



ARENA OPERATIONS

Policy Number:	74/224.01 2023 ADP
Policy Review:	Every 3 Years or upon legislative changes
Policy Owner (Dept.):	Parks and Facilities
Reference(s):	Alberta Health and Safety Act and Regulation, City of Lacombe Health and Safety Program, Accounts Receivable Policy

1. PURPOSE OF POLICY

- 1.1. To ensure that the City of Lacombe operates the arena at maximum efficiency and supports citizen engagement in recreational activities and functions by communicating the City's priorities for operations of this recreational Facility.

2. POLICY STATEMENT

- 2.1. To manage Patron use of the Facility for operational efficiency, safety, and equitable access.
- 2.2. To inform Patrons and the public about the City's expectations and methods to achieve operational and administrative aims.

3. APPLICABILITY

- 3.1. This Policy applies to all Patrons of the Facility and all City staff.
- 3.2. This Policy comes into effect upon approval of the CAO.

4. NON-COMPLIANCE

- 4.1. The consequences of non-compliance with this Policy include increased risk of injury to persons, damage to property, Patron access suspensions, and increased liability to the City of Lacombe.

5. DEFINITIONS AND ABBREVIATIONS

- 5.1. **Board** - the Lacombe and District Recreation, Parks and Culture Board, which provides recommendations to the City of Lacombe and indirectly to Lacombe County on managing recreation, parks, and culture services in the Lacombe & District Recreation Area (LDRA).
- 5.2. **CAO** - the City of Lacombe Chief Administrative Officer.
- 5.3. **City** – the City of Lacombe.
- 5.4. **Community** - a term to indicate benefits flowing to the public, the community, or patrons from an activity or event; community good may influence the Board to facilitate the activity or event by prioritizing a time allocation or discounting rates and fees.



- 5.5. **Council** - the City of Lacombe elected officials, collectively.
- 5.6. **Director** - the City's Director of Community Services.
- 5.7. **Facility or Facilities** - the arena portion of the Gary Moe Auto Group Sportsplex, including the multipurpose rooms and leased areas.
- 5.8. **Facility Operator (FO)** - City Employees responsible for Facility operations, including all maintenance personnel, custodians, and the Manager of Parks and Facilities.
- 5.9. **Ice User Groups** - a general sub-category of User Groups that specifically require ice in the arenas; these may be further sub-categorized into "local" and "non-local" as defined by this Policy and the Classification of User Group Policy 71/451.03 as amended from time to time.
- 5.10. **Lacombe & District Recreation Area (LDRA)** - the areas within the City of Lacombe and of Lacombe County, excluding any areas within the boundaries of an incorporated municipality within the county.
- 5.11. **Manager** - the City's Manager of Parks and Facilities.
- 5.12. **Office** - City employees responsible for the administrative and managerial functions of the Facility.
- 5.13. **Patron** - any individual user or User Group accessing the Facility, whether they have paid a registration or admission fee or not, including participants, spectators, leaders, coaches, support persons, parents, leaseholders, and Group administrative staff and members.
- 5.14. **Service Dog** - a canine trained to assist its owner or handler, including police dogs, search and rescue dogs, and personal assistance dogs bearing a government-issued tag certifying it as a medical device for that person.
- 5.15. **Suspension** - revoking a Patron's privileges to access the Facility for a specified period.
- 5.16. **User Groups** - a sub-category of Patrons classified according to their age group, residency, level of play, and other factors which may impact their Facility rates, fees, and allocations, as follows:
 - 5.16.1. **Local Minor Sport** - individual youth athletes and Groups affiliated with a larger organization, offering sports programs for youth residents in the LDRA.
 - 5.16.2. **Local Adult** - individual adult athletes and Adult Groups, organizations, and leagues for adults' resident in the LDRA.
 - 5.16.3. **Non-Local Minor Sport** - means individual youth athletes and Groups affiliated with a larger organization, offering sports programs for youths residing outside of the LDRA.
 - 5.16.4. **Non-Local Adult** - individual adult athletes and adult sports groups, organizations, and leagues for adults residing outside of the LDRA.
 - 5.16.5. **Local School** - a group of students and supervisors from a school located within the LDRA.



