>➤ Entrance to facility is kept clear</li> </ul>	<ul style="list-style-type: none"> <li><input type="checkbox"/> Regular community involvement</li> <li><input type="checkbox"/> Site is open within the designated time period</li> <li><input type="checkbox"/> Complete First Aid Kit on site</li> <li><input type="checkbox"/> Ready to open/public informed</li> <li><input type="checkbox"/> Emergency procedure and forms are neatly arranged</li> <li><input type="checkbox"/> All information about the site's operation submitted</li> </ul>
4	<ul style="list-style-type: none"> <li><input type="checkbox"/> Surface(s) is smooth with few flaws</li> <li><input type="checkbox"/> Total ice thickness exceeds 4"</li> <li><input type="checkbox"/> Surface(s) meets requirements</li> <li><input type="checkbox"/> Good location of snow bank</li> </ul>	<ul style="list-style-type: none"> <li><input type="checkbox"/> Pathways/emergency access well maintained</li> <li><input type="checkbox"/> Horsegate is closed after maintenance</li> <li><input type="checkbox"/> Frequent flooding</li> <li><input type="checkbox"/> scraping as necessary</li> <li>➤ Entrance to facility is kept clear without ice</li> </ul>	<ul style="list-style-type: none"> <li><input type="checkbox"/> Responsive to community needs (i.e. open for Christmas week)</li> <li><input type="checkbox"/> Effective and on going communication with program staff</li> </ul>
5	<ul style="list-style-type: none"> <li><input type="checkbox"/> Surface(s) are smooth and flawless</li> <li><input type="checkbox"/> Total ice thickness exceeds 6"</li> <li><input type="checkbox"/> Surface(s) exceeds requirements</li> </ul>	<ul style="list-style-type: none"> <li><input type="checkbox"/> Flooding as often as weather permits</li> <li><input type="checkbox"/> Wide pathways are maintained</li> <li><input type="checkbox"/> Continuous flooding and snow removal</li> <li><input type="checkbox"/> Site open prior to official opening</li> <li>➤ Entrance to facility is kept clear without ice</li> </ul>	<ul style="list-style-type: none"> <li><input type="checkbox"/> All Rink Attendant's are aware of emergency procedures</li> <li><input type="checkbox"/> Goes beyond requirements to communicate effectively with program staff and the general public</li> </ul>

### C. Building up your ice thickness

It is your responsibility to build up your ice as thick as possible.

Please review the Evaluation Key (page 53) to see how the thickness of the ice is related to the quality of ice rating.

If you flood your surfaces at every opportunity, as weather permits, you will gradually build up your ice thickness. **Thick ice will better withstand mild weather and the sun's heat.**

Mild weather usually occurs once or twice over the course of the season, and parts or all of your rink will melt and your water will run off. Remember that during the month of February the ice will melt at a faster rate due to the increased sun intensity.

**NOTE:** Should part of your rink melt down to the ground during mild weather, the procedure to correct this situation is to re-establish a frozen base in affected areas. This is done on large areas by shoveling snow onto these spots and re-packing and soaking to form a new base. Should the affected areas be small, they can be filled in by using slush made in a bucket.

The thickness of your ice is most directly affected by the number of times you flood. As per the Grant Agreement, you must apply at least four separate floods on each surface per week, weather permitting.

Ice thickness can be reduced by mild weather, high ground and heavy patron usage, especially when hockey is played and there is a lot of stopping and starting. These factors are taken into account when your Recreation Programmer rates the quality of ice at your site.

At highboard and lowboard rinks, it is easy to assess ice thickness. For example, some boarded rinks are made with four 12" boards, the lowest board section that is visible above the surface will indicate the thickness of the ice that covers the bottom of it.

At ice surface sites, this assessment is more difficult but can be estimated fairly closely by digging to the ground just off the edge of the surfaces.

### D. Snow removal

Program Sponsors are responsible for all snow removal, and should make every attempt to ensure that ice surfaces are in usable condition as soon as possible after any snowfall or inclement weather. On evenings when it is snowing, Program Sponsors are expected to have staff on duty to remove the snow as it falls.

#### Scraping

Rink attendants should scrape the surfaces before and after each shift, as needed. Each rink should be scraped at closing time each night to ensure that patrons may use it during the day on the following day. **Ice should always be scraped before flooding, no matter how little accumulation appears to be there.**

Snow may accumulate from snowfalls, but more often accumulates from patron usage i.e. skate blades scraping the ice while stopping, starting and turning.

#### How To Scrape

Scrapers have wide blades and are designed for pushing snow, not lifting it.

Using a scraper, start at the mid-point of one end of the rink and, with the scraper pressed flat against the ice, clear a direct line to the mid-point of the other end. (see diagram A).

**NOTE:** Scraping goes much faster with more helpers. Each person should be responsible for a section of the ice and concentrate on clearing it.

There are three popular methods used to scrape the ice from this point; all are equally effective.

- a) With the scraper flat on the ice, angle the scraper inward toward the area to be scraped. Walk or skate along the edge of the area from the centre of the ice to the side and back, etc., and the scraper will clean a line while the excess snow will be pushed back onto the area yet to be cleaned. Continue this until the entire section is done. All of the snow will be pushed both to the edge of the surface and to a line perpendicular to the edge of the surface. This line can then be pushed to the edge. (see diagram B)
- b) Use the same method as in a) above, except that the to-and-from motion is done parallel to the side of the rink, as opposed to perpendicular to the side. This way, all of the snow is pushed gradually to the boards. (see diagram C)
- c) With the scraper flat on the ice, scrape the snow as you push as far as you can reach; then continue down the line and repeat the process back and forth until all of the snow is pushed to the edge of the surface. (see diagram D)

**(PLEASE REFER TO YOUR CONTRACT/AGREEMENT FOR THE FOLLOWING)**

**Plowing** Program Sponsors are encouraged to contact snow removal/plowing companies before the start of the season in order to make arrangements, as opposed to waiting until a major snowfall and finding no one available to help. Consult the Yellow Pages under Snow Removal Services and/or consult the ads in your community newspapers and The Penny saver to find a plowing contractor.

Your Recreation Programmer may be able to help you identify ways of contacting plowing companies. Sometimes other rink operators in your area have plows or can recommend someone.

**NOTE:** Generally, plowing companies charge very reasonable rates to clear outdoor rinks; they treat it as somewhat of a community service. With that in mind, please remember that they will have other clients of a higher priority to service before they can get around to clearing your rink. Obviously, after a major snowfall, their services are in great demand. As a result, you must be prepared to handle some situations manually, depending on the severity of the storm.

Rink Operators must be aware that they are liable for any damages which may be caused by a snow plow or truck. If during snow removal operations the boards, turf or any buildings are damaged by the plow or truck, the Rink Operator is liable and responsible for covering the costs of any required repairs. We recommend that a rink operator or alternate be on site when heavy equipment is used in order to reduce your liabilities.

