

POLICY MANUAL CHECKLIST

South East Sport, Culture & Recreation District

**FACILITY &
EQUIPMENT
MANAGEMENT**



Policy Manual

Facility and Equipment Policy

This template policy manual includes samples of equipment and facility focused policies. Use the checklist on Page 4 to start building a policy manual for your organization.

Important notes

- You can't (or shouldn't) rely on these sample policies and procedures alone. They are a starting point, but you will have to adapt them.
- Most samples include both policies and procedures (the policies provide guidance on standards, while procedures give instructions on implementing standards). We recommend adopting policies at a board level, while procedures are developed/signed off by the organisation's CEO.
- We use the term 'board' to cover boards, committees of management, or any body that has final authority in your organization. And, the term 'CEO' extends to executive directors, or your chief administrator.

Disclaimer: When developing policies and procedures for your own organization, it can be very beneficial to first review examples of these types of policies. Of course, your final version needs to reflect your board's actual practices, but it can be helpful to start with a pre-existing document for inspiration rather than beginning from a blank paper. Before implementing a new policy, have it reviewed by your organization's legal counsel for compliance with applicable federal and provincial laws. The samples provided here are for informational purposes only and do not constitute legal advice.

Type of Organization

	Board Governance	Staff, Administration & Operations
NEW	- Newly formed - Register as a non-profit with the ISC or created through municipal bylaw. - Board being formed or relatively new	
TYPE 1 OPERATIONAL BOARD STRUCTURE	- The governance structure is operational. The board is responsible for all activities. - Vision and mission are clarified. - Observe fiduciary/ethical considerations as regulated by law	- No staff or limited part-time administrative assistance - Operating from a home or loaned office space arrangement - Assets are usually not significant.
TYPE 2 MOVING TOWARD A POLICY/GOVERNANCE BOARD STRUCTURE	- Board is still involved with operations but focusing on policy making and community leadership roles. - Committee are in place with the board. - Vision and mission are revised as needed. - Observe fiduciary/ethical considerations as regulated by law	- Staff in place, usually a full or part-time executive director, and some administrative, program and financial assistance - Office space is established in a rented or loaned space. - Assets are or are becoming significant.
TYPE 3 POLICY/GOVERNANCE BOARD STRUCTURE	- Board operates at as a governance board and is no longer involved in the day-to-day operations. - Vision and mission revised as needed. - Ensures administrative accountability including selection and hiring of CEO/Executive Director - Observe fiduciary/ethical considerations as regulated by law	- Have a full time CEO/Executive Director and specialized staff. - Office is well located, either leased or owned. - Administrative expenses are covered mainly by fees and operating income.

Adapted from the Community Foundations of Canada-Policy Guidelines and Template Manual

Use the checklist below to start building a policy manual for your organization. Review the type of organization you are above and check out the recommended policy areas below. Policies marked with x are ones you should likely make a priority. This is an extensive list but not exhaustive, spaces have been left for you to add additional policies to the list.

Facility and Equipment Policy Checklist

Policy	New and Type 1	Type 2 and 3	Policy You Need (X)
FEE FOR SERVICE POLICY	x	x	
ASSET MANAGEMENT	x	x	
LIABILITY AND INSURANCE	x	x	
FACILITY USE POLICY	x	x	
CANCELLATION POLICY	x	x	
CATERING POLICY AND OUR OUTSIDE FOOD/BEVERAGE POLICY			
USER CATEGORY DEFINITIONS, PRIVELEDGES, SCHEDULING PRIORITIES, APPLICABLE FEES AND LIABILITY INSUANCE			
CONSTRUCTION MANAGMENT		x	
ACQUISITION OF PROPERTY			
SWIMMING POOL			
ARENA POLICY			
DONATED FURNITURE OR EQUIPMENT POLICY			
BALL DIAMOND MAINTENANCE			
PROFESSIONAL SERVICED TENDER			
FACILITY MAINTENANCE POLICY			
FACILITY ADVERTISING AND SIGNAGE			

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Facility Maintenance Policy

Policy #	Policy Name:
Approval date:	Amended date:
Next Review date:	

Statement:

To ensure the timely inspection, maintenance, and repair of all identified facilities under the care and control of the Town of name. The policy will ensure that reasonable, safe conditions are maintained at all facilities in so far as the financial resources will allow. Records will be kept to show that the municipality maintains this reasonable standard.

Facilities covered by this policy:

Outdoor rink
Swimming pool
Tourism booth
Ball diamonds
Water treatment plant

Inspections:

Periodic inspections will be conducted on the identified facilities in the following manner.

1. An inspection schedule for all facilities and land will be maintained on a routine basis. The inspection and its frequency will be determined by the Public Works Foreman and approved by the Administrator.
2. All inspections will be recorded and areas requiring repair or maintenance will be noted in the manual and reported to the Public Works Foreman and Administration.
3. Issues identified on inspection beyond the scope of routine repair and maintenance will be reported to Administration by way of memo from the Public Works Foreman.

Inspections generated by incidents (accidents, complaints) outside of the routine inspection policy will:

1. Be investigated by the Administrator or delegated to the Public Works Foreman
2. A report will be filed with the Administrator on investigation with the resolution to the problem or a recommendation.
3. The incident will be recorded by the person conducting the inspection or responding the incident in the inspection manual.

The formulation and maintenance of all facility inspection manuals will be the responsibility of Administration and will be managed by the Public Works Foreman.

Legal Liability

Policy #	Policy Type: operations
Approval date:	Policy Name:
Next Review date:	

Common sources of legal action involving sports and recreation include:

- Occupiers' Liability – Occupiers are people that own the premises, have possession of it or have responsibility and control over it. They must keep the premises reasonably safe to prevent injury. For example, if a person is injured while using faulty equipment, the "occupier" may be held responsible.
- Vicarious Liability – An organization is liable for the negligent actions of its employees and/or volunteers. Therefore, if the organization assigns a supervisor to look after people using sports or recreational equipment, and the supervisor's negligence results in someone getting hurt, the organization may be held responsible.

During inspection and maintenance, ensure that:

- Handrails, barriers, and railings are sturdy enough to prevent falls.
- Broken glass, garbage, sharp edges, bolts, and other hazards that may be present are removed.
- Paint is not cracking, peeling, or flaking.
- Damaged or defective equipment is repaired or removed.
- Landing areas are constantly maintained (landing areas are high-use areas that often have materials that erode).
- Equipment is checked for signs of wear and tear.
- First-aid kits, fire extinguishers and other safety equipment are in place and in good condition.

In the event of an accident:

1. Assist the injured person in finding medical treatment. For example, call an ambulance if necessary.
2. Where applicable, immediately remove or repair the hazard that may have caused or contributed to the incident. If the hazard cannot be removed or repaired immediately, either ensure the area is safe for others or make it inaccessible before you leave.
3. Record names and contact information of any witnesses. Obtain and record detailed descriptions of the incident from the victim and witnesses.
4. Refer any discussions with the claimant to your insurer. It is wise to tell employees and/or volunteers that they should not discuss liability with potential claimants and that they should **NEVER ADMIT LIABILITY!!!**
5. Take pictures of the area where the incident occurred.
6. Complete an incident report. Documenting the incident may help to establish a defense

for a claim presented at a later date, help analyze the cause of the incident and help recommend risk management improvements to prevent similar incidents in the future.

7. Contact your insurance representative regarding all accident and incidents that could potentially result in an injury claim.
8. **Do not**, at any time give out any details to the media or unauthorized persons which may be considered confidential.
9. **Do not** admit blame or negligence.

Occupational Health and Safety Policy: Incident and Injury Reporting

Policy number	<<insert number>>	Version	<<insert number>>
Drafted by	<<insert name>>	Approved by Board on	<<insert date>>
Responsible person	<<insert name>>	Scheduled review date	<<insert date>>

Introduction

[Name of Organization] recognizes that the health and safety of its employees is a priority and that if accidents or incidents do occur, they should be reported. Incidents should be investigated to ensure that the possibility of recurrence or further risk is minimized.