- 5.16.6. **Non-Local School** - a group of students and supervisors from a school located outside the LDRA.
- 5.16.7. **Commercial** - activities and events organized by a business or non-school institution, whether local or not.

6. ROLES AND RESPONSIBILITIES

6.1. Chief Administrative Officer

- 6.1.1. Approve this Policy.
- 6.1.2. Ensure staff compliance with this Policy.
- 6.1.3. Reviews recommended Policy revisions when requested.
- 6.1.4. Determines the outcome of Facility suspension appeals.
- 6.1.5. Approves Facility rates and fees.

6.2. Directors

- 6.2.1. To support compliance with the terms of this Policy.
- 6.2.2. Supports employee and Patron compliance with this Policy.
- 6.2.3. Reviews this Policy and recommends amendments to the CAO.
- 6.2.4. Reviews suspension appeals and as required, recommends outcomes to the CAO.

6.3. Managers and Supervisors

- 6.3.1. To support compliance with the terms of this policy.
- 6.3.2. Monitor and ensure Patron, employee, and contractor compliance with this Policy.
- 6.3.3. Impose Patron suspensions of 24 hour duration or less.

6.4. Parks and Facilities

- 6.4.1. Ensures this Policy meets legislative and regulatory requirements.
- 6.4.2. Develops and implements operating standards, procedures, and guidelines to apply this Policy in the Facility.

6.5. Employee/s

- 6.5.1. Comply with this Policy.
- 6.5.2. Ensure Patron compliance with this Policy following procedure related to their employment position.

7. POLICY DETAILS

7.1. Operations - General

- 7.1.1. The City of Lacombe will operate and maintain the Facility in compliance with the Alberta Occupational Health and Safety Act and Regulation and the City's Health and Safety Program.
- 7.1.2. The City of Lacombe reserves the right to operate the Facility and rent or lease areas for recreational activities and functions at its sole discretion.
- 7.1.3. The FOs and the Office maintain control of the maintenance and operation of the entire Facility and its equipment, operating procedures, and security. They may direct any Patron in their use unless specifically delegated via contract to a Patron, User Group, or Ice User Group renting or leasing all or a portion of the Facility.
- 7.1.4. The Manager may suspend any Patron's access privileges for up to 24 hours at their sole discretion and may propose to the Director, through a written report, a longer suspension if necessary.

7.2. Operations – Maintenance

- 7.2.1. Where feasible, the Office will ensure 15 minutes spacing between bookings for ice surface and other Facility maintenance.
- 7.2.2. To ensure the maintenance of the ice surface to an acceptable standard for all Patrons, ice time bookings of 1.5 hours or more for U-15 to Adults will receive a scrape or a flood (choice of maintenance is at the discretion of the Office).
- 7.2.3. Ice surface maintenance for age groups or levels up to and including U-13 (12 years of age) will be done at most once every second period.
- 7.2.4. All Patrons needing special arrangements or requiring special arena use or maintenance may request these from the Manager at least one week in advance.

7.3. Patron Responsibility

- 7.3.1. User Groups are responsible for the conduct, control, and safety of their program's participants.
- 7.3.2. Patrons and User Groups are collectively and severally responsible for damage to property and injury to persons they or their member's cause.
- 7.3.3. Patrons must return rented or leased areas to the City in the condition received as determined at the FO's sole discretion.
- 7.3.4. Patrons are responsible for reporting any damage to a FO or the Office.
- 7.3.5. Patrons may not use any Facility areas to store personal equipment unless authorized by the Manager.