**Horsegates/Double Gates**

The horsegate, as it is commonly referred to, is the large 12 foot board section on highboard and lowboard rinks that can be removed or opened to allow access to the ice for a snowplow, City of Ottawa maintenance vehicles or emergency vehicles. The horsegate must be reinstalled as soon as snow removal is completed. It has been determined to be very dangerous to have the horsegates off when people are skating or playing hockey; they may injure themselves on the ends of the exposed sections.

**Snowblower**

The City of Ottawa has strict regulations regarding snowblower use and storage.

The Fire Prevention Bureau requests that the following policy be adhered to:

1. That gasoline not be stored in the field house or trailers at any time
2. That snowblower be filled and started outside the facility.
3. That the Building Code regulations be applied regarding the storage of snowblower in these facilities; i.e. ventilation, direct outside access, type of facility and wall construction.
4. Snowblowers must be left running outside, under supervision, until all gasoline has been spent.

If you presently do not use a snowblower at your site but may be planning to do so in the near future, you must obtain authorization from the Seasonal Recreation Office. Very few of our facilities are capable of safely storing snowblower. Please call the Seasonal Recreation Office before making any arrangements. In this way, we can provide you with information relevant to the Building Code requirements for snowblower storage at your site. Snowblowers are not to be kept in trailers at any time.

### **Emergency access routes**

Program Sponsors are to ensure that an appropriate emergency access route be established at times. This route is to allow ambulance and emergency vehicle to the ice surfaces and field house/trailers.

**NOTE:** At some sites, the City needs to do part of the plowing. This route will be outlined on your Site Diagram; contact your Program Coordinator to ensure you are aware of the specific access route which must be kept clear at your site.

At boarded sites, you must ensure that the horse gate access is kept clear at all times as part of the Emergency Access Route.

Parking is restricted to designated parking areas. If no parking lot is available, on-street parking is the only alternative. Vehicle access to park grounds is restricted to emergency services vehicles, snow removal equipment and for the delivery of material and supplies. At no time are vehicles to be parked on park grounds.

### **E. Flooding your rink**

Flooding is necessary to both build up the thickness of your surfaces and fill in cracks and skate marks to provide a smooth surface.

The Grant Agreement stipulates that all surfaces should have a minimum of four separate floods applied to it each week, weather permitting.

**NOTE:** Flooding once a day, or as often as weather permits provides the best surface possible. The thicker the surface, the better it will withstand in-season thaws, resulting in less subsequent maintenance to bring it back into shape.

**All flooding must be done outside scheduled operating hours**, except in the extreme case that flooding is needed to repair ice that is not in a skating condition because of severe weather conditions. Of course, scheduled operating hours do not take effect until you first re-established a surface in skating condition.

It is important not to flood your ice during a snowfall, or when a snowfall, however light, is expected any minute. Flooding during a snowfall will cause your ice to freeze with a crust or bumps on the surface.

- It is recommended that rink operators be constantly aware of weather conditions and forecasts.
- Rinks at which schools have been granted a permit for use during the daytime hours may not be flooded during these hours (usually 9:00 a.m. to 3:30 p.m.). However, flooding is obviously allowed during the day up until the time that you have completed phase two of base ice.

### **Water sources**

Most water sources will either be a 2' standpipe standing 2' tall at a sewer in the park or at a pipe sticking out of the side of your field house (2'-3' off of the ground). Consult your Recreation Programmer or the official site diagram for your water source location.

**For pipes in parks;** the water is turned on by using a Tap Key. The square hollow end of the key is placed on the square bar extending up out of the sewer cover. The key is turned counterclockwise. Keep turning the tap key until you cannot turn it anymore → this will mean that your water is turned on fully and will avoid having your hose freeze full of water.

## **IMPORTANT**

**Do not force any valve once you have opened it fully or closed it fully, especially when using a tap key. Excess force may break the mechanism, leaving you either with water that you can't turn off and/or with water unavailable for several days while repairs are made.**

**For field house water sites:** there will be a hand activated round valve on the pipe inside the building close to where the pipe goes through the wall to the outside.

**NOTE:** The larger valve turns the water on and off again, ensure that you turn the water on fully to maximize water pressure. The smaller valve accesses the drain pipe; (not all sites have drain valves). Once flooding is finished and the water is turned off, there will still be water in the pipe leading to the outside. If you then open the drain valve, the water will drain off inside the field house and can be collected in a bucket. (In brick field houses, the water can drain onto the floor and be allowed to evaporate). The drain valve should be left open at all times when flooding is not taking place; be sure to close the drain valve before turning the water on to flood.

**Ice build-up**

Ice will build up around your water source if you don't securely fit attach your hose to the source. Water that drips or sprays can have serious consequences:

- a) At water sources on field house walls, ice may build up at doorways causing doors to be difficult to open, and causing slippery conditions for patrons.
- b) In parks, ice will accumulate over the tap key bar, building up to the point that you can no longer properly fit the tap key on.

**To avoid ice build-up**

Please ensure that you have a good washer in the hose coupling and that you tighten the hose onto the source with a pipe wrench.



## Guide to successful flooding (If Applicable)

<p><b>Scrape the surface</b></p>	<ul style="list-style-type: none"> <li>➤ An evening's use or even a light dusting of snow must be cleared, otherwise the surface will freeze with bumps and ruts.</li> <li>➤ At ice surface sites, the edges must be carefully cleaned or the rink will gradually shrink in size during the season.</li> <li>➤ For boarded rinks, the snow must be cleared from the edges of the boards; a push broom gives excellent results. Snow left before flooding causes the ice to build up and curve at the boards. This dangerous situation could cause ankle injuries and cause the puck to bounce up into someone's face.</li> </ul>
<p><b>Pull out the hose</b></p>	<ul style="list-style-type: none"> <li>➤ The hose is stored on a hose reel inside your heated facility. The hose reel keeps the hose from being stepped on by skates, from patrons tripping over it and aids in draining of the hose after flooding. Pull the hose, outlet end first, fully to the end of the ice surface and place the outlet end in the snowbank.</li> <li>➤ Attach the other end (female receptacle) to the water source pipe.</li> <li>➤ It is important to place the outlet end of the hose in a snowbank before you turn on your water. The hose end will swing like a snake if you don't have it under control somehow, water will spray everywhere and you will have trouble catching the end of the hose.</li> <li>➤ While an out of control hose is not necessarily a physical danger, the water can bore a hole in the ice if directed in the same place for a period of time. If too much water is applied to one area it may freeze at a higher level, causing waves in your ice and an uneven surface.</li> <li>➤ Flooding is done much more easily with two people. The second person becomes responsible for taking in slack in the hose while the person flooding the rink moves from one end of the rink to the other.</li> </ul>
<p><b>Flooding</b></p>	<ul style="list-style-type: none"> <li>➤ Begin flooding at the far end of the rink from the water source and gradually work back towards it. Apply only a thin (1/8") layer of water. A half inch of water will not freeze properly even if -25°C, and will result in shell ice.</li> <li>➤ Keep the hose and your feet out of the water. Hose marks appear as curved ridges and your feet may leave footprints.</li> <li>➤ Always leave your water pressure on full, even if you go inside for a break. At less than full pressure, your hose will probably freeze → imagine trying to get 200' of frozen hose into your facility to let it thaw out.</li> </ul>
<p><b>After flooding</b></p>	<ul style="list-style-type: none"> <li>➤ Put the hose end in a snowbank</li> <li>➤ Turn off the water/store tap key in field house</li> <li>➤ Tie water source end of hose onto hose reel and begin to wind the hose onto the reel. <ul style="list-style-type: none"> <li><i>Be careful when handling hose clamps as they can tear clothing and cause cuts to fingers. Covering sharp clamps with electrician's tape will reduce the risk of damage and injury.</i></li> </ul> </li> <li>➤ Once fully wound on the reel, turn the hose reel three or four more full revolutions to force as much water as possible out of the hose. <ul style="list-style-type: none"> <li><i>Don't worry about water on your floor - it will evaporate. Most of the water would have drained out of the hose while it was being reeled in anyway.</i></li> </ul> </li> </ul>

