 <b>CITY OF ST. CATHARINES</b>	<b>PARKS RECREATION &amp; CULTURE SERVICES ENTERPRISE SERVICES</b>			
	<b>SUBJECT:</b>	Ice Allocation	<b>POLICY #:</b>	RCS2010-001R
	<b>APPROVED BY DIRECTOR R.C.S.:</b>			
	<b>ISSUE DATE:</b>	2010-09-03	<b>REVISION DATE:</b>	2014-05-15
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**Purpose:**


To assist the Corporation of City of St. Catharines in the process of facility booking and the allocation of ice time at all municipally owned recreational facilities. It is the intent through this uniform policy that City residents, organizations and businesses will feel equally and fairly treated. It is also important to ensure that opportunity exists for all participants and that discrimination does not occur.

The policy will outline facility booking guidelines to assist in consistency and efficiency with the rental of City recreational facilities. The policy will also establish formulas and standards that will help allocate minimum requirements of ice time to all qualified user groups in the City. Both facility booking and ice allocation guidelines are intended to maximize the potential of all City recreational facilities.

This policy should be reviewed annually.

**Policy Glossary and Terms**

<b>The City of St. Catharines</b>	<ul style="list-style-type: none"> <li>Referred to as the ‘City’</li> </ul>
<b>City of St. Catharines Recreational Facilities</b>	<ul style="list-style-type: none"> <li>Recreational facilities rented by City of St. Catharines. Referred to as the ‘facility’ or ‘facilities’</li> </ul>
<b>Not-for-Profit Organization</b>	<ul style="list-style-type: none"> <li>Organizations with or without paid staff who offer a community based activity or service and who are registered or recognized as not-for-profit.</li> </ul>
<b>For Profit Organization</b>	<ul style="list-style-type: none"> <li>Organizations with or without paid staff who offer a community based activity or service and who are registered or recognized as a business and/or incorporated</li> </ul>
<b>Regular User Group</b>	<ul style="list-style-type: none"> <li>Resident or non-resident sport organizations that rent facilities for the majority of the applicable sport season.</li> </ul>
<b>Resident</b>	<ul style="list-style-type: none"> <li>Applicant that is a resident of the City of St. Catharines.</li> <li>An organization where the majority of its members reside in the City of St. Catharines.</li> </ul>
<b>Non-resident</b>	<ul style="list-style-type: none"> <li>Applicants or organizations that reside or are based outside of the City of St. Catharines.</li> </ul>

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## Operating Principles

Parks Recreation and Culture Services has the following operating principles:

- Excellent customer service
- Customer focus/consultation with user groups
- Accessibility of services to all
- Equality to include age and gender in service programming
- Safety standards maintained
- Responsible fiscal management

## Scheduling Allocation Priorities


Parks Recreation and Culture Services will schedule activities or rentals in the City facilities in the following order:

These priorities are to be used for prime time ice during allocation and to resolve conflicts of interest during the season. However, the Parks Recreation and Culture Services Department is committed to upholding a “spirit of cooperation” among the many ice user groups’ specific needs. Therefore the department strongly encourages ice user groups to use every possible means of communication when resolving ice usage issues.

- Municipal Programs - defined as programs offered by City of St. Catharines to provide an opportunity for community members to utilize City facilities
- Junior A, Junior B, Varsity teams currently under lease agreement with the City of St. Catharines
- Existing Tournaments and Special Events (priority is given to Tournaments and Special Events which have been in operation for several years)
- All Educational Institutions (applicable Monday through Friday 9:00 am - 3:00 pm)
- Minor youth and other not-for-profit youth organizations within the City
- Adult organizations within the City
- All other City user groups or individuals
- Non-resident groups
- ***These priorities will apply to base allocation, once allocation has been completed any further requests must be submitted in writing to City Staff for approval***

Priority will be given to those programs being offered by City of St. Catharines. These programs are being offered to ensure that opportunities exist for all residents to utilize these public facilities; it is not the intention of the Parks Recreation and Culture Services Division to duplicate any other available community program.

Historical Precedence will also be considered when assigning youth and adult requests.

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## Municipal Facilities


The Corporation of City of St. Catharines owns and operates the recreational facilities identified in Schedule 'A'.

