

ICE ALLOCATION POLICY AND PROCEDURES

1.0 INTRODUCTION

Vision

Owen Sound's vision is to be a community of choice for all, distinguishable by its authenticity, natural amenities, diversity and community spirit.

Mission

The City of Owen Sound governs and advocates on behalf of all citizens by providing infrastructure and services which respect the environment and allow individuals and business to prosper.

PURPOSE

The City of Owen Sound has a Strategic Plan that promotes a range of recreation opportunities for youth in various opportunities for recreation during the winter and summer for a range of individuals and groups. The City has an inventory of three ice pads.

The purpose of this policy is to:

- Clearly define and communicate how ice will be managed, allocated and distributed
- Serve as a guide for the ice allocation process
- Promote and encourage participation in ice sports to the overall benefit of the community.

The policies identified in this document establish and clarify the City's responsibility for ice allocation, facility administration and its commitment to the management of:

- Fair and equitable ice allocation that maximizes use of the facility;
- Fiscally responsible ice facility operations;
- Processing of tournament, special event and seasonal ice rentals;
- Special event management;
- General administration requirements;
- Facilitate opportunities for active and healthy lifestyle;
- Safe and accessible services for all people.

2.0 ICE ALLOCATION RESPONSIBILITY

In the City of Owen Sound, the Community Services Department (CSD) has the responsibility to manage the allocation and distribution of ice on an annual basis to reflect population, registration, utilization and participation patterns. The CSD is responsible for the implementation of the policies as outlined.

3.0 ICE FACILITY OPERATIONS

The City of Owen Sound will responsibly manage its ice resources to ensure optimum usage and programming, to reflect the goals of the City's Strategic Plan and Recreation, Parks and Facilities Master Plan. The day to day operations of the City's Recreation Facilities containing the ice pads will be the responsibility of the Operations Department, Facilities Division.

The policy will be reviewed annually in **December** through the City's Recreation and Parks Advisory Committee as the need arises. Appendix A outlines hours of operation. City staff will update, as necessary, relevant portions of this document as approved by City Council.

The staff responsible for Ice Allocation and Ice Facility Operations will work in a cooperative manner in the implementation of this policy.

4.0 ICE ALLOCATION AND DISTRIBUTION

4.1 Scheduling Priorities

Ice will be allocated utilizing the following order of priority:

1. Owen Sound Attack Junior A Hockey Team (in accordance with City agreement)
2. Owen Sound Junior B Greys (in accordance with City agreement)
3. City of Owen Sound Recreational Programs
4. Minor Sports Groups
5. Seasonal Organizations
6. Board of Education
7. Commercial and Occasional Users

4.2 Definitions of Groups

i. City of Owen Sound Recreational Program

The City provides access to recreational ice opportunities through municipal skating programs. Programs provide low cost access to recreational skating and hockey opportunities organized through the CSD. Opportunities include, but are not limited to, public skating, Skate 8, lunch skate, adult evening skate, and shinney hockey. Programs are provided in response to need and the provision of such programming is reviewed in conjunction with the review of this policy.

ii. A City of Owen Sound Minor Sports Group is defined as follows:

- i. A non profit recreational group based in the City of Owen Sound, dedicated to minor sports (18 and under)
- ii. An established provider of quality recreational programs, primarily for youth
- iii. The main provider of its particular activity for youth in the City of Owen Sound
- iv. Membership in the group is dominated by residents of the City and its Recreation Partners (Georgian Bluffs and Meaford)
- v. Organizations recognized as Minor Sports Groups must also:
 - a. Have constitutions
 - b. Be incorporated
 - c. Have an auditable annual financial statement
 - d. Be affiliated with a recognized regional, provincial or national organization. The choice of this affiliation is at the discretion of the minor sports group.

(If the status of a minor sports group comes into question, the group may be required to re-produce evidence that the conditions under which it was granted partner status still apply.)