- 7.3.6. The Office can accept cancellations up to two (2) weeks before a booking in the Community Rooms. The lessee is responsible for returning the room in the condition received. The City of Lacombe reserves the right to manage and operate the Facility and equipment for all patrons' maximum participation and enjoyment and prevent or mitigate personal injury and property damage.
- 7.3.7. All Patrons wishing to access or remain on the ice surfaces must wear an approved helmet and skates unless the FO or Office grants an exemption.
- 7.3.8. Minor sports Ice User Groups must be accompanied by a registered coach of their association, on skates and ice surfaces, before accessing the ice surface for a practice session.
- 7.3.9. An executive board member of the Figure Skating Association registered with the Canadian Figure Skating Association is permitted to serve as a coach provided they are supervising at ice level.
- 7.3.10. All games and activities on the ice surfaces are completed by midnight unless the Manager authorizes them otherwise.
- 7.3.11. For the last booking of the evening, on each ice surface, the Patrons will be allowed up to an additional 30 minutes after their scheduled ice time to vacate the Facility. The Office will charge patrons a minimum of one (1) hour's additional ice rental when failing to leave within this period.
- 7.3.12. Only FOs may access the ice surface while ice maintenance equipment is in operation and, in the case of hockey, while installing nets.
- 7.3.13. The Office will not issue Facility keys for any bookings except for summer use.
- 7.3.14. No person under 18 years may access a dressing room until a supervisor, coach, or group-designated Adults obtains the dressing room keys and accepts responsibility to supervise the Patrons.
- 7.3.15. Dressing room keys must be hung in the designated location when the dressing rooms are not in use.
- 7.3.16. No food or beverages are permitted on the ice surface or on the rink boards.
- 7.3.17. Smoking and vaping are prohibited everywhere in the Facility.
- 7.3.18. The consumption of alcoholic beverages is permitted within the arena with proper Alberta Liquor Control Board licensing.
- 7.3.19. The City of Lacombe will not assume responsibility for the loss or theft of any personal property.
- 7.3.20. The Facility prohibits animals, except service dogs and animals associated with an approved booking (e.g., a rodeo).

- 7.3.21. All casual and special event bookings must ensure removal of their equipment, supplies, garbage, and other event items from the Facility within 48 hours, unless the Manager negotiates an extension; failure to comply will result in a cleaning charge.
- 7.3.22. Patrons, including User Group supervisors, must report all incidents in the Facility resulting in cleaning requirements or injury to a person, property damage, or near misses to the Office immediately and cooperate in recording the incident.
- 7.3.23. Patrons may only use fire exits in case of an emergency.

7.4. Administrative – General

- 7.4.1. At their sole discretion, the Manager reserves the right to allocate and schedule Facility use time for Patrons and may delegate this duty to specified employees.
- 7.4.2. Annual Facility ice time availability varies; the target date for Arena 1 availability is by September 1 and for Arena 2 by the last weekend of September.
- 7.4.3. Booking ice requires the use of the following guidelines:
 - 7.4.3.1. City Recreation Department programs preempt other bookings.
 - 7.4.3.2. The Office provides priority to Public Skate times at the beginning of the season.
 - 7.4.3.3. Ice time for the City's marquee hockey team is booked next (senior, junior) for their season games and practices with a reserve allocation for playoffs.
 - 7.4.3.4. Next, the Office allocates ice time Monday to Friday between 3:45 p.m. and 9:30 p.m. to Local Minor Sport Groups, except for Public Skate times.
 - 7.4.3.5. Next, the Office allocates ice time Monday to Friday between 9:45 p.m. and 11:30 p.m. to Local Adult Groups.
 - 7.4.3.6. The Office allocates ice time Saturday between 7:30 a.m. and 10:45 p.m. and Sunday between 8:00 a.m. to 8:15 p.m. to Local Minor Sport Groups except for Public Skate times.
 - 7.4.3.7. The Office allocates any available ice time Friday, Saturday and Sunday between 8:30 p.m. and 11:30 p.m. to Local Non-Organized Youth Groups and Local Adult Groups.
 - 7.4.3.8. The Office books Non-Local Minor Sport and Adult Groups for ice time not allocated to or utilized by Local Minor Sport and Local Adult Groups.
 - 7.4.3.9. If User Groups require time beyond 9:30 p.m. on a weekday, the Group may book the ice for the duration of their activity, or until 11:30 p.m., whichever is earlier.
- 7.4.4. Minor Sport Groups will be encouraged to double up for practices if required.