[Name of Organization] understands the importance of incident reporting and investigation and has developed hazard inspection, hazard reporting and maintenance programs to minimize the workplace accidents or dangerous occurrences.

This policy applies to all employees, volunteers, contractors and visitors under the control of [Name of Organization].

Purpose

This policy has been developed to ensure that all employees (including volunteers) understand the processes to be taken in the event of a dangerous occurrence or accident.

Definition

Incident refers to any event which causes or could have caused injury, illness, damage to plant, equipment, vehicles, property, material, or the environment or public alarm.

It also includes losses of containment, fire, explosion, non-compliance with environmental regulatory requirements, vehicle incidents and off-site incidents.

Policy

[Name of Organization] commits to preventing workplace accidents and minimizing dangerous occurrences and will endeavor to achieve a zero-accident rate.

[Name of Organization] will:

- Provide a mechanism for reporting accidents, incidents, work-related illness, and dangerous occurrences.
- Investigate accidents to determine the root cause with the objective of preventing a recurrence.
- Obtain statistical information about the accident or incidents.
- Meet legislative requirements for reporting accidents and incidents.

All accidents or incidents that result in an injury or work-related illness during work must immediately be reported to the regional Occupational Health and Safety Representative and First Aid Officer.

Any dangerous occurrence which has the potential to result in injury or damage to property must be reported in the same manner as an accident.

In the event of a dangerous occurrence or accident [Name of Organization] must ensure the relevant state authority is notified and that a full investigation is undertaken to determine the root cause.

The most appropriate corrective action will be taken to ensure the incident does not recur.

Authorization

<Signature of Board Secretary>

<Date of approval by the Board>

<Name of organization>

Donated Trees and Benches Policy

<u>POLICY NUMBER</u>			<u>TITLE OF POLICY</u> Donated Trees and Benches
Approval	D/M/Y	Resolution #	
Approved			
From:		To:	
Amended			

STATEMENT:

The town/organization requires a policy in recognition of Council's wishes to support those who would like to sponsor a Bench and/or Tree to, honour the memory of a relative or friend, recognize a birthday, wedding, anniversary, retirement, or other special event.

Policy

All donations must be made out to the Town ? in advance of placing orders for the benches and plaques. More than one person may donate to a bench.

- Individual tax receipts can be issued for donations of \$25 or more, to the donor whose name appears on the cheque or credit card. Cash donations may also be tax receipted when accompanied by the donor's name and address.
- The Town will install a recognition plaque on each donated bench. Since plaques are not permitted for trees or other living landscape elements, you or your designee will receive a letter indicating that the tree has been planted. In addition, if the tree honors someone or is a memorial, we will send a letter to the person being honored or to the family along with a certificate indicating that a tree was planted in their honor.

Due to cost and vandalism, we regret that we cannot place a plaque on site by the tree.

A list of all donations will be created on the Town of name website under Tree Memorials.

All donations must be accompanied by a Request Form. Request forms are attached as Schedule "A" (Benches) and Schedule "B" (Trees) and form part of this policy.

Benches

You may choose to donate for the placement of a new bench or adopt an existing bench at any park/playground or green space with bench availability.

- A new bench may only be installed in a park/playground or green space where the Town Foreman has identified a need. Some park/playgrounds and green spaces use different bench styles in keeping with their functions and landscaping.
- The Town Foreman or Director of Recreation will work with the donator to select an appropriate bench type and location in a park/playground or green space.

- The Town Foreman and staff will install the donor recognition plaque on the backrest.
- Bench options are renewable after a 10-year period has expired.
- Donations will be accepted throughout the year. However, benches will be installed only when staff time permits.
- The cost of a new bench donation shall be established in the Town Rates and Fees Bylaw, which will include the plaque, installation of bench, ongoing maintenance.
- If a non-standard bench style is preferred and acceptable to the Town Foreman and Director of Recreation, the cost may be higher.

The cost for adoption of an existing bench shall be established in the Town Rates and Fees Bylaw and depends upon availability.

Within a period of ten years following the donation of a new steel bench, the Town of name will repair or replace the bench if it is severely damaged.

Bench Plaques

Bench recognition plaques will typically be up to 4" x 6" with 1/2" lettering. Wording is subject to approval by the Town of Vulcan.

Trees

- You may choose any park/playground or green space with planting availability for tree donation.
- The Town Foreman and Director of Recreation will work with you to select the species and location for planting.
- Your tree will be approximately 1-1/2" – 2 1/2" in diameter and 6'-8' tall depending on species.
- Donations will be accepted throughout the year. However, to assure successful rooting, trees will be planted only during spring and fall.
- The cost of a tree donation shall be established in the Town Rates and Fees Bylaw, which includes planting and regular watering during the first season of growth.

If a larger tree is preferred and acceptable to the Town Foreman, the cost may be higher.

You may also choose to adopt an existing tree whose location or appearance is meaningful to the honouree. The cost for a tree adoption shall be established in the Town Rates and Fees Bylaw.

Within a period of three years following the donation, the Town of Vulcan will replace the tree if staff determines that it has died or has been severely damaged.

General Information

Full funding for the donation must be received in advance of any work being completed.

Donated benches and trees are the property of the Town of Name and are maintained at the same level as other park benches and trees.

The Town retains the right to relocate a donated bench and replant or replace a donated tree in a new location. Staff will attempt to contact the donor to select the new location, but the Town Foreman will make the final decision.

Schedule A Memorial Bench Form

Date: Donor's Name:

Mailing Address:

Email Address:

Donation will be accepted throughout the year. However, benches will be installed during the year purchased as weather and staff time permits.

Location Preference (specific park/playground or green space):

Or adopt an existing bench whose location or appearance is meaningful to the honouree.

Location Preference (specific park/playground or green space):

A recognition plaque will typically be up to 4"x6" with ½" lettering. Wording is subject to approval by the Town of Name.

Specify below what you would like the final plaque to say (please print):

- ☐ In recognition of
 - ☐ In memory of
 - ☐ Other
-

Cost: New bench \$2000 (10 years)/\$5000 (100 years) includes installation and plaque. Existing bench \$500. Cheques should be made payable to Town of Name.

Submit payment by mailing to:

Or dropping of at:

For more information contact:

*full funding for the donation must be received in advance.

Schedule B Memorial Bench Form

Date: Donor's Name:

Mailing Address:

Email Address:

Donation will be accepted throughout the year. However, trees will be planted during the year purchased as weather and staff time permits.

Please indicate type of tree you are requesting: (tree approximately 1 ½"-2 ½" diameter and 6'-8' tall)

Tree type preference

- ☐ Shade

- ☐ Flowering
- ☐ Evergreen

Location Preference (specific park/playground or green space):

Or adopt an existing tree whose location or appearance is meaningful to the honouree.

Location Preference (specific park/playground or green space):

A certificate will be provided to the donor as a permanent record of this special tree's significance and location. The Town of Name will maintain a permanent record of the Certificate.

Specify below what you would like the document to say (please print):

- ☐ In recognition of
 - ☐ In memory of
 - ☐ Other
-

Cost: New tree \$1000 includes regular watering for first season of growth. Existing tree \$500. Cheques should be made payable to Town of Name.

Submit payment by mailing to:

Or dropping of at:

For more information contact:

*full funding for the donation must be received in advance.

Facility Banners and Signage Policy

STATEMENT:

The name requires a policy to provide regulations for the placement of commercial advertising and the display of team and organization banners within the Town facilities, in a safe and attractive manner.

1. Policy

- 1.1 Revenue, from the sale of advertising within a Town Facility, will accrue to a Recreation Operation Reserve, be used for facility enhancements.