## F. Daily site checks

At the beginning and end of each day, the Rink Attendant on duty must physically walk around the site. This will enable them to assess any damages and identify possible danger areas, thereby allowing them to prioritize the things to do while on duty that day.

Danger areas must be attended to immediately. Patrons should be warned of the danger and the area should be restricted.

The danger should be removed if possible and/or reported immediately to the proper authorities.



**Assess damages and inform your Program Coordinator** when they come on site or call the Seasonal Recreation Office and leave a message on the voice mail.

Assess what maintenance needs to be done. ex: daily scraping, cutting snowbanks back, patching holes in the ice, garbage pick up on the park.

## THINGS TO LOOK FOR:

### Ice surfaces

- holes or cracks in the ice
- shrinkage factor (surface area small)
- identify needed maintenance

### Lights

- burnt out lights or flickering
- wires hanging down within reach of a hockey stick

### Pathways

- any icy patches on walking paths
- are doorways clear

### Garbage

Don't forget to take the bagged garbage to the curb the night before your area's official garbage pick-up day. Please ensure that the garbage is in a visible location; the garbage collectors may not be used to picking up from your site.

### Field House / Trailer maintenance

**Program Sponsors and their program staff are to ensure that the field house / trailer is kept in a clean and usable condition at all times throughout the season and left in that condition at the completion of the program.**

### Boards

- nails sticking out
- does players gate operate properly
- board sections; sticking out; holes in boards; splinters
- ensure horse gate is properly installed (where applicable)
- screens; wires sticking out, or holes

### Equipment

- check shovels and scrapers for loose bolts and damage
- hoses; loose joints, cracks
- hockey mats, hockey frames
- hose reel, tap key, water source
- ensure hockey frames are secured, if required

### Facilities

- locks; all secure
- heat, lights working
- washrooms and changerooms clean
- hours of operation, regulations and group name flyers posted
- cleanliness

### Ice

- are they clear; any patches through to pavement or ground

Permanent Facilities are provided with the following:

- Toilet paper/Brushes
- Cleaning solution/rags
- Hand Towels
- Floor Mop/Pail
- Garbage bags
- Broom/Dust pan

Field house Maintenance has been included as part of the Evaluation Key. Each site is rated according to the condition in which their facility is kept.

Temporary Facilities/Trailers are provided with:

- Broom/Dust pan
- Garbage can/Garbage bags
- Light Bulbs

## G. Equipment

The outdoor rink operators assumed responsibility for maintenance, replacement and storage of snow shovels and scrapers necessary to carry out adequate maintenance of the outdoor rink facilities.

### 1. Scrapers

Scrapers are for pushing snow only; their supports cannot handle the great deal of weight that occurs when lifting snow, especially over boards.

Keep 3-7 scrapers on hand, depending on the demand at your site.

- ensure scraper has angle supports that run at a 45-degree angle from the blade to the shaft
- metal scrapers are more effective than plastic, as they tend to grip the ice better
- to reduce snow stickiness, spray the shovels with WD40, PAM or other such product
- blades should be dried after use to avoid rusting
- should a handle break, you can get a replacement handle at most hardware or department stores



### 2. Shovels

Keep at least two on hand at all times.

- wider head carries more snow
- aluminum works well as it is both light and sturdy
- plastic blades are light and do not rust but can break under pressure

### 3. Hockey Frames and Mesh

The City supplies hockey frames, mesh and twine when required. It is the responsibility of the Program Sponsor to ensure that the mesh on each frame is appropriately secure; i.e. that there are no holes through which a puck could be shot, possibly injuring another patron. A limited amount of twine is available on request from your Program Coordinator.

### 4. Handy tools

#### Hammer

- for popping loose nails back into boards
- straightening bent shovel blades

#### Pliers with wire cutters

- important to use for cutting excess ends of new hose clamps once tightened.

#### Screwdriver

#### Wrenches (2)

- for tightening hose connections; both between sections and to join the hose onto the water source.

#### Push Broom

- for sweeping the edges of your rink before flooding, especially along the edges of the boards at board sites. Sweeping avoids curved ice.

#### Supplies to keep on hand

- used with hammer to chip ice build-up at doorways and to chip ice from brackets during phase one of Base Ice at highboard sites.
- it can also aid in jamming washers into hose connections and getting a good snug fit; be careful not to damage the washer.

#### **Hose Nozzles**

- These come highly recommended, but are not required. They are effective in applying a full-pressure spray, avoiding the concentrated water pressure that could damage ice.
- Hose nozzles can be purchased at most fire equipment supply stores; look in the Yellow Pages under "Fire Protection Equipment"
- Most nozzles will not fit directly onto the 1 inch hose that we provide. You will also need to purchase an adapter, which are available at most Canadian Tire Stores.

- 3 or 4 hose washers
- 2 hose clamps
- electrician's tape, for emergency taping of hose leaks, and for covering sharp ends of hose clamps.



#### **H. The weather**

Weather conditions greatly influence the operation of an outdoor rink. The Seasonal Recreation Office encourages operators to start maintenance immediately, under the appropriate weather conditions. This will ensure that ice surfaces are in usable condition.

As a service to the community, Program Sponsors are expected to have staff on duty (if applicable) **during scheduled hours of operation**. In the event of a snowfall, operators are expected to be removing snow and encouraging volunteers to do the same.