The listing of minor sports groups is found at Appendix B.

iii. Tournaments and Special Events

The City of Owen Sound Strategic Plan encourages an active role for the City in facilitating, enhancing and promoting festivals and special events in the City. Generally tournaments and special events are competitions hosted by recognized City minor sports groups. They may also include events of regional or provincial significance. Tournaments may also be hosted by Seasonal organizations and other occasional users such as men's hockey leagues. Special events are not limited to competitions and may include events

such as trade shows or exhibitions. Tournament and Special Event time is allocated above and beyond a group's regular season allocation. The City would continue to encourage existing tournaments and special events.

iv. Seasonal organizations

Groups in this category are defined as groups that use an ice facility on a weekly basis for an entire season. Examples include men's or ladies hockey, pick up hockey groups etc. The City wishes to recognize long term groups. Grandfathered status will provide existing clients (prior to 09/10 season) access to historical ice (same or similar date or time) to all seasonal clients that have had the same hour(s) for two or more consecutive years prior to 2009/10.

Client is the name of the organization or individual in which the contract is held.

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

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

The listing of seasonal organizations is found at Appendix F.

v. Boards of Education

A publicly funded school or a not-for-profit school recognized by the Province of Ontario as an education institution located in the City of Owen Sound within the areas subject to Recreation Agreements.

School bookings, including high school hockey and intramural teams are administered on a first come, first serve basis through the CSD.

vi. Occasional or Commercial Users

These groups are organizations or individuals that use ice time with the intent of generating positive net income (profit).

4.3 Residency

The City of Owen Sound subsidizes ice and floor time for minor sports organizations for City residents as well as residents within municipalities who have Recreation Agreements with the City. The City recognizes the tax-based contribution provided by its residents and recreation partners toward the development (capital) and operation of recreation ice facilities and recognizes that residents will receive priority over non residents in the allocation of ice time. Residents from Georgian Bluffs and Meaford are also considered "residents" for the purpose of implementing this policy with respect to users under the age of 18 years (youth). The current agreements do not include a contribution for adults. The City's Recreation, Parks and Facilities Master Plan recognizes that the agreements with these groups should include a contribution to capital and operating costs.

The City reserves the right to impose residency requirements or limitations at any point in time in the future when it is deemed necessary to so (i.e. if restricted ice capabilities).

The City may accommodate the regular use of ice by non-residents after resident demand is satisfied and under special circumstances such as agreements. Non-residents will not achieve historical status in regard to ice allocation from year to year. Non-resident use will be reviewed on a case by case basis as ice time permits.

5.0 ENTITLEMENT AND DISTRIBUTION

5.1 Weekly Hours of Entitlement and Distribution to Minor Sports Groups

On an annual basis, the City's Minor Sports Groups shall provide registration data for the previous year or for the upcoming year if this information is available. This information will be provided annually by the 1st day of January for the previous year.

The ideal Ice Time Allocation for various age and competition levels for hockey, ringette and skating shall be considered and is the ultimate goal in the allocation of ice to the Minor Sports Groups. The recommended standards will include but may not be limited to Ontario Minor Hockey Association, Skate Canada, etc and are outlined in Appendix C. This allocation will be the goal of this policy. This information will establish the ideal ice allocation to each group. Until more ice time is available, only a part of this time may be initially achieved.

5.2 Seasonal Commitment

All minor sports groups and seasonal users are required to commit to a minimum:

Fall and Winter: 22-24 consecutive weeks to be completed between September 1 and the end of winter session March 31. Exceptions to the 22 week minimum may be made when the City is unable to supply replacement ice for disruptions to regular ice time and emergency closures.

Spring: April, May and June

Summer: A minimum of 8 consecutive weeks to be completed between July 1 and the week prior to the Labour Day weekend. Exceptions to the 8 week minimum may be made when the City is unable to supply replacement ice for disruptions to regular ice time and emergency closures. Preference will be given to users that book for the entire summer season July 1 to the week period to the Labour Day weekend.

If a user can not contribute to the required number of weeks, they will be considered an occasional user.

5.3 Time Period Entitlements and Restrictions

All minor sports groups will receive an equitable distribution of prime and non-prime hours in accordance with Section 5.1.

All minor sports groups, regardless of gender, level of competition, and total hours of entitlement shall not receive relatively more or less prime time access than a similar client.