- 7.4.5. To ensure efficient use of both ice surfaces, the Office will schedule Figure Skating, Ringette, and Minor Hockey's requested times as equally as possible between Arena 1 and Arena 2.
- 7.4.6. The City retains the right to change or cancel bookings that appear not to benefit the community.

7.5. Ice Scheduling

- 7.5.1. Groups requiring casual or special event rentals on ice or dry floor arenas in the off-season must contact the Office for information and booking.
- 7.5.2. The Facility will post daily schedules.
- 7.5.3. Previous seasons Local Minor Sport Groups must submit a booking form before June 30 of each year and must attend a User Group meeting in late April and early September.
- 7.5.4. All other User Groups must submit an ice booking request form to the Manager before July 3 of each year.
- 7.5.5. Weekend special bookings are taken while ensuring fairness to the regular bookings.
- 7.5.6. Weekend special events are restricted to a maximum of two (2) bookings per month per User Group.
- 7.5.7. During the off-season, dry-pad bookings shall be a minimum of 3 hours.
- 7.5.8. Each off-season, shut down and start up periods shall be allocated for the Facility to be closed to do maintenance items such as painting or repairs.

7.6. Administrative – Rates and Fee Changes

- 7.6.1. Minor Sports Groups renting ice on a regular basis throughout the normal ice season (set bookings each week/month) are billed monthly. Any balance owing after 30 days from the date of the invoice will be subject to interest charges according to the Accounts Receivable Policy of the City. Where an account remains unpaid after 60 days from the date of the invoice, the renter may lose future bookings.
- 7.6.2. All local groups (Minor Hockey Association, Figure Skating Club, and Ringette Association are exempt) renting ice regularly throughout the typical ice season (set bookings each week/month) will be required to pay in advance of their yearly ice allocation.
- 7.6.3. Groups renting ice infrequently or for one-time usage will pre-pay when making the booking. They must present the receipt to the arena staff on duty before the Group uses the ice. Groups must make the bookings and payments at the Recreation Services Office (located in the Kinsmen Aquatic Centre).



- 7.6.4. No cancellation of booked ice time is permitted after a specified date in October. The Manager in consultation with the Minor Sports Groups will determine the date from year to year.
- 7.6.5. For groups requiring occasional rentals or special events (summer bookings) on ice time or dry floor, a 20 % booking cancellation deposit is required based on the total fee. When cancelling within 30 days of the event, no deposit refund is issued. Cancelling a booking before 30 days of the event will incur a \$100.00 administrative fee deduction from the deposit.
- 7.6.6. Groups are billed according to the schedule throughout the season. Groups not able to use specific ice slots may contact the Office a minimum of three (3) full days in advance of the date booked, and the Office will attempt to re-book the time in question. Should an alternate group not be found, the Manager will bill the original Group for the unused ice slot.
- 7.6.7. A Local Minor Sport group will be charged 100% of their hourly operational cost for ice time that has been allocated but is unused by that Local Minor Sports group.
- 7.6.8. If the Wolf Creek Public School Division cancels classes due to inclement weather conditions, all grades are allowed to cancel their regular scheduled ice time for that day at the Facility and will not be charged.
- 7.6.9. There is a proposed 2% annual increase on all rates and fees upon CAO approval.