#### **Start maintenance immediately if there is a...**

##### **Minor snowfall (2 or 3 inches)**

Rink attendants should report to work and clear snow as it is falling. As per the contract, snow removal should be completed and an ice surface in skating condition must be created within 12 hours (weather permitting). The Seasonal Recreation Office will determine the established time.

##### **Major Snowfalls**

Snow should be removed immediately in order to have the rink (or part of it) **open as soon as possible**. The longer the snow stays on the surface, the greater the chance that the snow will bond to the ice. This will make the removal of the snow extremely difficult. As per the contract, all snow must be removed and a surface in skating condition must be established within 24 hours of the end of the storm (weather permitting). The Seasonal Recreation Office will determine the established time.

- **In both instances, commence snow removal immediately.** The City's expectation is that Rink Attendants will begin snow removal at the start of their next shift and that maintenance will continue throughout minor snowfalls.
- For a major snowfall **do not wait for your plow to arrive**, you may not see the plow for several days while it services its priority customers.

##### **Mild weather.**

It is extremely important that a good base Ice is established in order to survive thaws. A solid, thick base protects the ground from heating as much as it would otherwise. You can greatly reduce the amount of damage to your rink by flooding as often as possible during the season in order to build up its thickness.

During mild weather some ice will melt and the water will run off to a low area in the park. If there is a significant amount of melting, there will be run-off canals dug in your ice by the moving water. There is little you can do to stop this. Should part of your rink melt down to the ground during mild weather you will need to re-establish a frozen base in the affected areas. This is done on large areas by shoveling, re-packing and soaking snow to form a new base. If the affected areas are small, they are to be filled in by using slush made in a bucket.

Should you be required to close due to mild weather, please ensure that you inform your Program Coordinator. Do not allow patrons to use the ice. Keeping staff on duty may be expensive, but may prove worthwhile. These staff would inform patrons of the dangers of skating on soft ice, and of the damage they will cause. Groups are expected to have their rink ready for skating within 12 hours.

Post signs on rink poles, at patron entrances and on the field house doors. Check daily to see how your ice is holding up.

**Very cold weather.** When Environment Canada weather forecast predicts a severe cold weather front (where skin will freeze when exposed) the Program Coordinator will advise the Program Sponsor to close. However, during regular operating hours the site must be supervised in case some patrons come to the rink, they can warm up in the facility before returning home.



### **Forecasts**

Program Sponsors and their Rink Attendants are encouraged to be constantly aware of weather conditions and forecasts. Environment Canada updates their 24 hour-a-day weather forecast telephone message every two hours.

## **I. Common Ice Problems**

### **Shell ice**

Shell Ice is a result of applying too much water at one time. It may also occur after a thaw when water that has pooled refreezes. Water freezes from the surface down. When too much water is applied (over 1/8 inch), the surface freezes causing the water underneath to become insulated and it remains as a liquid. The shell on top of the water and/or air bubbles must be broken up, exposing the water and releasing the air. The water below must be allowed to freeze before any subsequent floods can be done.

### **Holes in the ice**

Holes can be dug by water pressure from your hose (if allowed to hit one spot for an extended period of time), by the skates of mischievous young patrons and by water draining during mild weather. In all cases the repair procedure is the same. Simply fill the hole with slush made in a pail or off in the field. Ensure that you level off the slush at the surface level of the surrounding ice or there will be a bump there. Make sure that you allow the slush to freeze solid before applying floods on top.

### **Pebbled surface**

There may be several causes. Your surface will be bumpy if you did not scrape your surface effectively before flooding, the snow will make tiny bumps in the ice. The same thing happens when you flood while it is snowing, or if it snows before your flood can freeze solid. Make sure that you listen carefully for the weather report before you flood your ice to ensure that it will not snow at the same time. To fix, simply flood over the bumps and let the water cover them.

### **Thin ice**

The only way to combat thin ice is to flood as often as possible in order to build up your surface. One of the main causes of thin ice is an insufficiently thick base.

### **Brown/Yellow patches**

If you have brown or yellow round patches in your ice, it is due to the thawing of the ground at these places. The water that is forced to the surface carries small traces of dirt that causes the brown or yellow colour. These patches are not a major problem in themselves, although there may be small bumps occurring at these points. If you have bumps, use a shovel to scrape off excess ice in these areas. Another concern would be that these brown patches will attract the sun's rays in February, and should be covered with a thin layer of frozen slush, if possible, to prevent this risk of further thawing.

## **Ice build-up at sides of boards**

If you do not remove all of the snow where the edges of your surface meet your boards, over time there will be a build-up of ice there. This build-up will curve upwards and be a safety concern to patrons. Injuries may result as patrons skate on the uneven ice, or pucks may fly up into people's faces. To remedy the problem, you must remove the ice that is above the surface level. Use a shovel blade to hack at the ice, this may take some time and will be hard work, but it is necessary to prevent injuries. Be careful of flying ice chips - wear protective eyewear.

## **J. Common repairs**

### **Rink lights**

There is nothing you can do for a burnt out light. Never attempt to climb the pole or fiddle with the electrical box. In any event, please report the problem to have it repaired.

If all of your rink lights do not come on, there is probably a major electrical problem. Immediately report the problem to your Program Coordinator; if the amount of repairs needed is substantial, the work will be performed the next working day rather than have staff working at overtime rates. Your facility may be forced to close for the evening.

### **Sagging light wires**

From time to time, rink light wires will sag to the point that they can be reached by a hockey stick lifted over one's head. Please report this problem immediately to your Program Coordinator and repairs will be done as soon as possible.

### **Burnt lights in field house**

If there is only one or two burnt out, please report them to your Program Coordinator when they come by on their rounds. If the electrical system in the building is not working (lights and/or heat), please inform your Program Coordinator immediately for a service request.

### **Frozen padlocks**

Should your trailer/field house padlock be frozen, (i.e. if you cannot get the key inside or the key will not turn if inserted) without touching your lips to the lock, cup the lock with your gloved hands and blow warm air into the bottom hole of the lock where the key is inserted. You may have to do this for a couple of minutes, but this works 99% of the time. Try the key periodically. It also helps to warm the key by keeping it in your pocket or warming it with the flame of a lighter or match.

### **Leaking hose**

If your hose is leaking, it is almost always due to an old worn out washer. Simply replace the washer. Also, be sure to tighten the hose connections with pipe wrenches.

### **Frozen water source**

There is nothing you can do! Do not try and solve the problem by yourself. Please call in the repair immediately. Please note that this repair typically occurs during very cold weather when other major problems are bound to occur. City crews will prioritize the repairs and may not have a chance to work at your site for several days. Delays in operation due to frozen water sources are all taken into consideration when your operation is monitored and evaluated.

### **Frozen hose**

The only solution is to get the frozen hose into the field house to thaw. This may be very difficult if all of the hose is frozen. You could take the hose apart section by section to get it inside. If only one short section is frozen, you may even be able to connect the rest of the sections and continue flooding some parts of your surface(s).