### General Facility Rental Guidelines

- All facility rentals must be made through the City Customer Service staff and applicants must complete a Facility Rental Application form for each rental. Applicants must advise the City of various rental particulars outlined on the form, including food and beverage service or sales.
- Applicants must be a minimum of 19 years of age, and all rentals require that a representative of the applicant who is 19 years of age or older be on site during the rental.
- Applicants are not permitted to sublet any facility to another person or organization. If an applicant wishes to reschedule a rental with another person or organization, they must contact the City to make these arrangements. These reschedules are to be considered on a 'case by case' basis, and approval is not guaranteed.
- Sporting organizations must provide the City with contact information for a maximum of two (2) individuals for booking purposes.
- All facility rentals will receive a Facility Rental Contract, including a copy of the current Municipal Alcohol Policy and any other policies or related documents. The contract, once firmed, must be signed by the applicant and returned to the City in person, via e-mail, or by facsimile for authorization by a customer service staff member prior to the first rental date. Rentals on a firm contract cannot be guaranteed without a signature.
- For staffing reasons, minimum booking times (i.e. 4 hour minimum per day for ice rentals for Statutory Holidays) or other restrictions may be set for any of the City facilities.
- Applicants must advise the City immediately of any issues with respect to their rental. If City staff is not available, applicants are encouraged to contact the City of St. Catharines after hours emergency contact number (905-935-3813).

### Rental Rates

- Rental rates are prepared by the Department of Parks Recreation and Culture Services and approved by St. Catharines City Council.
- Parks Recreation and Culture Services staff do not have authorization to amend Council approved rates.

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- Rental rates for all minor youth groups who rent facilities in the City of St. Catharines will be waived for the purposes of a meeting for the arena halls/rooms if the facility is open for a paid rental.
- City rental rates and fees are effective May 1<sup>st</sup> of each year.

### Approved Facility Uses

- Events commonly known as "stag & doe" are not permitted on the arena floors or in the arena community rooms.
- Other events with alcohol are permitted when rented and operated by residents or recognized community organizations within City of St. Catharines.
- City of St. Catharines reserves the right to not accept rentals if the rental jeopardizes public safety, permits discrimination, or violates municipal, provincial, or federal laws or regulations.

### Payment Terms

- Regular user groups must make payments as per the installments outlined in their contract and must be paid within thirty (30) days of the booking date.
- All facility rental contracts (with the exception of regular user groups) must be paid at the time of booking, prior to the first rental date on the contract.
- Any unpaid balances over thirty (30) days will be sent a statement of account from the City. Any unpaid balances over sixty (60) days will be forwarded to the Financial Management Services Department for collection. These accounts will be charged the City approved interest rate on a monthly basis. Future rentals will not be permitted for any applicant who has had an account forwarded to Finance until their account is current. In addition, prepayment may be required for future payments at the discretion of the Parks Recreation and Culture Services Department, in consultation with Finance staff.
- Any regular user group accounts that remain outstanding thirty (30) days prior to the start of the applicable sport season, will not be entitled to any future rentals nor will they be allowed to continue usage through current rentals until the account is paid in full.
- In the event that a user group is suffering financial difficulty, the City of St. Catharines will work with the group in an attempt to set up a payment schedule. It is the applicant's responsibility to contact Parks Recreation and Culture Services staff as soon as possible, and prior to initiating future contracts.


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### Cancellations/Rescheduling

- Contracts may be amended for emergency purposes at the discretion of the City.
- Once the applicant directs the City to forward a firm contract, the contract may only be amended or cancelled by the applicant for extraordinary circumstances as determined and approved by the City unless otherwise indicated in this policy. Requests for amendments or cancellations must be made in writing to the appropriate Supervisor/Manager. Requests will be reviewed on a case by case basis and may involve consultation and require approval from Senior Management and Council.
- If an applicant wishes to reschedule a rental with another person or organization, they must contact the City to make these arrangements. These reschedules are to be considered on a 'case by case' basis, and approval is not guaranteed.
- Cancellation of ice rentals is permitted before March 1<sup>st</sup> for playoff games and special skating events, once a team has been eliminated from competition. Notice of at least seven (7) business days must be provided to the City regarding these cancellations, in order for a credit to apply. If proper notice is not provided, regular rental charges will apply. Rescheduling of practices during this time can occur as outlined above.
- Notice of at least thirty (30) days must be given in writing to the appropriate Supervisor/Manager for review and approval for any tournament rescheduling or returning of rental space (arena ice, floor or community room).
- Ice time is reserved, not guaranteed, and the City retains the right to adjust, cancel, withdraw, or reschedule any and all allocated ice time. This will be necessary only in the event of tournaments, special hockey games, or skating events, or in the case of an emergency or unforeseen circumstance. All reasonable efforts will be made to advise affected groups as early as possible.
- Organizations that do not comply with other policies established through the City (smoking, alcohol infractions, non-compliance with sport policies) may have their contract cancelled.
- Upon receiving immediate notification of inclement weather, the City will refund, credit or reschedule the rentals. Applicants are responsible for notifying their participants if the facility is closed.