Adult ice will not be allocated prior to 9 p.m. except where an earlier time may reflect a historical grandfathered ice time. The City retains the right to provide ice only at same or similar time. No ice time slot is guaranteed. Exceptions may be granted where the requirements of youth and City recreational users are being met where ice is available and not required by youth.

Fall, Winter & Spring – Prime and Non Prime

Prime Time	Monday – Friday	4:30 pm - Close
	Saturday & Sunday	Open - Close
Non-Prime Time	Monday - Friday	Open - 4:30 pm
	Saturday & Sunday	Not Applicable

Summer – Prime and Non Prime

Prime Time	Monday – Sunday	Open - Close
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5.4 Deadlines for Ice Time Requests and Timing of Allocation

When forwarding ice time requests to the CSD, the following time frames are mandatory. The date for final determination of ice time is also indicated.

<u>CLIENT</u>	<u>FALL/WINTER</u>		<u>SPRING</u>		<u>SUMMER</u>	
	<u>REQUEST</u>	<u>ALLOCATED</u>	<u>REQUEST</u>	<u>ALLOCATED</u>	<u>REQUEST</u>	<u>ALLOCATED</u>
Jr A Attack		n/a		n/a		n/a
Greys		n/a		n/a		n/a
Minor Sports Groups	Jan. 15	Feb. 28	Oct. 15	Nov. 15		n/a
Seasonal Organizations	Jan. 15	Feb. 28	Oct. 15	Nov. 15	Feb. 15	Mar. 15
Board of Education	September 30	Upon request	Oct. 15	Nov. 15		n/a
Commercial/Occasional	Jan. 15	Feb. 28	Oct. 15	Nov. 15	Feb. 15	Mar. 15

** Allocation timing is a goal and may be subject to change by City.*

5.5 Conflict Resolution

Ice time conflicts that arise will be highlighted by the CSD. The CSD will attempt to resolve the conflict in a manner consistent with the policy. Should a conflict remain, the groups involved in the conflict will be invited to attend a meeting chaired by the Recreation and Parks Advisory Committee. Each group will be asked to submit in writing the rationale for their requirement of the ice time in conflict. The following factors will guide the final decision:

- User group historical ice allocation.
- The degree in which the user group ice time requests have been met, apart from the ice time request in conflict and number of participants affected.
- The age of the user group as it relates to the ice time in conflict as well as residency.
- The sport requirements of the group as per Appendix C.
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The Recreation and Parks Advisory Committee shall make a recommendation to City Council regarding the conflict. The decision of City Council shall be final.

6.0 PROCESSING AND MANAGEMENT OF TOURNAMENTS AND SPECIAL EVENTS

The City is committed to achieving a balance between recreational and tournaments/special event use during the regular fall/winter ice season. New tournaments will only be permitted where ice time permits in accordance with the terms outlined in this policy. The goal of the CSD is to minimize the impact of tournaments on regular programs and league play.

A complete list of existing tournaments is contained at Appendix D.

7.0 PROCESSING AND MANAGEMENT OF ICE APPLICATIONS AND PERMITS

Controls must be in place to minimize the negative impacts that unused, returned, amended and cancelled ice have on the arena system operation and its users. As such the CSD will apply all guidelines outlined in this policy to reasonably and responsibly manage unused ice or changing ice needs once permits have been issued.

7.1 Signed Contract/Permit

The CSD will provide to the user, a contract/permit listing all ice time allocated to the user for the season based on timing in Section 5.4. The signed contract/permit is due to be returned a minimum of two (2) weeks after receipt.

7.2 Changes to Signed Contract/Permit

The CSD will make every effort to accommodate ice allocation requests in accordance with this policy. Users with overdue accounts may, at the discretion of the CSD, have their ice time cancelled and/or lose their grandfathered status for the next season. Overdue accounts will be subject to an interest penalty as per standard City rate. Once the CSD has received the signed contract/permit, the user agrees that all times listed in the contract/permit will be paid on the first day of each month, from the beginning of the ice season to the end of the ice season, with no right of cancellation except for the following:

- a) If the user refuses to use the facilities due to unsuitable ice surface conditions provided the Facilities Manager or staff on duty is in agreement, or
- b) If roads within the City are closed or police are warning people to stay off roads within the City as confirmed by the CSD, or
- c) If the City cancels ice due to holidays, safety concerns, mechanical breakdowns, weather conditions or emergency closures, or
- d) If the City cancels due to a significant or high profile event as per Section 7.6.