7.7. Facility Rental (Special Events/Non-Ice Use)

- 7.7.1. Groups renting any portion of the Facility for special events or one-time bookings will be required to submit a signed rental agreement, payment, and the damage deposit four (4) weeks before the date booked. Failure to do so will result in the loss of the booking. Refunds will be available provided a minimum of 30 days notice is received and a \$100.00 administrative fee deduction from the refund. Cancelling within 30 days of the event will result in no refund being issued. A damage/clean up deposit of \$200.00 is required for all rentals, except for Community Room rentals of a duration of no longer than two hours. Payments are made at the Recreation Services office.
- 7.7.2. For off-season activities (cabarets, flea markets, etc.) using either of the ice surfaces, the lessee will be responsible for: acquiring the necessary tables, chairs, etc. (above the tables and chairs already provided at the arena); stage; set-up; sweeping of the Facility; cleaning and returning tables, chairs, etc. Facility Operators facilities are cleaned and stocked. The Facility staff will mop the floors and clean washrooms after each event. Facility staff will open and close the Facility at times arranged with the lessee.
- 7.7.3. The City of Lacombe retains the right, when necessary, to cancel a group's or individual's ice time. Parties are notified in advance of the cancellation and, where possible, alternate ice time will be made available.

- 7.7.4. All rates and fees must be approved by the CAO.
- 7.7.5. Community Services Department has the flexibility to negotiate Non-Local Rates to cope with ice openings in the Master Schedule.
- 7.7.6. Use of the Facilities within the arena is charged according to the fee schedule.
- 7.7.7. Ice time commences at the user's scheduled time, not when the participants begin their activity on the ice. The Facility Operators are responsible for notifying officials at the end of their scheduled time. All participants must then leave the ice.

7.8. **User Responsibilities – General**

- 7.8.1. The City of Lacombe will be responsible for ensuring that the entire community benefits from arena usage, programs, and services.
- 7.8.2. Coaches, managers, or supervisory personnel will be held responsible for the conduct and control of individuals participating in their program before, during, and after its scheduled time.
- 7.8.3. Groups, organizations, or individuals will be held financially responsible, on a collective or individual basis, for damages to the arena and Facilities within.
- 7.8.4. The Facility must be maintained and returned to a similar or better condition than received by the users.
- 7.8.5. Coaches, managers, or supervisory personnel are responsible for the safety of the participants by ensuring they are adequately equipped before going onto the ice.
- 7.8.6. The Community Rooms will be provided to organizations and groups as required for meetings, etc., to a maximum capacity of 60 participants in each. Bookings are to be made with the Facility scheduler four (4) weeks in advance, with cancellation accepted up to two (2) weeks before the booking. The lessee is responsible for cleaning tables, cleaning the floor if needed, and ensuring the bulk of the garbage is in the cans.
- 7.8.7. The Facilities are not to be used for storage of personal equipment unless authorized by the Manager.
- 7.8.8. Maintenance rooms, equipment rooms and the Office are not open to the Patron. The Community Rooms and dressing rooms are accessible with arena personnel permission.

7.9. **User Group Responsibilities – Schools**

- 7.9.1. Wolf Creek School Division schools covered under the Joint Use Agreement will be allocated block times between 9:00 a.m. and 3:30 p.m. Monday, Tuesday, Thursday, and Friday, except for statutory holidays. Under the current Joint Use Agreement, Wednesday is reserved for ice maintenance.

ADMINISTRATIVE POLICY



- 7.9.2. On statutory and other school holidays, time pre-allocated for schools will be made available to Minor Sport Groups.
- 7.9.3. Time for student extracurricular activities on days when the school is closed will be available for bookings and non-structured activities, provided they are supervised. These bookings are subject to availability and the Manager's approval.
- 7.9.4. The Wolf Creek School Division employees and its support people are responsible for supervising and controlling program participants in the Facility, including non-students.
- 7.9.5. Proper safety equipment for all participants is required. The City will enforce the rules with corrective action up to and including:
 - 7.9.5.1. cancellation of the remainder of the booking;
 - 7.9.5.2. eviction from the Facility; and
 - 7.9.5.3. suspension as required.

7.10. Ice User Rental Contract

- 7.10.1. Ice User Groups will receive a User Rental Contract at the Ice User Meeting held annually in September; these must be completed, signed by an authorized agent of the Group, and returned to the Office before the Group's initial ice time for the season.

8. END OF POLICY

Original Signed _____

Signature of CAO

December 13, 2023 _____

Date

POLICY RECORD

Approval and Amendment History

Date of Approval	Description

Review History

Date of Policy Owner's Review	Description/Action Taken or Required