- 1.2 No advertising or banners may be hung on or within a Town owned Facility without the Town of Vulcan's permission.
- 1.3 The organization name and representative in cooperation with the Public Works Foreman shall oversee the facility advertising and banner program.
- 1.4 The Organization name will be responsible for ensuring:
 - (a) The provision of application forms and possible fee information to advertisers or owners of banners
 - (b) The use of proper materials for the sign and professional application of graphics
 - (c) Proper location and installation of advertising signage.
 - (d) Proper installation of banners
 - (e) Collection of all fees
 - (f) Removal of expired signs or banners when necessary

Banners and Recognition Signage

- 1.5 The placement of Banners recognizing the accomplishments of teams and organizations that regularly use a facility will be approved at the discretion of the Recreation Director at no charge.
- 1.6 Organizations that make a significant contribution to a facility (\$5,000.00 or more) will be granted placement of signage free of charge, for a maximum of 5 years, unless otherwise provided in a specific sponsorship agreement.

Advertising Signage

- 1.7 Advertising Requests within a Town Facility shall be submitted to the Recreation Director.
- 1.8 The placement of Advertising Signage within a facility will be approved at the discretion of the Recreation Director.
- 1.9 Any unusual or questionable requests will be forwarded to Town Council for approval.
- 1.10 Advertising will be approved on a one (1) or five (5) year term.
- 1.11 Fees as established in the Rates and Fees Bylaw shall be paid prior to the installation of the advertising signage, unless outlined in a formal contract.

Facility Advertising Agreement

This letter outlines the terms under which the name will provide advertising space at various Town owned facilities located throughout the community. This agreement is between the Town (“We”) and the advertisers (“You”)

Company Name: _____ City, Postal Code: _____

Contact names(s): _____ Phone: _____

Facility	Location Requested	Term 1 or 5 yrs.	Price
Arena			
Pool			
Ball Diamonds			
Other			

Total:

- We are responsible for the installation of the signage.
- We reserve the right to approve all artwork and sign material used by you.
- The contract for advertising space shall begin the first day the advertisement board is hung.
- We will provide notification to you 60 days prior to the end of the contract term stating the then current advertising rates. You must respond to such notification to renew your advertisement 90 days prior to the end of the contract term or the advertisement space will be open to new advertisers.

Types of Advertisements that are NOT allowed:

- No Product Names with Liquor or Alcohol Content
- Any Tobacco Products
- Any Adult Content

The organization name and representative has final approval of any and all advertisements to be placed at a Town facility and must sign off on said advertisements. This documentation sets forth our agreement and the above terms will be binding upon receipt of your written acknowledgement. We are happy to serve you and are looking forward to a long working relationship. If the terms outlined above are acceptable, please sign the acknowledgment below. We believe that this relationship will bring value to both of our organizations, and we look forward to a long prosperous relationship.

ACKNOWLEDGMENT AND AGREEMENT

I hereby acknowledge and agree to the terms set forth above:

Cost: _____ **Date:** _____

Advertiser(s) Signature: _____

APPROVED organization representative Signature: _____

***Please complete form and return to:**

Swimming Pool, Hot Tub, Water Slide and Sauna Policy

General

- An organization name lifeguard must be present before entering the water.
- Patrons under the influence of alcohol or drugs are prohibited.
- All users are encouraged to shower in the locker room before entering the pool.
- Refer to the Proper Swimwear Attire sign for appropriate attire.
- Proficient swimming ability is required to swim in deep water areas. You may be asked by a lifeguard to show an ability to swim before using a pool or pool equipment.
- These items and activities are prohibited:

- Personal displays of affection
- Running or rough play in the pool, deck area, diving boards, platforms, or in the hallway nearest the pools
- Extended underwater breath holding, hyperventilation, or hypoxic training – an extended period is 20+ seconds or a distance of 25 yards
- Diving in shallow areas and where marked 'NO DIVING' – backflips and inward and reverse dives are prohibited
- Spitting, spouting of water, blowing the nose and regurgitating pool water
- Using the pool with open sores, cuts, bandages, or infectious diseases – do not swim when you have diarrhea or for two weeks after the last incidence of diarrheal symptoms
- Glass containers and all food items, including gum, are prohibited – water in a sealed non-glass container is allowed
- Organization Name is not responsible for any damaged, lost, or stolen items. Day-use lockers and rental lockers are available.
- Unauthorized use of facilities for instructing, training, or coaching is prohibited.
- Unauthorized use of video, photography, and recording devices is prohibited.

Proper Swimwear

All patrons and guests within the pool area must comply with our dress code focused on providing patron safety, operating efficiency, and maintaining a family- friendly image.

Permitted swimwear must be clean, designed specifically for in-water use, and non-restrictive to necessary body movements.

- **Males:** Must comply in wearing swimwear that covers the buttocks and pubic region.
- **Females:** Must comply in wearing swimwear that covers the breasts, buttocks, and pubic region.
- Swimwear attire must be colorfast and lightweight material designed for swimming, such as nylon, spandex, polyester, and high-tech trunks. Swim trunks must have a mesh or nylon liner. Swim briefs are also acceptable.
- Religious and modesty swimwear is permitted so long as the attire is designed for in-water use and complies with the coverage guidelines

mentioned above.

- Rash guards (including thermal) are acceptable to be worn and are encouraged for individuals seeking sun-protection or a layer of warmth in the cooler water.
- Street clothes and cover-ups can be worn on the pool deck; however, it is strongly suggested to store these items in a locker.
- Proper footwear is required to move throughout the facility and in areas outside of the immediate pool and deck area.
- All diapered children must wear swim diapers in conjunction with appropriate swimwear. Swim diapers are available for purchase at Member Services.
- Aquatics staff reserves the right to determine whether or not swimwear is permissible to be worn within our facilities.

These Items are prohibited:

- Street clothes in the water
- See-through and revealing swimwear
- T-shirts (including those intended to be worn for modesty purposes and/or sun protection), cut-offs, compression shirts/shorts, athletic shorts, jeans, pants, casual shorts, leotards, dresses, sarongs, sports bras, undergarments, socks, sandals, and shoes (exception for aqua footwear), etc.

Approved Swimwear



Prohibited Apparel



Children

- Children (age 15 and under) must be supervised by a parent, guardian, or responsible adult (age 18 or over) always.
- Children (age 5 and under) or any non-swimmer who may also be wearing a U.S. Coast Guard approved flotation device must be directly supervised in the water by a parent, guardian, or responsible adult (age 18 or over) and within arm's reach always.
- Lifeguards have the discretion to require a parent, guardian, or responsible adult (age 18 or over) to be in the water with a child.
- over five years old whom they judge a weak or non-swimmer.
- All diapered children must wear swim diapers in conjunction with appropriate swimwear. Swim diapers are available for purchase at Member Services.
- Do not change diapers or clothing at poolside. Use the men's or women's

locker rooms or all gender changing room.

Circle Swim Etiquette

- Circle swimming requires swimmers to follow a circular pattern, swimming on the right-hand side of the lane always except to pass. Passing should not be done near the wall.
- Lap swimmers are required to circle swim when lane use exceeds three persons.
- Lanes with two persons may split down the middle.
- Lifeguards have final authority to dictate lap swimming arrangements.
- Facility name: Leisure activities take priority over lap swimming unless deemed necessary by staff.

Diving Board

- Only one person is allowed on the diving board at a time.
- One single jump is permitted. Multiple bounces are prohibited.
- Users must jump or straightforwardly leave the board. Diving is not allowed to either side of the board. Backflips and inward and reverse dives are prohibited.
- After a dive takes place, the diver must swim straight back to the nearest wall and exit the pool.
- Divers may not wear goggles, flotation devices, or use toys while diving.
- Use of the 3-meter diving boards is prohibited during open swim.

Water Slide

- The presence of a lifeguard is required for riders to enter the slide or staircase area.
- Riders must be at least 36" tall and be able to demonstrate the ability to swim the width of the catch-pool area to use the slide. Riders who do not meet this requirement may not use the slide.
- Pregnant women or persons with heart disease, diabetes, high blood pressure, or low blood pressure should not enter the waterslide without medical consultation.
- Only one rider at a time while using the slide.
- All riders must enter, maintain, and exit the flume in forward-facing, feet-first

fashion on their back and may not stop or restrict water flow for any reason.