### Special Requirements

- Applicants booking events involving alcohol are required to provide the City with a copy of their liquor license, proof of Smart Serve certification for all bartenders/servers, and a copy of their insurance policy in the amount of **five million (\$5,000,000) dollars** naming the City of St. Catharines as an additional insured. Contracts will not be firmed, and the rental will not proceed until the City receives these documents a minimum of five (5) business days prior to the event.

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- Applicants are not permitted to offer any services/goods such as those offered by concession or pro shop operators that are presently contracted by the City of St. Catharines, in that facility. Any attempt by the applicant to provide said services, will be considered a breach of contract, and future rentals may be denied for a period of time as determined by Parks Recreation and Culture Services staff. Exceptions may occur with expressed written permission from the existing contractors and consultation with Recreation and Community staff.
- Applicants must receive prior approval from the City of St. Catharines Building Division for any temporary structures required for an event, even in the case where a Special Event Application is not required.


### **Applicant Responsibilities/Damages**

The applicant is responsible for:

- Ensuring the Facility Rental Application form and/or the information provided to the City is complete and accurate. The applicant must provide the City with beginning and ending times of each rental including setup and takedown time.
- Obtaining a key for the facility or ensuring that the facility will be open during the event. These arrangements must be made through the Parks Recreation and Culture Services office prior to 4:30 pm on the last business day preceding the event. All keys must be returned to the originating office within five (5) business days of the event, or within five (5) business days of the last scheduled game/event for regular user groups.
- Setup and replacement of all furniture and/or equipment, where applicable. Furniture and/or equipment (indoor or outdoor) cannot be relocated to another City facility or location without permission of the City.
- Ensuring all activities, including liquor services conclude at the time shown on the contract, and the premises are vacated by all persons other than those assigned to perform clean-up duties, within a ½ hour of this time. All persons assigned clean-up duties will be provided an additional ½ hour to complete these tasks, which include the washing of all dishes/silverware, the cleaning of tables, clean-up of any spills and debris on the floor, and removal of all garbage from the facility, or placement in the receptacles provided.
- The applicant shall be personally responsible for any costs resulting from damages caused by accidents, negligence, or malicious damage to any part of the facility and/or equipment therein by any person or persons connected with the function.

Failure to comply with these responsibilities may result in additional fees (i.e.: staff labour or item replacement costs) and/or refusal of future rentals.



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## ICE ALLOCATION POLICY AND GUIDELINES

### City Responsibility

The City of St. Catharines is responsible for calculating annually, each regular user group's ice allocation including, figure skating, minor sport organizations (ringette, girls' hockey, minor hockey), junior hockey, adult hockey, and other structured leagues/organizations as ice time is requested.

### Prime and Non Prime Time Ice

Prime Time Ice is defined as follows:

- Monday to Friday from (4:00 p.m. to 11:00 p.m.) (as of May 1, 2013 5:00 p.m. to 11:00 p.m.)
- Saturday and Sunday (6:00 a.m. to 11:00 p.m.) (as of May 1, 2013 7:00 a.m. to 11:00 p.m.)
- July and August is all prime time

**NOTE:** Ice time will not be scheduled for Christmas Eve or New Year's Eve after 3:00 p.m., Christmas Day or New Year's Day, with the exception of Family Day. No ice rentals on statutory holidays.

Non Prime Time is defined as follows:


- September to June 30
- Monday to Friday from (12:00 a.m. to 4:00 p.m.) (as of May 1, 2013 12:00 a.m. to 5:00 p.m.)
- Saturday and Sunday (12:00 a.m. to 6:00 a.m.) (as of May 1, 2013 12:00 a.m. to 7:00 a.m.)
- Daily (11:00 pm to 12:00 a.m.)
  
- In order to provide for a "balance" of prime time between user groups, it is recommended, as a working principle, that adults be assigned priority for prime time after 9:00 p.m., and that the municipality attempt to provide for their own programs prior to 5:00 p.m., leaving the remaining prime time for youth.

### Ice Hour

One hour of ice is defined as 50 minutes in length, plus a 10-minute flood. An hour-and-a-half (1½ hours) equates to 80 minutes of ice time and a 10-minute flood time, however, the City of St. Catharines may create mixes of ice time activity and flood time which would accommodate the user, and still maintain the excellent quality and condition of the ice.