### **Broken hose reels**

Should your hose reel break down, simply call in the repair to the Seasonal Recreation Office or talk to your Program Coordinator.

A substitute reel may be delivered and the Rink Attendant will be responsible to transfer the hose to the good reel. The City will return a day or two later to pick up and repair the damaged reel.

**Trailer doorknobs**

This is perhaps the most commonly reported damage at trailer sites. Simply call the repair request into the Seasonal Recreation Office or tell your Program Coordinator. Damage is incurred when the door is slammed a great deal, when bumped by hockey sticks as patrons go through the doorway.

**Broken highboard sections**

If possible, you can attempt to hammer the sections back in. If the boards represent a serious safety hazard, make sure that you secure the area before an injury occurs. Report the repair to your Program Coordinator or the Information and Customer Service line.

If board sections are being forced in by the weight of the snow behind them, you must shovel out that snow to reduce the force on the damaged section before it can be hammered back into place.

**NOTE:** Most repairs should be performed by qualified technicians, meaning City staff. There are a few common, minor repairs that you may attempt to temporarily fix yourself, but your Recreation Programmer should be informed nevertheless.



## **SECTION 8**

### **Programming/Special events**

Hockey and free skating traditionally have been the major activities drawing participants to the outdoor rinks.

Any further programming activities set up by you or your association will serve to enhance users' enjoyment and relieve boredom in the winter months.

#### **A. Tips on programming**

Ways to organize your rink and have time to conduct well-planned successful events:

- Schedule your rink time and post your schedule. ex: hockey times, skating times, youth hockey, Parent & Me skating, etc.
- Include special activities in your schedule (i.e. hockey tournament, skating lessons).
- Have an information board on site advertising requests, permits, and resources available in the community.
- Have equipment available for spontaneous play (i.e. hoops and balls, or pylons).
- Advertise your special event. Your Program Coordinator will gladly assist you in distributing flyers to neighbouring rinks.
- Resources - organize a group of interested individuals to assist with special activities. Leave it to them to plan, assist, and promote the activities.
- Invite other rink groups to skating parties on your site.
- One major event during the operating season is recommended. Many groups tend to organize a Winter Carnival.

#### **B. Programming ideas**

You may wish to use some of the following ideas over a weekend for a carnival or just try a few of them out as single events. Use your imagination to add to these ideas or invent your own. Remember, you can ask your Program Coordinator for help in developing program ideas.

- Snow football, snow soccer and snow baseball - all these games can be adapted and played in the snow at the park around the rink, or even on the rink itself. Make sure you are aware of the safety hazards that can arise during these active games and supervise them carefully.
- Make a slide run for sled and toboggans if you have a hill. Get the kids in the area to help pack it smooth or build it up. Have competitions - fastest run, backwards, etc.
- Obstacle courses using rink and park - i.e. in teams, build a snowman, strap on snowshoes and run backwards for a distance, put on one skate and skate twice around rink and so on.
- Decorating Day for rink and shack - decorate for Christmas or choose a theme for your carnival and decorate the park.
- Build snow forts or snow sculptures - in teams or individually.
- Relay races - i.e. running on the ice, crawling through the snow, three or five-legged races, speed skating, etc.
- Fund Raising Events - Skate Challenge - have people collect sponsors for a certain distance skated; use funds for a community activity/ charity.

- Theme days - Challenge of the sexes, Hawaiian days, Valentine's Day.
- Bean or chili supper, pot luck supper, pancake breakfast.
- Treasure Hunt - make up clues for the kids to find around the park or neighbourhood. Use as part of a carnival weekend.
- Bonfire Night - with marshmallows and hot dog roast. Consult with your Program Coordinator to obtain a fire permit.
- Toboggan races - Have groups pull people on toboggans through a course.
- Torchlight Parade - candle light skating.
- Hockey, broomball or ringette tournaments either in your own neighborhood or between other rinks in the city.
- Multiple ski - use two 2 x 4's and strap on loops of rope for footholds - 6 - 8 people try to ski together over a given course.
- Ski days - use your park to offer ski lessons or ski races for a day.

### C. Carnivals

Date, times and locations of all Outdoor Rink Carnivals will be tabulated from the Information Sheets. If you have not included this date, please call the Seasonal Recreation office as **we will be advertising your dates!**

#### Tips on organizing a winter carnival

- Set a date.
- Plan event around a theme.
- If possible, organize a community committee - six to eight weeks prior to event.
- Designate Committee members to specific areas of responsibility.
 

• advertising	• sponsors
• prizes	• treasurer
• refreshments	• programming
• children's games	• volunteers
• equipment set up	• clean-up crew
- Depending on the scale of your event, all of these areas must be considered.
- Meet regularly with your committee to ensure everyone is organized.
- Advertising should be distributed at least two (2) weeks prior to the event. This allows the Community members time to schedule the Carnival into their plans.
- Seasonal Recreation has equipment to support your community event. Please complete the equipment request form (see page 29) and forward to our office via email, **seasonalrecreation@ottawa.ca** or by **FAX 613-580-2591**. Ensure your equipment needs are booked a month in advance. This can prevent major disappointments.
- Make arrangements for equipment pick-up in advance of the day required.
- Check all equipment before assuming it works.
- Check your facilities for electrical outlets if public announcements and food are part of your activity.

**Volunteers** - Ensure you have enough volunteers to cover each area of your program:

For example:

- serve hot chocolate
- supervise sleigh ride
- supervise races/skating
- supervise prizes
- as information officers
- supervise building
- handle sound system and music

#### **D. Outdoor Rinks – Carnival Equipment**

The following is a list of equipment that is usually available on a first-come first-served loan basis.

Please call the Main Office at least **10 days** in advance to reserve your equipment 613-580-2590. At this time, you will set an appointment to pick up the equipment.

The lending procedure allows community groups to book the following equipment (list may change from time-to-time):

Parachutes  
Tug of War ropes  
Potato sacks  
Volleyballs & nets  
Coffee urn  
Megaphones  
Traffic cones (Pylons)

Dexter (Seasonal Recreation mascot) suit  
Chez Shoot to Win (kit)  
Speed Check (radar)  
Broomball Equipment (sticks & balls)  
Snow Shoes  
Pinnies  
Bean Bags  
Hoola Hoops

Groups will be expected to pick up and return equipment from the **Woodroffe Park Field House located at 180 Lockhart Ave.** (just north of the Carlingwood Shopping Centre) *Groups are responsible for all equipment on loan / borrowed*

**Pick up & drop off times:**

- **Pick up: Friday before your event between 2:00 - 6:00 PM**
- **Drop Off: Monday after your event between 2:00 - 6:00 PM**

The Seasonal recreation office will inform you at the time of your call if the equipment you are requesting will be available on the dates of your events 613-580-2590  
seasonalrecreation@ottawa.ca



## Seasonal Recreation Special Event Equipment Request Form

Special event equipment form needs to be completed and sent electronically to [Carmen.renaud@Ottawa.ca](mailto:Carmen.renaud@Ottawa.ca) or [seasonalrecreation@ottawa.ca](mailto:seasonalrecreation@ottawa.ca). It can also be faxed to the Seasonal Recreation Office at 613-580-2591. A City staff will then get back to you and confirm if the equipment requested is available.