7.3 Transferred Ice/Ice Trades/Sub Leased Ice

The City is the sole authority for all ice times. The practice of transferring, trading or sub-leasing ice between permit holders is NOT allowed.

It is recognized that last-minute changes to the intended use of the ice may occur under infrequent and unforeseen circumstances. The City must be aware of and be able to control the intended use of all ice permitted within its facilities at all times. The CSD must be notified by the permit holder, even after the occurrence, of any ice that is no longer required for use by the permit holder. In this event, the CSD will make every effort to reallocate the cancelled ice time based on the priority outlined in this policy. The CSD reserves the right to accept only hours that hold the greatest potential for rebooking. If this available ice time is not booked to another user, the original permit holder will be responsible for payment of that ice time. Failure to notify the CSD may result in termination of the permit and cancellation of future bookings.

7.4 Permit Cancellation

Once an ice rental contract has been signed, the following cancellation policies are in effect. The minimum amount of time that can be cancelled is one (1) hour.

The City reserves the right to accept only hours that hold the greatest potential for re-booking. If a user is unable to fulfill their seasonal commitment and regularly cancels ice time requested, the City reserves the right to make a permanent adjustment to the user's next year allocation.

Tournament and Special Events

60 days written notice to the CSD in order for full refund. A partial refund of 25% shall be given with 30 days written notice to the CSD. In this event, the CSD will make every effort to reallocate the cancelled ice time based on the priority outlined in this policy. In either case, if the CSD is able to book the ice, a refund will be provided. The CSD reserves the right to accept only hours that hold the greatest potential for rebooking.

Minor Sports Groups, Seasonal Clients and Board of Education

Prior to meeting the minimum seasonal commitment in Section 5.2 of this policy, 30 days written notice to the CSD is required to receive full permit refund.

Following meeting the minimum seasonal commitment in Section 5.2 of this policy, seven (7) days written notice to the CSD is required to receive full permit refund. Where a user regularly cancels an ice time using the 30 day cancellation policy, the City reserves the right to adjust the permit and cancel this time for the remainder of the season.

In either case, if the CSD receives less notice than is required and is able to book the ice, a full refund will still be provided.

Commercial and other Occasional Users

30 days written notice to the CSD in order for full refund. Where the CSD receives less than 30 days written notice, a refund will only be given if the CSD is able to rebook the ice less a \$20 administration fee.

7.5 Program or Leisure Skate Cancellations

In order to minimize user frustration, dissatisfaction and other negative impacts, the City will not cancel City programs and leisure skate times, with the exception of the following:

- i. Significant and high profile events as directed by Council
- ii. Low registration in programs
- iii. Emergency shut down situations or ice maintenance.

Where such cancellations are necessary, the CSD will make reasonable efforts to notify users of such programs.

7.6 Permit Cancellations by the City of Owen Sound

The City reserves the right to reasonably postpone, reschedule or cancel any permit due to various circumstances. The City reserves the right to cancel a permit or portion of a permit without notice or refund should there be a breach of conditions or regulations or should the City be of the opinion that the facilities are not being used for the purpose contained in the application or for a significant or high profile event as approved by Council.

8.0 GENERAL ICE MANAGEMENT

8.1 Ice Flood Schedules & Dressing Rooms

All ice booked consists of a 50 minute hour with the remaining 10 minutes for resurfacing where applicable. The City requires that all groups supply ice use schedules and flood requirements to the Facilities Manager or his designate on a weekly basis during the season.

The City reserves the right to accept or modify ice flood requests to ensure operational efficiencies.

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

8.2 Curfew Ice

The City reserves the right to curfew any games, including tournament games to maintain the schedule submitted and will consider cancellation of any or all permits if the user does not cooperate with implementation of this Ice Allocation Policy.

Users are responsible to advise the CSD of any special requirements regarding curfews at the time the schedules are submitted.