- All riders must keep hands inside the flume.
- Once in the catch-pool, riders must swim and exit the area immediately. Lifeguards will send the next rider after the catch-pool is empty.
- Riders may not have flotation devices, goggles, aqua shoes, or any items that may cause a stoppage or injury on the slide.
- A parent, guardian, or responsible adult (age 18 or over) is strongly encouraged to observe activity before determining whether to allow the child to participate.

Hot Tub

- Hot tub capacity is 12 persons.
- Must be at least 16 years of age.
- Patrons under the influence of alcohol or drugs are prohibited.
- Use of the hot tub is limited to 15 minutes which begins when any body part enters the water.
- *Exposure greater than 15 minutes may result in drowsiness, nausea, or fainting.
- Pregnant women or persons with heart disease, diabetes, high blood pressure, or low blood pressure should not enter the hot tub without medical consultation.
- Campus Recreation strongly encourages a 15-minute cooldown before reentering the hot tub.
- The hot tub is not recommended for use immediately following strenuous or high-intensity workouts.
- Submerging your head is not recommended.
- These items and activities are prohibited:
 - o Personal displays of affection
 - o Exercising or conducting physical activity in the hot tub
 - o Breathing training devices
 - o Additional spa products such as face masks, skin lotions, and oils
 - o Glass containers and all food items, including gum, are prohibited – water in a sealed non-glass container is allowed.
 - o Backpacks, handbags, purses, or any personal bags

Sauna

- Sauna capacity is 35 persons.
- Must be at least 16 years of age.
- Patrons under the influence of alcohol or drugs are prohibited.
- Use of the sauna is limited to 15 minutes or less.
- **Exposure greater than 15 minutes may cause drowsiness, nausea, fainting, or heat exhaustion.
- Pregnant women or persons with heart disease, diabetes, high blood pressure, or low blood pressure should not enter the sauna without medical consultation.
- Do not place items or pour any liquids onto the electric heaters.
- Proper attire:
 - o Males: attire must cover the buttocks and pubic region
 - o Females: attire must cover the breasts, buttocks, and pubic region
 - o Excessive or constrictive clothing should not be worn. Proper swimwear is permissible. Additional lightweight/athletic attire that will not be damaged or cause an aroma under high temperatures can also be worn. If you do not wish to wear swimwear, we recommend a cotton t-shirt and athletic shorts.
 - o Jewelry in the sauna is not advised.
 - o Shoes are prohibited.
- Facility/organization strongly encourages a five-minute cooldown period from high-intensity workouts before entering the sauna.
- These items and activities are prohibited:
 - o Personal displays of affection
 - o Exercising or conducting physical activity in the sauna
 - o Breathing training devices
 - o Glass containers and all food items, including gum, are prohibited – water in a sealed non-glass container is allowed.
 - o Backpacks, handbags, purses, or any personal bags

Swimming Pool Policy

STATEMENT:

The organization name/town requires a policy to set out the guidelines and regulations, which govern the operation of the Swimming Pool and Water Park.

Objective

- 1.1 To provide users and visitors with an enjoyable and educational facility with an optimum level of safety.

Policy

- 1.2 These guidelines and regulations are not all-inclusive and require updating from time to time. These guidelines are provided as a guide for the Recreation Director, Public Works, and Concession Operator to provide the users of the Pool and Waterpark a safe and enjoyable experience.
- 1.3 An agreement between the Town of, Recreation Board and the operating organization was created and agreed to on date. The purpose of the agreement is to foster an arrangement between the three partners for the efficient and enjoyable use of the Pool and Water Park Complex.

Administration

- 1.4 The administration of the Pool shall be the responsibility of the Town's CAO working in co-operation with the Town Foreman and the Recreation Director.
- 1.5 The payroll, cash receipts and disbursements will be managed by the Town.
- 1.6 The Recreation Director in cooperation with the Public Works Foreman shall submit an annual operation and capital budget for Council's approval.
- 1.7 The Recreation Director shall oversee the operation of the pool, hire staff, and provide programming for the pool.
- 1.8 A contractor will manage the concession by agreement with the Town, or the Town may operate the concession.
- 1.9 The organization name as set out in the agreement, will apply for grants, and contribute to the continued upgrade of the playground

Staffing

- 1.10** The Recreation Director shall hire and manage the pool staff on behalf of the Town.
- 1.11** The conduct of the pool staff will be governed by the organization/town name Code of Conduct policy PE-03.

Maintenance

- 1.12** The routine maintenance of the pool, waterpark and related properties will be the responsibility of the Town, and will be performed by the Public Works Department.

Pool Fees

- 1.13** Council will review pool fees annually and will revise them where necessary on the recommendation of the Vulcan and District Recreation Committee and Recreation Director.
- 1.14** Council will include the pool fees in the current Town of ____ Rates and Fees Bylaw.

Pool Bookings

- 1.15** All pool bookings shall be approved by the Recreation Director. Bookings can be made with the pool staff who will forward them to the director. The bookings will only be accepted at the pool.
- 1.16** For the purposes of the Joint Use Agreement with _____ Schools, the pool will be available to the School Board between normal school opening time and normal school closing time on school days.
- 1.17** The Recreation Director shall make provisions for the following events:
 - (a) Swimming Lessons
 - (b) Public Swimming
 - (c) Triathlon

Rental Agreement

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

Conclusion

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

Chlorine Gas

Policy #	Policy Type: emergency
Approval date:	Policy Name:
Next Review date:	

Chlorine gas is the most economical form of chlorine. It is 100% available and is used in most commercial swimming pools. It is however, the most dangerous form of chlorine and improperly used can be lethal. Strict adherence to manufacturer's specifications for both the chlorine gas and chlorine cylinders themselves and in feeding apparatus is essential.

- Chlorine tanks are to be stored indoors in a fire-resistant room.
- Chlorinator is to be kept in a separate room with a vent fan.
- All chlorine cylinders are to be fastened to wall to prevent accidental spilling.
- A gas mask is to be available **OUTSIDE** chlorine room.
- Chlorinator, chlorine cylinders and connecting lines are to be checked daily for leaks.
- Only _____ will handle the chlorine cylinders.
- **ALL STAFF MUST KNOW HOW TO SHUT THE CHLORINE VALVE OFF IN CASE OF EMERGENCIES.**

Chlorine Leaks

Policy #	Policy Type: emergency
Approval date:	Policy Name:
Next Review date:	

- At first indication of chlorine leak (strong irritating odour) shut off valve on chlorine bottle and then evacuate pool.
- Never try to shut the bottle off yourself. Make sure the buddy system is followed. The valve on the bottle is only opened X turn, so very little time is required to shut off the valve.
- Phone fire department and give location and nature of call.
- Render any first aid if required.
- Call person on call.
- **DONOT LET ANYONE IN THE POOL TO PICK UP ANY PERSONAL BELONGINGS. SAFETY IS THE MAIN PRIORITY**

General Pool Rules

Policy #	Policy Type: operations
Approval date:	Policy Name:
Next Review date:	

- Everyone must have a cleansing shower before entering the pool or hot tub.
- No spitting, spouting or rough play in or around the pool.
- Children under the age of six (6) must be accompanied by a responsible guardian who must be at least 14 years of age.
- No food or drinks allowed on deck or change rooms.
- No diving in the shallow end.
- Only one person on the slide or diving board at a time.
- Swimmers must be able to swim the length of pool before allowed to swim in deep end.
- No jumping in hot tub.
- Maximum of people **ONLY** in hot tub at one time (No exceptions)
- Maximum bathing load for the main pool is ___ swimmers.
- No shoes are allowed on deck.
- Anyone under the influence of alcohol is to be asked to leave. If any problems arise from such incidence, the RCMP/Police are to be called for assistance.