**January to March** - Special event equipment must be picked up from the **Woodroffe Field House, 180 Lockhart Avenue**, between 2:00 pm and 6:00 pm on the Friday prior to your event and returned Monday between 2 pm and 6 pm. **Off season** - arrangement will be made with each group.

If there are any last minute changes please notify your Program Coordinator or contact the Seasonal Recreation Office 613-580-2590.

Park Name: \_\_\_\_\_ Date & Time of Carnival: \_\_\_\_\_

Contact: \_\_\_\_\_ Home phone number: \_\_\_\_\_ Work phone number: \_\_\_\_\_

Pick-up Time (2-6 p.m.): \_\_\_\_\_ Drop off Time (2-6 p.m.): \_\_\_\_\_ e-mail address: \_\_\_\_\_

Equipment	Equipment available	Quantity Required	Quantity Available	Quantity Returned Missing/damaged Equipment	Replacement Cost
Shoot-to-Win game	Winter				\$ 200
Snow Shoes	Winter				\$ 50 pair
Tug of War Rope	Winter & Summer				\$ 150
Parachute	Winter & Summer				\$ 75
Pylons	Winter & Summer				\$ 10
Potato Bags	Winter & Summer				\$ 1
Broomball Sticks and Ball	Winter				\$ 30 stick
Hoola Hoops	Winter & Summer				\$ 7
Speed Check	Winter & Summer				\$ 175
Bean Bags	Winter & Summer				\$ 2
Dexter Costume	Winter & Summer				\$ 500
Coffee Urn	Winter & Summer				\$ 100
Hot Water Urn	Winter & Summer				\$ 100
La Crosse set (12 sticks)	Summer				\$ 30 stick
Ringette set (12 sticks)	Winter				\$ 30 stick

I confirm that I have received the equipment, as indicated. I agree and understand that I am responsible for returning the Seasonal Recreation equipment. In the event that equipment is lost or that the Seasonal Recreation Staff consider the equipment to be damaged, I agree to replace the item(s). The money to replace the equipment will be deducted on the last Outdoor Fun instalment

Group Contact Signature: \_\_\_\_\_



## E. Permits

Please contact your Program Coordinator in your area for more information.

### GUIDELINES FOR OUTDOOR RINK PERMITS:

1. **There must be a minimum of 12 skaters/players present at the start time to take advantage of permitted time. No exceptions.**
2. A permit is issued for the dates, days and times indicated and may not be transferred.
3. Permits should not be granted during prime-time hours (6:00pm-8:00pm on weekdays, 12:00pm-8:00pm on Weekends).
4. Inclement weather such as snowfalls or mild temperatures may cause rinks to be unavailable for use during the time specified on your permit. To find out if the site is open, the permit holder should call the **Seasonal Programs office at 613-580-2590 during office hours (9-5 p.m.)**.
  - \* Please note that skating on the rinks during mild weather can damage the ice for the remainder of the season and pose a safety hazard for users.
5. The permit will be canceled if permit holders have not shown up for their scheduled time on two consecutive occasions. Permit holders must inform the Seasonal Programs when they know they will miss their scheduled time.
6. The rink attendant may ask to see a copy of the permit.
7. Permit holders must follow the direction of the rink attendant and/or the representative of the City of Ottawa's Department of Community Services.
8. Smoking is not permitted in City of Ottawa facilities or trailers.
9. Alcohol is not permitted on City property.
10. Only a responsible adult is to have access to the keys. Keys are not to be duplicated. The key holder is responsible for the changing facility and supervision during the permit time. You must lock the changing facility while using the rink.
11. Children must have adult supervision at all times, on the ice surface and in the facility.
12. The City of Ottawa will not be responsible for articles lost, stolen or damaged while on the premises.
13. Due to limited manpower and heavy rink usage, it may be necessary for you to scrape the ice before your game. Scraping the ice at the end of your allotted time is a requirement. The rink attendant will supply the scrapers. **Please ensure the scrapers are returned to the facility.**
14. For safety, it is recommended that individuals wear helmets while using the rink.
15. To assist community operators with ice maintenance, please ensure snow banks around ice surfaces are left intact.
16. Rinks may not be used after 10:00 p.m.
17. The rink season starts the 1st week of January and ends February 28 (weather dependant).

## F. Year End Outdoor Rink Operator Appreciation Breakfast

At the end of every outdoor rink season, the Seasonal Recreation office holds a Rink Operator Appreciation Breakfast. The breakfast generally occurs on the last Sunday in February.

You are encouraged to invite staff and volunteers from your rink operation to attend.

The breakfast is a perfect time to come by, relax, and chat with other rink associations, groups, sponsors and attendants from across the City of Ottawa. As well as, enjoy a breakfast specially prepared by the Seasonal Recreation staff.



## SECTION 9 Evaluating your operation

The Evaluation Key is the guide that your Program Coordinator uses to generate a numerical rating of your operation, on a scale of 1-5, as broken down into five categories.

During site visits your Program Coordinator will evaluate your operation on the quality of Ice, ice maintenance, field house maintenance, supervision, organization and the attendance.

Program Sponsors will receive a copy of their season ending status reports. Copies of site visit inspection forms will be available upon request.