8.3 Temporary Ice Cancellations and Redistribution

In the event of a multi-day facility closure, the CSD will redistribute ice times so that all ice users are impacted while certain types of ice use are protected from cancellation over others. The City will employ the priorities and procedures identified in this policy in the redistribution. The decision of the City shall be final.

8.4 New Organization or Emerging Sport

When reasonable, the City will recognize a new ice organization or emerging ice sport and will make reasonable effort to allocate ice time to enable it to establish its programs and services in the City. Recognition and ice allocation will occur once the conditions and criteria outlined in this policy are met and if existing users will not be adversely impacted. New organizations/programs will be accommodated only to provide for unmet community needs.

Where possible, the development of new programs or the expansion of groups should be encouraged to be extensions of organizations already established (i.e. creating umbrella organizations).

8.5 Opening Arena Outside of Standard Hours of Operation

The opening of arena facilities on statutory holidays when they are normally closed, or beyond established operating hours (as defined by the Ice Allocation Policy) will be considered only if the applicant agrees to pay for the full operational costs for such an opening and pending the availability of staff. Application does not guarantee approval. All ice will be at the prime time rate.

9.0 GENERAL ADMINISTRATION

9.1 All applicants and users must submit all requests for permit applications (ice time), amendments and cancellations on City approved forms as per Appendix E.

9.2 The City reserves the right to reject application and requests from users who submit forms which are not complete or contain incorrect information.

9.3 Ice Allocation and Management Policy and Procedures Review and Update

The Ice Allocation Policy will be reviewed on an annual basis, initiated by the CSD.

9.4 Insurance Requirements for All Facility Users (effective September, 2012)

The organization shall, at all times during which it is allocated ice time in the City Recreational Facilities, arrange, pay for and keep in force and effect Comprehensive General Liability Insurance on an "occurrence" basis including personal injury, bodily injury and property damage protecting the Corporation of the City of Owen Sound, its elected officials, its employees, agents and contractors (hereinafter "Released Persons") and the organization against all claims for damage or injury including death to any person or persons, and for damage to any property of the Released Persons or any public or private property, howsoever caused including damage or loss by theft, breaking or malicious damage, or any other loss for which the Released persons or the organization may become liable resulting from the organization's use of ice time in the City facilities. Such policy shall be written with inclusive limits of not less than Two Million Dollars (\$2,000,000), shall contain a liability clause, a severability of interest clause, shall be primary without

calling into contribution any other insurance available to the Released persons as additional insured parties. The Corporation of the City of Owen Sound shall be named as an additional insured.

The organization shall release each of the Released persons and waives any rights, including rights of subrogation; it may have against them for compensation for any loss or damage occasioned by organization or loss of use of property of the user.

The organization shall provide certificates of insurance showing the coverage as required above to the CSD prior to first ice time booking. The certificates shall include the obligation on the part of the issuer of the certificates to endeavour to provide 30 days written notice of cancellation to the users. Upon expiry, documents showing renewed coverage are again to be provided and the organization will make policies available to the City for review from time to time and in the event of a claim.

Purchase Insurance through the City

Users may purchase insurance through the City of Owen Sound if the group or organization does not have the required Comprehensive General Liability Insurance.

APPENDIX A

ICE FACILITY HOURS OF OPERATION

FALL/WINTER			
Bayshore Community Centre			
September 1 – March 31 or later depending on playoff schedule for Attack/Greys	6:30 a.m. - midnight		
Coliseum		Regional Recreation Centre	
mid September – mid April	6:30 a.m. - midnight	Sept. 1 – March 31	6:30 a.m.-midnight

SPRING			
Bayshore Community Centre		Regional Recreation Centre	
Depending on playoff schedule for Attack/Greys	6:30 a.m. - midnight	April 1 – June 30	6:30 a.m.-midnight

SUMMER			
Bayshore Community Centre		Regional Recreation Centre	
Not Applicable		July 1 – Labour Day	6:30 a.m.-midnight