Any Patron or Staff not following the rules will be subject to disciplinary action.

Pool Opening Procedure

Policy #	Policy Type: operations
Approval date:	Policy Name:
Next Review date:	

- Check interior and exterior of the facility.
- Ensure circulation pumps are operating. If not check main power switch. If on, and still not working call person on call.
- Do water tests. If Ph is below 7.2 or above 8.0 inform person on call. If chlorine is below 0.5 or above 3.0 inform person on call.
- Hot tub water tests must be in the range of 3.0–5.0 for chlorine and 7.2–7.8 for Ph
- Remove pool vacuum if used the night before.
- Clean and check all skimmer baskets.

Walk through facility to check for:

- Toilet paper/ paper towels.
- Area not cleaned or to be cleaned.
- Non-functional equipment.
- Any damage or vandalism.

No Staff other than the _____ has the authority to close the pool due to water test readings.

Pool Closing Procedure

Policy #	Policy Type: operations
Approval date:	Policy Name:
Next Review date:	

- Pool is to be cleared at designated times and no earlier as per schedule.
- All areas on deck and change rooms are to be checked before anyone leaves the facility.
- Filter room and chemical room is checked, and door locked.
- Cash is done and put away.
- All cleaning is done, and materials put away.
- All necessary water tests are done and calibrations complete.
- Chlorine is turned down to proper setting.
- All lights are turned off.
- All equipment is put away.
- Main pool and hot tub are covered.
- Vacuum is put in on scheduled days.
- Front door is locked and secure.

Pool Staffing

Policy #	Policy Type: operations
Approval date:	Policy Name:
Next Review date:	

- No one will be allowed on deck without a lifeguard present. It is the responsibility of the lifeguard to be prepared and on deck before patrons are out of the change room.
- All staff is expected to arrive in adequate time prior to the start of their shift.
- During normal operating hours, three lifeguards will be scheduled. Lifeguard to swimmer ratio will determine how many guards will be on deck.
 - o One (1) guard per ____patrons
 - o Two (2) guards per ____patrons
 - o Three (3) guards per ____patrons
- All guards will rotate according to person in charge of scheduling.
- All guards coming off deck on shift changes must walk through each dressing room to ensure cleanliness, any horseplay and adequate supplies.
- Any guard coming off deck will assist in completion of odd jobs such as picking up garbage, clean windows, H2O tests, lessons plans etc.)
- Any additional guards required due to high users, will be scheduled by _____
- All staff is required to be on the premises at all times during their shift.
- No pool chemicals will be handled by pool staff.
- _____ will be the only person allowed to order or pick up supplies for the pool.
- Apprentice guards or volunteers working towards lifeguard qualification are welcome at the pool providing they are supervised. Arrangements must be made through _____
- There must be a guard covering front desk at all times.

Ball Diamond Maintenance Policy

POLICY NUMBER :			TITLE OF POLICY
			Ball Diamond Maintenance
Approval	D/M/Y	Resolution #	
From:		To:	
Amended			

STATEMENT:

The town/organization requires a policy to formalize a process for identifying those responsible to for the required maintenance of the Community Ball Diamonds within the Town.

1. Policy

The Town's ball diamonds shall be maintained in accordance with the following guidelines:

- 1.1 The users of the facility shall be responsible for dragging the diamonds and liming the base lines.
- 1.2 If the users do not have their own liner, the unit from the Recreation Department may be used, subject to availability.
- 1.3 The Public Works department will water the grass and keep the fences and dugout areas in good repair.
- 1.4 The Public Works Department will determine the schedule for cutting the grass. However, if a user considers that the grass requires cutting prior to a game, they should make advance arrangements with the Town Foreman to request having it cut.

Playground Inspection Policy

Policy #

Purpose:

To ensure the quality of play structures in the municipality.

Policy/Procedure

1. Monthly inspections will be conducted on all play structures.
2. All Inspections will be completed under the direction of a certified playground inspector.
3. All inspections will be completed in ink using the attached Playground Inspection Form.
4. All original inspections will be submitted to the Director (or designate) within 7 days of the date of inspection.
5. Copies of inspections will be kept with the area supervisor for follow-up.
6. The Inspector will sign off and date all inspections.
7. All follow-up repairs required will be noted on the Unsatisfactory Playground Report. These repairs will be the responsibility of the supervisor.
8. All A1 hazards (immediate danger to life) will be resolved immediately.
9. Changes in inventory will be noted and dated on the inspection sheet.

Approved by:

Approval Date:

Unsatisfactory Playground Report

Inspection Date:

Inspector:

Location:

Hazard

- ☐ Immediate danger to life
- ☐ Risk of serious injury
- ☐ Risk of minor injury

Motion

- ☐ Hazard involving uncontrolled motion
- ☐ Hazard involving controlled motion

Requirements

- ☐ Must be repaired or removed immediately
- ☐ Repaired or removed within 2 days
- ☐ Repaired within 3 days
- ☐ Repaired within 1 week
- ☐ Repaired within 30 days (or scheduled for removal)

Action Taken:

Date:

Signature:

Unplayable Field Policy

Policy

Purpose: to avoid damage to our sports fields and injury to players

Policy/Procedure

Municipal fields/pitches/diamonds will be considered unplayable if the following conditions exist:

1. Ponding of water on the surface of the field/pitch/diamond
2. Water sponging up around one's feet when walking on the field/pitch/diamond.
3. Weather conditions – lightning, thunderstorms.

If any of these conditions occur, the field/pitch/diamond will be considered “UNPLAYABLE”, and the practice cancelled or game rescheduled. The Department, through the direction of the Director or designate, shall have the exclusive rights to cancel any game booked due to wet field conditions.

If a group arrive at a field and these conditions exist or if these conditions develop during the course of a game, they are not permitted to play on the field/pitch/diamond. Factors to be considered include:

- safety of the participants,
- possibility of liability through accident or injury
- expense of field/pitch/diamond repair and maintenance.

If a group ignores the “UNPLAYABLE” conditions:

2. Permit holder will be required to pay for all damages to the field/pitch/diamond arising from abuse to the facility.
3. Permit holder could be held liable and responsible for accidents or injuries incurred because of unsafe conditions.
4. Permit holder will have their permit suspended or revoked for any future use of the field/pitch/diamond.

Fields/pitches/diamonds shall not be use if lightning is visible. Immediately move to a safe location – away from metal structures (backstops, fences, etc.) tall structures (light standards, trees, etc.) and out of the open field.

Toboggan Inspection Form

Inspector:

Date:

Location:

	Yes	No
Sliding surface in good repair		
Signs of good repair and visible		
Is the area clean and debris free		
Litter containers present and in good condition		
Slope free of obstructions and overhanging branches		
Evidence of prohibited use		
Are you aware of any recent complaints		

Action required:

Inspector signature:

Sample Outdoor Ice Maintenance Policy

Purpose:

To outline procedure to be followed to ensure that the ice at municipal outdoor rinks is in a reasonably safe condition.

Procedure:

1. Staff will inspect the ice surface and surroundings once a week when outdoor rinks are in use.
2. Where rinks have been created over bodies of water, ice thickness will be monitored daily. Skating is prohibited when ice is less than 20cm (7.8 inches) thick. Measurements will be documented.
3. If the ice surface contains ruts and holes staff will immediately take appropriate steps (including flooding) to ensure its' safety.
4. Staff will decide if the ice is safe for use. If the ice is deemed to be unsafe skating will be cancelled after consultation with the supervisor.
5. When skating is cancelled the rink will be signed "No Skating...Dangerous Ice Conditions"
6. Necessary repairs to gates, boards, lighting etc. will be made immediately.