## EVALUATION KEY

	ICE QUALITY	ICE MAINTENANCE	FIELDHOUSE MAINTENANCE	SUPERVISION	ORGANIZATION
1	<ul style="list-style-type: none"> <li>➢ All or portions of rink not in skating condition</li> <li>➢ Rink presents a safety hazard and should not be open to general public</li> <li>➢ Dangerous large bumps, cracks and shell ice</li> </ul>	<ul style="list-style-type: none"> <li>➢ Surface is significantly smaller than agreement requirements</li> <li>➢ No pathway or dangerous pathway</li> <li>➢ Snow removal is not initiated in accordance with agreement requirements</li> <li>➢ Rink is unusable due to lack of maintenance (i.e. poor flooding, poor scraping)</li> <li>➢ No emergency access route</li> <li>➢ One surface is given priority</li> <li>➢ Majority of maintenance is done during supervision hours</li> <li>➢ Hbrsegate is not installed</li> <li>➢ Access to facility is not clear</li> </ul>	<ul style="list-style-type: none"> <li>➢ Unauthorized storage of snowblower</li> <li>➢ Does not respect snowblower storage guidelines</li> <li>➢ Equipment stored in unsafe manner (i.e. hoses on floor not coiled, door blocked)</li> <li>➢ Garbage on floor</li> <li>➢ Little or no maintenance of washrooms/fieldhouse</li> <li>➢ Fieldhouse not usable by general public</li> <li>➢ Hazardous substances in fieldhouse</li> <li>➢ No information posted</li> <li>➢ Garbage in facility for excessive time</li> </ul>	<ul style="list-style-type: none"> <li>➢ Rink Attendant is under 16 years of age</li> <li>➢ Rink Attendant is not on site</li> <li>➢ Rink Attendant is not aware of emergency procedures</li> <li>➢ Rink Attendant is acting in an unprofessional manner</li> <li>➢ No First Aid Kit on site</li> <li>➢ Failure to report repairs, accidents, vandalism etc.</li> <li>➢ Consistently opens late and/or closes early</li> <li>➢ Forms are not completed (i.e. in attendance)</li> <li>➢ Hours of operation are not posted</li> </ul>	<ul style="list-style-type: none"> <li>➢ Rink Attendant is under 16 years of age</li> <li>➢ No First Aid Kit on site</li> <li>➢ No system in place regarding emergency procedures</li> <li>➢ Little/no involvement in the rink operation or the actions of the subcontractor</li> <li>➢ Unresponsive to input from Rink Attendant and/or Recreation Programmer</li> <li>➢ No programming (i.e. Winter Carnival)</li> </ul>
2	<ul style="list-style-type: none"> <li>➢ Public can skate but still hazardous due to hose marks, bumps, holes areas not scraped and shell ice</li> <li>➢ Ice thickness: 4" or less</li> </ul>	<ul style="list-style-type: none"> <li>➢ Surface is slightly smaller than agreement requirements</li> <li>➢ Pathways are not always cleared; there are large ruts/bumps/holes irregular maintenance (i.e. less than 4 floods per week). Poor flooding</li> <li>➢ Snow removal is not completed in accordance with agreement requirements</li> <li>➢ Emergency access route is not clear</li> <li>➢ Hbrsegate is installed but blocked by snow occasionally, major maintenance is done during operational hours</li> <li>➢ Ice built up at entrance of facility</li> </ul>	<ul style="list-style-type: none"> <li>➢ Part of the equipment is properly stored</li> <li>➢ Irregular maintenance of washrooms/fieldhouse</li> <li>➢ Some information related to programs posted</li> </ul>	<ul style="list-style-type: none"> <li>➢ Rink Attendant is on site but not doing active supervision; has limited knowledge of emergency procedures</li> <li>➢ Missing supplies in First Aid Kit</li> <li>➢ Repairs, accidents, vandalism etc. are frequently not reported</li> <li>➢ Forms are frequently not completed or inaccurate</li> </ul>	<ul style="list-style-type: none"> <li>➢ Missing supplies in First Aid Kit</li> <li>➢ Unclaimed emergency procedures</li> <li>➢ Little support offered to Rink Attendant or subcontractor</li> <li>➢ Input from Rink Attendant and/or Recreation Programmer is rarely acted upon</li> <li>➢ Accessible but has lapses in communication with Rink Attendant and Recreation Programmer</li> <li>➢ Limited programming</li> <li>➢ Little awareness or involvement in the rink program</li> </ul>
3	<ul style="list-style-type: none"> <li>➢ Consistently smooth surface with minimal number of ruts, bumps etc.</li> <li>➢ Edges are smooth</li> <li>➢ Ice thickness: 5" - 6"</li> </ul>	<ul style="list-style-type: none"> <li>➢ Clear pathway with minimal ruts and bumps</li> <li>➢ Regular maintenance: 4 floods per week, daily scraping, snow removal completed in accordance with agreement requirements</li> <li>➢ Both surfaces are equally maintained</li> <li>➢ Access route is clear and usable</li> <li>➢ Hbrsegate is installed and clear of snow</li> <li>➢ Entrance to facility is kept clear</li> </ul>	<ul style="list-style-type: none"> <li>➢ Fieldhouse usable by general public</li> <li>➢ Equipment properly stored</li> <li>➢ Regular maintenance of the facility</li> <li>➢ No hazardous substances in fieldhouse</li> <li>➢ All pertinent information related to the programs posted</li> <li>➢ Garbage is disposed of every week</li> <li>➢ Respects snowblower storage guidelines</li> </ul>	<ul style="list-style-type: none"> <li>➢ Rink Attendant is recognized by the general public; is aware of emergency procedures; is actively supervising the surfaces and the facility</li> <li>➢ Complete First Aid Kit</li> <li>➢ Repairs, accidents, vandalism etc. are reported regularly</li> <li>➢ Forms are completed and handed in on time</li> <li>➢ Effective communication skills</li> <li>➢ Hours of operation posted</li> </ul>	<ul style="list-style-type: none"> <li>➢ Complete First Aid Kit system of emergency procedures in place (i.e. staff are trained)</li> <li>➢ Supportive of Rink Attendant and is aware of his/her day to day activities; investigates and attempts structured and unstructured programming</li> <li>➢ Promotes community permits; encourages voluntarism</li> </ul>
4	<ul style="list-style-type: none"> <li>➢ Level and smooth surface</li> <li>➢ No flaws</li> <li>➢ Neat edges</li> <li>➢ Ice thickness: 7" or more</li> </ul>	<ul style="list-style-type: none"> <li>➢ Pathways are well maintained</li> <li>➢ Flooding done more than 4 times per week</li> <li>➢ Scraping when necessary during operational hours</li> <li>➢ Emergency access is always cleared</li> <li>➢ Entrance to facility is kept clear without ice (done A.S.A.P. after snowfall)</li> </ul>	<ul style="list-style-type: none"> <li>➢ Facility is well maintained</li> </ul>	<ul style="list-style-type: none"> <li>➢ Rink Attendant is doing on-site programming</li> <li>➢ Rink Attendant is approachable and friendly</li> <li>➢ Rink Attendant reacts to situations quickly</li> <li>➢ Effective communication with City representative</li> <li>➢ Hours of operation, and all other pertinent information, are posted</li> </ul>	<ul style="list-style-type: none"> <li>➢ Demonstrates responsibility to community needs</li> <li>➢ Organizes special events (i.e. carnival)</li> <li>➢ Promotes community involvement</li> <li>➢ Effective communication with City representative</li> </ul>
5	<ul style="list-style-type: none"> <li>➢ Glass like appearance</li> <li>➢ Level and smooth surface (including corners)</li> <li>➢ Ice thickness: 8" or more</li> </ul>	<ul style="list-style-type: none"> <li>➢ Flooding as often as weather permits</li> <li>➢ Wide pathways are maintained as well as ice surface</li> <li>➢ Scraping when necessary during operational hours, before and after the day</li> <li>➢ Immediate start and continuous removal of snow during a minor/major snowfall</li> <li>➢ Both surfaces surpass requirements</li> <li>➢ All major maintenance is done outside of regular operational hours</li> <li>➢ Entrance to facility is kept clear without ice</li> </ul>	<ul style="list-style-type: none"> <li>➢ Extra effort to ensure that the facility is well maintained and neat (such as paper or glass recycling program)</li> <li>➢ Daily fieldhouse maintenance</li> </ul>	<ul style="list-style-type: none"> <li>➢ Rink Attendant has First Aid certification</li> <li>➢ Effective communication with the City representative, organization and general public</li> <li>➢ Continuous effort in offering on-site programming</li> <li>➢ Rink Attendant is approachable and friendly; goes out of his way to help patrons</li> <li>➢ Hours of operation are posted; all special events are advertised</li> <li>➢ Excellent customer service</li> </ul>	<ul style="list-style-type: none"> <li>➢ All Rink Attendants have First Aid certification</li> <li>➢ Organizes special activities on a regular basis (i.e. skating lessons, snow sculpture contest)</li> <li>➢ Effective communication with City representative, Rink Attendants and general public</li> </ul>