HOLIDAY CLOSURES

Holiday	Bayshore	Regional Recreation Centre
New Year Day	Open if Attack Game is scheduled	TBA
Family Day	Open	Open
Good Friday	Closed	Open
Easter Sunday	Closed	Open
Easter Monday	Open if Attack Game is scheduled	Open
Labour Day	Open	Open
Thanksgiving	Open	Open
December 24	Closed same time as approved for City Hall	Closed same time as approved for City hall
Christmas	Closed	Closed
Boxing Day	alternate between the Bayshore & Regional Recreation Centre – do not open until 12 noon	alternate between the Bayshore & Regional Recreation Centre– do not open until 12 noon
December 31	Open	Closed same time as approved for City Hall

APPENDIX B

MINOR SPORTS GROUPS

Owen Sound Minor Hockey

Owen Sound Skating Club

Owen Sound Ringette

Owen Sound Girl's Hockey

APPENDIX C

ICE ALLOCATION STANDARDS

MINOR HOCKEY

REP LEVEL	
DIVISION	HOURS OF ICE PER WEEK RECOMMENDED
Novice – Pee Wee	3 - 4
Bantam – Midget	4 - 5

HOUSE LEAGUE LEVEL	
Novice – Pee Wee	2
Bantam - Midget	2

At present, Owen Sound Minor Hockey has 8 teams Novice to Pee Wee, 4 teams Bantam to Midget in Rep Level. House League has 29 teams. Total Registrants in 2010 - 591

OWEN SOUND RINGETTE

DIVISION	HOURS OF ICE PER WEEK RECOMMENDED
Bunny (7 yrs & under)	2
Novice (9 yrs & under)	
Petite (11 yrs & under)	
Tween (13 yrs & under)	3
Junior (15 yrs & under)	
Bell (18 yrs & under)	

At present, Owen Sound Ringette has 5 teams. Total Registrants in 2010 - 71

OWEN SOUND GIRLS HOCKEY

DIVISION	HOURS OF ICE PER WEEK RECOMMENDED
Atom (9 & 10 yrs)	2 ½ - 3
PeeWee (11 & 12 yrs)	
Bantam (13 & 14 yrs)	2 ½ - 3
Midget (15 – 17 yrs)	
Intermediate (18 yrs & under)	

At present, Owen Sound Girls Hockey has 5 teams. Total Registrants in 2010 - 64

OWEN SOUND SKATING CLUB

DIVISION	HOURS OF ICE PER WEEK RECOMMENDED
Parent & Tot (2 – 4 yrs)	1/2
Jr. CanSkate (4 yrs)	1 (2 @ ½ hr sessions)
Sr. CanSkate (5 yrs & over)	2
Jr. PowerSkate (8 yrs & under)	1
Sr. PowerSkate (9 yrs & over)	
Intermediate Figure	6
Senior Figure	7
Special Olympics	2

Total Registrants in 2010 - 181

APPENDIX D

TOURNAMENTS & SPECIAL EVENTS

Owen Sound Minor Hockey Tournament

last weekend September
mid October
first weekend in November

Grey Bruce Ringette Tournament

last Saturday in February

Special Olympics Law Enforcement Benefit Hockey Game

Puffers Hockey Tournament

mid March

Men's Recreation Hockey League Tournament

April

Sunday Mourners Easter Hockey Tournament

Owen Sound Skating Club Show & Carnival

AAA Hockey Tournament

Crone Cup

Land Force Central Area Training Centre – Charity Hockey Tournament

High School Hockey Championship

Owen Sound Girl's Hockey

APPENDIX E

CITY APPROVED FORMS

- Rental Contract
- Ice Request Form
- Amendment
- Cancellation

APPENDIX F

SEASONAL ORGANIZATIONS

As at 2009

Butches Boys
Doctors *
Tom Gordon
Hope Grey Bruce **
Harry Kazarian **
Dave Manners
Men's Recreation League
Paul Osadzuk
Owen Sound Oldtimers
Puffers Hockey League
Mike Reilly **
Sunday Morning Hockey League
Teachers Hockey
The Make Beliefs
Michael Todd
Ed Twining **
Scott Davies **

2011

Grey-Bruce Highlanders AAA Minor Hockey Association

* pre 9:00 p.m. weekday ice time

** daytime ice use