Outdoor Rink Checklist

	Yes	No	Notes
Ice condition acceptable			
Nets in good condition			
Nets are not frozen into the ice			
Lights in proper operation			
Benches in good condition			
Boards in good repair (no protruding nails, etc.)			
Boards are stable and properly aligned			
Gates operate properly			
Rink glass (fencing) in good repair (no sharp edges or protrusions)			
Signs visible and in good condition			
Warming shelter is in good repair (doors, locks, windows, benches, etc.)			
Area is free of debris/garbage can present			

Repairs

Other Remarks

Signature _____ Date _____

Indoor Arena Policies

Assumption of Risk

Participation in ice-related sports, whether recreational or competitive, figure skating, speedskating, hockey, broomball or otherwise, carries with it certain inherent risks that cannot be eliminated regardless of the care taken to avoid injuries. The specific risks vary from one activity to another, but the risks range from:

- minor injuries such as scratches, bruises, and sprains; to
- major injuries such as eye injury or loss of sight, joint or back sprains, strains, breaks, concussions, severe cuts, head trauma, dismemberment, cardiac arrest, partial or total paralysis, and death.

Participation is voluntary and all individuals knowingly assume all risks when they take part in informal or programmed recreational activities, we strongly recommend that you consult your personal physician before starting any physical activity program.

General Facility Policies

- No running around, rollerblading or playing hockey off the ice.
- Individuals and groups are expected to return areas as it was found and clean-up after themselves. Additional charges will be billed to any group in cases of excessive cleaning.

Adult Supervision of Children Ages 15 and Under

- At least one adult 18 or older must accompany the child to the facility and monitor their activity at all times.
- Youth (15 years old and under) are not permitted in the locker rooms without adult supervision.
- Children should not play in the lockers or stand on top of the benches.

Skating Aids

Skating aids (“walkers and sleds”) are available for use on the ice. Wheelchairs may also go onto the ice; enter at the Zamboni doors. Skating aids are first come, first served; availability is limited.

Hockey Game Rules for Spectators

- Do not throw anything at the players, officials, Zamboni driver, or onto the ice at any time.
- Offensive language is prohibited. Individuals using profanity or acting inappropriately will be asked to leave, without receiving a refund.
- Alcohol, tobacco products, electronic cigarettes, illegal drugs, firearms, and other weapons are strictly prohibited in or near the facility.
- Do not lean or hang over the balcony railing at any time.
- All persons standing on the lower level must have all body parts behind and below the glass.
- All patrons are prohibited from the Zamboni entrance way while the ice is being resurfaced.
- The southwest corner of the rink must be cleared of all spectators prior to the players going on or coming off the ice.
- As a University facility, the Ice Arena is a non-smoking area.
- By police order, canned or bottled beverages will not be allowed into the rink proper. Cans found in the rink will be confiscated. Cups and ice are available from the concession stand.
- Those individuals who wish to leave the Ice Arena and return during a game must get their hand stamped before exiting the building.
- Violators will be removed and potentially face additional disciplinary action. Refunds will not be issued.
- No bags allowed in the rink. Belongings must be secured in coin lockers.
- CAUTION: The puck moves at a high rate of speed and may leave the playing surface. Please always keep your attention on the puck.

Public Skating

- Everyone must skate in the same direction at a safe, controllable speed. No speed skating will be allowed at any public skate session.
- No racing or excessive weaving in and out.
- No playing tag, cap throwing, or playing crack the whip.
- No gum chewing, eating, or drinking on the ice.
- Always be aware of other skaters around you.
- No snowball throwing or jumping the orange cones.
- No one except Ice Arena personnel is allowed on the ice while it is being resurfaced.
- Figure skaters must confine jumps and spins to the center ice only.
- Private lessons are not allowed during Public Skate Sessions.
- Beginning skaters should try to skate along the boards for their own safety. This means others should avoid standing along the board area.

- No cell phones, cameras or personalized music systems are allowed on the ice unless permission has been granted by management.
- Do not go upstairs to the balcony area with your skates on. This is dangerous and will ruin skates. Metal will also harm skates, so patron must stay off the railings.
- Be respectful of the rink monitors and follow their directions.
- Violators can be removed at the discretion of staff.

Private Coach Insurance Required

All private coaches must provide a copy of their general liability insurance prior to giving lessons during Freestyle times. Both parties (skater/parent and coach) must sign a waiver and pay an admission fee to use this facility. No private lessons are allowed during regular Public Skating sessions.

Equipment Policy

The Ice Arena has goalie equipment, helmets, helmets with cages, throat collars, pucks, and broomball equipment to loan. In order to secure such equipment, groups must arrive 30-40 minutes in advance. A student ID or state ID must be left with the supervisor until all equipment is returned. All groups will be held financially responsible for any loss or damage to any Ice Arena equipment.

Helmets Required

It is mandatory that all persons involved in ice hockey or broomball wear a helmet. For ice hockey, full equipment is highly recommended. All hockey programs at the UI Ice Arena require full face shields/cages on the helmet.

Helmets are recommended for all ice-skating activities and can be checked out at the customer service window or Learn to Skate Office.

Ice Skate Rental

All patrons utilizing the University of Illinois Ice Arena rental skates must wear a pair of socks with these skates. This policy is in effect for sanitary and health reasons. It also ensures a longer period of use for these skates. The figure skates in skate rental cannot be rented for any ice hockey activities. This is to ensure the safety of the participants.

Arena Locker Room Policies

- Only authorized groups will be allowed locker room access. Locker rooms are available 30 minutes prior to ice time and until 30 minutes after ice time.
- The Ice Arena is not responsible for any lost, stolen, or damaged personal items. Always lock the bathroom door and front door when leaving the room unattended.
- Keys must be checked out from the Customer Service officer prior to use. The person signing out the key is responsible for the entire group using the locker room.
- Prior to occupancy, report any problems (damage/trash) to the Ice Arena Staff.
- A minimum of \$25.00 will be assessed to any group or individual that fails to return the locker room key or fails to leave the locker room in a clean and orderly condition. This includes picking up all tape and garbage, turning off showers and lights, includes stolen items, and/or damage to the facility.
- All youth (ages 15 and under) are required to have parental supervision during locker room use. Adult supervision is required for all youth groups using the locker rooms.
- Do not change in the hallway.
- Strategy boards require the use of Ice Arena approved dry-erase markers. These are available for check out.
- Ice Arena Staff may enter locker room for safety and maintenance reasons.
- Any individual found in the locker room who is not associated with that group will be viewed as trespassing.
- Groups or individuals who violate these policies will be subject to maintenance fees, loss of locker room privileges and may be denied participation in future Ice Arena events.
- Name of arena tries to honor the stated gender identity of our patrons. Gender identity is not always apparent and does not always correspond with stereotypes about physical presentation staff will NOT require identification to prove gender in order to access locker rooms.
- Groups using the locker rooms are expected to follow the intent of this statement.
- Organizations and groups renting ice will be held responsible for their members and guests.

Fundraisers, Merchandise Sales, and Non-Ice Related Activities

Fundraisers, merchandise sales, and non-ice related activities require approval from the UI Ice Arena as well as the Registered Student Organizations Office, Facility Management and Scheduling, and/or Facilities and Services Safety and Compliance (depending on the type of organization and activity), prior to the facility rental. Any group or individual

attempting to generate revenue at the University of Illinois Ice Arena will be required to pay an additional fee. Details of the special event must be provided with the space request. Raffles will also require a permit to be obtained through the Saskatchewan Liquor and Gaming Authority (SLGA)

Groups

Groups are only allowed on the ice early if the Ice Arena staff approves it. Groups may not be on the ice before their assigned time if the ice resurfacer is on the ice or before the ice resurfacer doors are closed. All groups must immediately leave the ice when their scheduled time is complete.

Power Failure-Arena

Policy #	Policy Type: emergency
Approval date:	Policy Name:
Next Review date:	

If all electrical components of the ice-making plant start up at the same time it can cause extensive damage because of the power surge.

If the power goes out, go to the plant room, and turn off the compressors and brine pumps.