1 = Unacceptable 2 = Below minimum standard 3 = Minimums

## **SECTION 10**

### **Glossary of Terms**

#### **747**

The brand name of the type of padlock used on some park entrance gates/chains.

#### **Abus AND L.D.S.**

A brand name of the type of padlock used on some wooden field houses, equipment boxes and some park entrance gates and chains; either a 50, 60 or 70.

#### **Base Ice**

The first step in building an ice surface; consists of two phases, the first being to establish a layer of frozen slush and the second being to apply water to ultimately get a smooth surface.

#### **Beam Lights**

Rink lights that are square and shine light only in one direction.

#### **Brackets**

The supports used to hold up highboards; the inner ones are removed between the two phases of base ice.

#### **City of Ottawa Call Centre**

The City of Ottawa's 24-hour emergency phone number (613-580-2400 or 311) is managed by staff with access to on-call phone numbers. This is also the general information line for the City of Ottawa services.

#### **Comfort Station**

A small brick building on a park that is small and only has a small office area and washrooms.

#### **Double Ice Surface**

Two ice surfaces, each with a minimum of 3,500 square foot ice surface available for use and with lighting, water supply, supervision and end boards, where required.

#### **TUPW (Transportation Utilities and Public Works)**

A City branch that performs all repairs related to the Program; ex: plumbers, electricians, carpenters, cleaners, etc.

#### **Evaluation Key**

The guide used by Recreation Programmers to monitor and grade each rink operation. It defined the requirements for qualities of Ice, Maintenance, Supervision, Field house Maintenance and Organization.

#### **Field house**

A brick building on the park that typically has changerooms, washrooms and a central office area.

#### **Flooding**

Applying water to your surface to both smooth the surface and build up ice thickness.

#### **Grant Agreement**

The contract that is signed between the City of Ottawa and the Program Sponsor (usually a community association). The contract outlines the responsibilities that each must follow through with. Once called a Purchase of Service Agreement.

#### **Hasp**

The part of a locking mechanism that swings into place, as on the trailer doors or on the green equipment boxes.

**Horse Gate**

The 12' section of boards that can be temporarily removed or swung open to allow a plow or snowblower to access the primary surface. Used at both highboard and lowboard sites. Also called the "maintenance section".

**Hose Clamp**

Metal circular band that is tightened using a screwdriver. It fits over the end of each section of hose where it attaches to the brass metal hose connectors. The clamps secure the hoses to the connectors and prevent water leakage. Available from your Recreation Programmer.

**Hose Nozzle**

The nozzle is a device that screws onto the outlet end of the hose and allows for a spray to come out. They can be purchased at most hardware stores. The city uses a 1" hose. Not supplied by the City.

**Hose Washer**

Washers are round rubber rings that fit snugly into the female connectors of the hoses. They are essential to eliminating water leakage from hose joints and from where the hose is connected to the water source. Available from your Recreation Programmer.

**Major Snowstorm**

Any storm that drops a significant accumulation of snow. Snow removal must be initiated immediately and a surface in skating condition must be established as soon as possible, or within 24 hours of the end of the snowfall.

**Minor Snowstorm**

Any storm that drops a minimal amount of snow. Snow should be cleared immediately and a surface in skating condition must be established as soon as possible, or within 12 hours of the end of the snowfall.

**Program Coordinator**

The City employee responsible for liaison with Program Sponsors and Rink Attendants. They are the person who will be doing the site visits. Each is responsible for a certain geographic region of the City

**Puddle Rink**

A single ice surface with a minimum 1,600 square foot total ice surface. To be included with a Rink (as described below), where land and park permits are available.

**Seasonal Recreation Office**

A Division of the Department People Services responsible for overseeing the operation of outdoor rinks and wading pools .

**Patron**

Any member of the public that has come to the site to use the facility and surfaces.

**Pebbled Ice**

The bumpy ice that results from flooding while it is snowing or flooding without properly scraping the ice surfaces.

**Permits**

Permits reserve exclusive use of one of the surfaces for the specified period (usually up to one hour each).

**Player's Gate**

At highboard sites, it is the 2' gate that opens and closes to allow patron access to the primary board surface.

**Primary Surface**

The larger of the surfaces at each site; usually the busiest.

**Program Sponsor**

The Community Group or individual responsible to operate an outdoor rink.

**Pumpkin Lights**

The round pumpkin shaped lights used at most highboard sites; similar to street lights in that their light covers a circular area.

**Rink with puddle**

Two ice surfaces. One ice surface has a minimum of 9,000 square foot total ice surface with full boards, lighting, accessible water supply and supervision where required. A second ice surface has a minimum of 1,600 square foot surface area.

**Rink without puddle**

A single ice surface with a minimum of 9,000 square foot total ice surface with full boards, lighting, accessible water supply and supervision, where required.

**Scraper**

A long-bladed shovel designed exclusively for pushing snow.

**Secondary Surface**

The smaller of the ice surfaces at each site. They all have snowbank sides. They are usually used to provide space for an alternate activity to that being done on the primary surface (ex. If there is hockey being played on the primary surface, the secondary surface could be used for pleasure skating).

**Shell Ice**

An ice problem that occurs when too much water is applied at one time. There will be air bubbles under the thin sheet of ice, and the ice must be broken to allow the air to escape before that part can be flooded over.

**Spigot**

The threaded metal connector end of the hose section that the water comes out of when flooding (outlet end). It also refers to the same type of hose connectors found at the ends of each hose section, and to the threaded end of the water source pipe.

**Tap Key**The 'T' - shaped metal bar that is used to turn on the water at water sources found in the parks.