When the power comes back on, turn on the brine pumps first and then the compressors. If everything does not start normally, check that the brine pumps were on first and check the reset buttons.

If everything is still not working, phone the Senior Staff Member.

If the power outage lasts for more than 15 minutes phone the Senior staff member.

Record the incident in the Incident Log Book.

Ice Installation

Policy #	Policy Type: operations
Approval date:	Policy Name:
Next Review date:	

- Ensure the refrigeration company will have staff to start the refrigeration system when required.
- Appropriate associations (Saskatchewan Hockey Association, Ringette Saskatchewan) should be consulted to determine if there have been any changes to the ice markings.
- Concrete floor must have all dust, oil grease, gum, etc. removed prior to start up to ensure a good adhesion of the ice to the rink floor.
- Once the rink floor has reached the proper temperature, light sealer floods of water can be applied with a hose and nozzle.
- Then 2 to 3 coats (depending on coverage ratios) of whitener are applied.
- Build the ice surface to " thick.
- At this point all lines should be applied. To do this, the lines are laid out properly.
- When you have determined that all lines have a sufficient thickness of ice, you are able to use the hose to build your ice to the desired thickness.

Plant Readings

Policy #	Policy Type: operations
Approval date:	Policy Name:
Next Review date:	

Plant readings are a written record of how well the refrigeration unit is operating. They are also used as a reference to try to determine when a problem may have started.

- All required pressures and temperatures are to be read and recorded a minimum two (2) times each shift.
- Once all readings have been recorded, a comparison should be done with the previous readings.
- If a situation arises that there is a drastic change in the readings staff must try to determine the cause.
- Once the cause has been determined, staff must evaluate who is the appropriate level to do the repair.
- If no cause can be determined or assistance is needed, contact the supervisor. If he/she is unavailable contact the current refrigeration company.

Ice Resurfacing

Policy #	Policy Type: operations
Approval date:	Policy Name:
Next Review date:	

- Staff should be waiting at the ice resurfacing room approximately five (5) minutes prior to flood time, they should be doing a check on the following items:
 - Fill the machine with water.
 - Sufficient propane/ gas supply to complete the flood.
 - Clean tires.
 - Augers are working properly.
 - Snow dump tank is not full of snow from a previous flood.
 - Visual inspection of the entire machine.
- Only when all users are off the ice should the ice resurfacer be driven onto the ice surface.
- The appropriate floor pattern and speed should be chosen based on ice conditions and number of staff on duty.
- Staff must continuously be observant for holes, ruts or loose plastic or screws.
- Should a user(s) come onto the ice surface while staff is still resurfacing, he/she must be asked to remain off the ice until staff has completed resurfacing and doors are closed. If the request is not complied with, the conditioner should be raised and the resurfacer will not be removed from the ice until the user(s) have left the ice.
- Once the flood has been completed, the ice resurfacer can be driven off the ice and snow dumped in designated area.
- The remaining snow left under the conditioner must be removed and a smooth surface must be left. The gates can be closed.

Ice Resurfacer Blade Change

Policy #	Policy Type: operations
Approval date:	Policy Name:
Next Review date:	

The arena staff will ensure there is a second person in the building when completing a blade change. Safety gloves must be worn when removing and replacing blade.

- Arrange with the previous night to remove the conditioners cover plates and melt snow/ice from the blade and auger and remove the towel.
- Install magnetic blade protector.
- Place two wooden blocks under the blade.
- Loosen second bolt from each side of conditioner and remove all remaining bolts.
- Lower conditioner until blade makes contact with wooden blocks. Remove remaining bolts. Raise the conditioner and move the resurface machine forward.
- When this has been completed remove the blade protector and place the dull blade into the wooden holder. Scrape any rust deposits from the blade mounting surface.
- Remove the sharp blade from the wooden holder and attach the magnetic blade protector.
- Back the resurfacer into position and lower conditioner close to the blade ensuring the blade is between conditioner runners.
- Insert one bolt into each end of the blade. Tighten the nut finger tight; raise the conditioner and install the remaining bolts.
- Once all the bolts have been installed, begin tightening from the center of the blade to the outside edges. This is done so the blade does not warp.
- Adjust the blade depth adjustment so that the indicator completely covers the sight hole on the right side of the conditioner.
- Loosen the large nuts at the top of the back of the conditioner and raise/lower the adjustment until the blade is even with the bottom of the conditioner runners.
- Grease all fittings and nipples, the auger drive chain, and the threaded rod for adjusting the depth of the blade. Check fluid levels.
- Blade changes should be completed after approximately 80 floods or as required to provide a good skating surface.

Scheduling

Policy #	Policy Type: operations
Approval date:	Policy Name:
Next Review date:	

The Arena is operated on a schedule provided by the Facility Manager. Occasionally situations will arise that interfere with the schedule.

Procedure:

- If there is nothing scheduled and teams show up, the Facility Manager or shift supervisor will problem solve with both the teams.
- All scheduled games are allowed to finish. In the event they use more than the scheduled amount of time, the schedule will be backed up.
- If two groups show up for the same ice time, the one on the schedule gets the ice. If it is unclear which group is scheduled, the Facility Manager or shift supervisor will decide.
- If an activity starts late because the schedule is backed up, the group gets their scheduled amount of ice time.

In all cases, a record must be made in the logbook.

Ammonia Leak

Policy #	Policy Type: emergency
Approval date:	Policy Name:
Next Review date:	

Ammonia is a relatively safe refrigerant in that it is impossible to experience a dangerous exposure level without noticing the smell.

However, the gas mask that is located _____ **IS NOT** adequate protection from a major ammonia leak.

If you smell ammonia at any time, phone the Senior Staff Member. There may be a residual odour from draining the oil from the ammonia tank.

If the oil has not been drained recently, then there is a problem, and the Senior Staff member will advise what action to take.

First Aid Procedures/Equipment

Policy #	Policy Type: Human Resources
Approval date:	Policy Name:
Next Review date:	

All emergencies are unique, but the following procedures should give you as a staff member some idea of what action to take in each situation. These procedures must be read and understood by all staff so that in an emergency there is no confusion about what should be done.

- With respect to injuries, if there is not a trained first-aider available, **DO NOT** administer first aid yourself unless you are qualified.
- If the injured person is conscious but unattended by a trained first aider, get permission to call Emergency Services.
- If the injured person is unconscious and is not attended by a trained first-aider, call Emergency Services.
- When you call Emergency services, give the dispatcher all the information requested and identify which door of the facility Emergency services should respond to. While you are waiting, ensure there is a clear path for the injured person and wait at the designated door.
- Record the incident in the Incident Log Book.

Legal Liability

Policy #	Policy Type: operations
Approval date:	Policy Name:
Next Review date:	

All accidents regardless of severity are to be taken care of in the most effective and efficient manner possible and in addition all accidents are to be reported to the Facility manager by 9:00 AM of the following day.

Procedure:

- Accident report forms are available in the facility office.
- Report forms shall be completed at the time of the accident by the appropriate staff member.
- The report must be submitted to the Facility Manager prior to 9:00 a.m. the following day.
- The Facility Manager will do the follow up accident reports.
- All reports will be put on file for further reference.

Log Book Policy

Policy #	Policy Name:
Approval date:	Amended date:
Next Review date:	

A Log Book is provided in the facility office. All incidents that affect the smooth operation of the facility are to be recorded.

Procedure:

Incidents that require a log entry include:

- Firealarm
- Power failure
- Leaks - i.e. water, ammonia, Freon, chlorine
- Accidents (refer to policy 2 accident)
- R.C.M.P. calls
- Finding something of value (wallets, keys etc.)
- Damage to facility
- Missing arena dressing room keys
- Scheduling conflict

1. Record date and time.
2. Record a brief description of the incident.
3. Record your name and sign the entry.
4. The logbook is to be reviewed daily by the Facility Manager.

Fire Alarm

Policy #	Policy Type: emergency
Approval date:	Policy Name:
Next Review date:	

Check for a false alarm at the control panel located in the facility.

If and only if it is a false alarm, silence the alarm at the control box (location.____

If it is a real alarm, ensure that all patrons are aware of the fact –it may be necessary to use the public address system.

- If two staff on duty, one person will go to ensure everyone is out of all dressing rooms and washroom. DO NOT PLACE YOURSELF IN IMMINENT DANGER.
- In case of all real alarms, phone the Senior Staff Member.
- In all cases, unless you are unable to return to the building, record the incident in the incident log book.

Rentals

Policy #	Policy Type: operations
Approval date:	Policy Name:
Next Review date:	

1. All payments must be made in full at the time of rental by cash or cheque.
2. Postdated cheques **will not be** accepted under any circumstances.
3. No refunds will be given following a booking unless caused by an act of god (i.e. power failure, snowstorm etc.) Refunds will be at the discretion of the facility manager.
4. When payment has been made:
 - Highlight on the schedule the hours being paid for
 - Deposit fee into an envelope and write the following on the outside:
 - o UserGroup Name.
 - o The Date(s).
 - o Rental Time(s).
 - o Amount.
 - o Staff Signature.
5. Issue a receipt to the user group with the same information as above.

Special Events

Policy #	Policy Type: operations
Approval date:	Policy Name:
Next Review date:	

To ensure that all special events are conducted with the utmost concern for safety and loss prevention. Special events are important to our organization so they must be conducted in a way that maximizes their benefits while reducing their risk and cost.

Policy Details:

1. All events will be carefully assessed for cost, benefits, and risk to the organization.
2. Events will be chosen based on prescribed selection criteria.
3. Events will be managed by a responsible and experienced person who will be given full operational authority for the event.
4. All activities at the event will be carefully considered for their potential risk, and any activity that is deemed to be high risk will not be considered.
5. Any events involving alcohol service will conform to our alcohol service policy.
6. All appropriate authorities will be contacted, and all regulations strictly followed. Examples include: the municipality, the liquor control board, the fire department, the occupational health and safety authority, the food service authority, etc.
7. Event security and crowd control will be contracted out to qualified, bonded and insured companies.
8. First-aid and emergency response procedures will be in place and strictly enforced.
9. All contractors or service providers will be experienced, qualified, and adequately insured, and our organization will be added as an additional insured on their policy.
10. Our insurance representative will be consulted on all events at least 30 days in advance of the event date.

Opening Procedures

Policy #	Policy Type: emergency
Approval date:	Policy Name:
Next Review date:	

1. Upon arrival to the facility-turn lights on in the areas that will be required throughout the day.
2. Unlock all exit doors and allow patrons to enter.
3. Any doors that are found not to be opening or operating properly must be repaired or cleared.
4. A walk through the facility must be done to ensure it is clean and safe to the public.

Closing Procedures

Policy #	Policy Type: operations
Approval date:	Policy Name:
Next Review date:	

1. Staff is to do a thorough check and walk through to ensure that there is no one left in the facility.
2. A walk-through inspection is to be completed to ensure that all doors are closed, and all exterior doors are locked so as to not allow access from the outside of the buildings after hours.
3. Ensure that all electrical appliances have been turned off.

Refer to Checklist:

Custodial

Policy #	Policy Type: operations
Approval date:	Policy Name:
Next Review date:	

All Shifts:

- Spot mopping: all spilled drinks should be mopped up as soon as they are noticed – it is much easier to clean before the liquid dries. It is particularly important to mop up wet spills in the bleachers before sweeping so that the spill is not spread around with the push broom.
- Spot sweeping: spilled food should be swept up as soon as they are noticed, and empty cups and paper should be picked up and placed in a garbage container. This practice will keep the building looking good between complete sweeping jobs.
- The foyers and hallways should be swept when necessary – probably once or twice per shift, less often with consistent spot sweeping.
- Dressing rooms should be swept after each user group; sometimes mopping may be necessary as well – use very hot water with no soap to ensure quick drying. Make note of any damage and check that the key is still in the room.
- In the arena, pick garbage in the bleachers during the flood -make sure that any half-full cups are placed in the garbage before they are spilled.
- Monitor the public washrooms for acceptable levels of cleanliness and top up paper supplies and hand-soap when necessary. This should be done once an hour when the arena is extremely busy -less often when it is less busy.
- Keep main entrances and fire escapes clear of snow –the fire escapes must be checked daily and cleared of any snow and has slid down from the roof.
- Sweep up cigarette butts around arena entrances frequently and empty outside garbage cans when more than half full.
- Change burned out light bulbs as soon as they are noticed.
- Take out garbage when it is more than ¾ full.
- Clean and put away brooms, mops, and other tools at the end of the shift.
- Clean the lunchroom at the end of the shift (or just keep it clean all of the time).
- If anything is in need of attention and there was not sufficient time to look after it. Let the next shift know verbally or with a message on the white board/ bulletin board in the lunchroom.
- Fill out work orders on anything requiring repair or replacement.
- Record all incidents in the Log Book.

Major Cleaning of Washrooms: (approximately two hours work)

- Squirt toilet bowl cleaner into toilet bowls and scrub all toilets and urinals with toilet bowl cleaner and rinse with clean water and wipe seats off with paper towels.
- Scrub sinks and wash counter tops.

- Wash mirrors and chrome fixtures with glass cleaner.
- Replace urinal blocks and deodorant blocks if necessary.
- Spot wash walls, and wipe hand driers and toilet paper dispensers.
- Pick up excess water from floor mop and pail.

Regular Cleaning of Washrooms:

- Squirt toilet bowl cleaner into bowl and wipe all surfaces with toilet bowl brush (toilet bowls and urinal).
- Rinse seats with clean water and flush toilets and urinals.
- Wipe counter tops and sinks.
- Clean mirrors and chrome fixtures with glass cleaner.
- Wipe toilet seats with paper towel that was used on the mirrors.
- Take out garbage.

Customer Service Policy

Policy #	Policy Type: operations
Approval date:	Policy Name:
Next Review date:	

Quality customer service means an expression of sincere interest in helping and serving people. Everyone in our organization is personally accountable for providing excellent service.

Our goal is to maintain exemplary customer service through personnel training, establishing, and implementing consistent practices and building organizational pride.

Our Customer Service is built on the following principles:

1. **Everyone** is a customer. Promote a positive image at all times and be conscientious in using behaviours exemplifying your organization's commitment to quality service.
2. Make the first move. Excellence in customer service is dependent upon each of us taking prompt action to help customers.
3. Be sincere. Be friendly. Be positive. Excellence in customer service comes from each of us developing a positive attitude.
4. Have patience, patience and more patience. Signal your willingness to serve. Have direct eye contact as this shows you are listening and attentive to the customer's needs.
5. Present a clean, fresh and professional image - personal and facility appearance.
6. Know the answers to customer questions. When you do not know - **FIND OUT FAST**.
7. Demonstrate behaviours that promote a positive image. Constantly be aware of how your actions are perceived by customers.
8. When complaints are raised, put yourself in the customer's shoes.
9. Customers who contact us by telephone are important too. Acknowledging a customer's complaint and demonstrating sincere concern for their position will generally calm the customer, allowing you to focus on resolving the issue.
10. Provide support for each other.

Special Events

Policy #	Policy Type: operations
Approval date:	Policy Name:
Next Review date:	

- The Lost and Found box is located _____ and should always remain locked.
- Found items should be placed in the box immediately.
- Valuable items must be recorded in the Log Book - date, time, location of found item.
- A note must be made in the Log Book when valuable items have been picked up by owner.

Security

Policy #	Policy Type: operations
Approval date:	Policy Name:
Next Review date:	

Even though the facility is staffed _____ hours per day, the outside doors should be locked when the facility is not in use to prevent vandalism. Normally the outside doors should be locked after the last group in the evening, and they must be unlocked one hour before the first group of the day.

The following areas should be always locked except when they are being used:

- List rooms/areas