### Winter Ice and Summer Ice

The demand for ice in the spring and summer is not dependent upon the availability of rental time. The issue is whether the facilities are open and operating. This issue becomes an economic one, that is, whether sufficient demand warrants a facility being in operation.

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## Public Skate Hours

The City of St. Catharines supports the equal availability of ice time within the community. Individuals and under-represented groups, regardless of age or gender, shall have availability to the arena during prime time. Public skating is a priority to the community and will be available at all arenas. If a tournament is being held at an arena, then another arena should have public skating offered and a possibility of coupons given to accommodate residents for their inconvenience. Right now there is no public skating at the Gatorade Garden City Complex.

The City of St. Catharines believes that public skate is an important program for the residents of our community and it provides an opportunity for the residents to utilize a regular scheduled time. City staff in working with the community groups may authorize the rescheduling or cancellation of public skate if special events or tournaments require so.

## Historical Precedent

Preference in the allocation system will be given to established non-profit organizations or groups, which have provided quality programming to the residents of the City over previous years.

New organizations will be considered within the allocation system, provided there are sufficient registrants, and that ice time is available, however, accommodating new groups at the expense of the existing groups, will be considered only in cases where a program is being introduced into the area for the first time, and no other program of this nature is available. The City of St. Catharines encourages new recreational opportunities, especially to the non-served segments of the population.

The development of new programs or the expansion of existing programs into other areas should be encouraged to be extensions of organizations already established (i.e. creating umbrella organizations).


## Tournaments and Skating Events

The City of St. Catharines supports special programs such as tournaments and Skating Events. Priority will be given to these events, and they will be scheduled in the ice allocation calendar first (after municipal programs have been scheduled). Each non-profit organization will have the ability to provide at least one tournament/skating event.

Those organizations with greater numbers may present a maximum of **four (4)** tournaments in a year, however, organizations that would be hosting tournaments two, three, and four would be required to "pay back" an equal amount of ice time to the group(s) affected.

It is noted that groups requesting more than one tournament or special event, should prioritize their requests.



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In the scheduling of tournaments and carnivals, priority will be given to the special events. It is important to note that these events usually fit into time slots with other tournaments and carnivals in Ontario. Consequently, it is vital to keep the dates "constant" so that planning of the events is made easier. All efforts should be made by organizations planning new tournaments that these events not coincide with other pre-planned events, as existing events would be given priority.

Where "setup" time is required for an event, this time will be charged back to the organization at a non prime rate.

### Legal Requirements of Groups Renting Ice

Financial statements/balance sheets may be collected from the major user groups/non-profit organizations to ensure the sport group is financially viable.


All minor sport organizations may be required to show proof of **two million (\$2,000,000) dollars** liability insurance, naming the City of St. Catharines as an additional insured. Failure to provide this documentation, when requested, could result in denial of facility use.

### Ice Allocation Time Schedule

Season	Dates	Application Date	Date City to Confirm Ice time	Date User to Confirm ice to cancel by	No cancelling of ice
Fall Pre-season ice	Sept.	May 1	July 1	Sept. 1	Sept.
Winter ice	Oct. 1 – March 31	May 1	July 1	Sept. 30	Oct. 1 – mid March
Spring / Summer ice	April 1 – Aug 31	Dec. 1	End of January	Apr 1	April 1 – Aug. 31

### Allocation Formula

The City of St. Catharines will calculate each non-profit organization's "base ice allocation" from the formula. This base allocation will be the minimum ice time to be allotted for the organization prior to any re-allocating of surplus ice hours. This calculation will be based upon registration data gathered from their current year, and applied to a formula that denotes a standard for each of the teams, age groups, levels, house leagues, or travel teams. The data submitted to the City would be supported by the organization roster, which is shared with their provincial sport body. Where user groups expect significant changes, these will be treated as exceptions, and will be dealt with pending available ice time.

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### Ice Allocation Formula for Minor Hockey, Women's Hockey & Ringette

- The formula for allocating hours to Minor Hockey, Women's Hockey, and Ringette organizations will standardize the number of participants per team, and the number of games and practices per week. In these calculations, all time allocation will be rounded to the nearest half-hour.
- Teams appear to be divided into either house league teams, local league teams, or travel teams (Rep & AE). Ringette and Women's Hockey can receive hours allocated in house league, local league, or travel, if the organization can justify the status of the team in question.
- The standard numbers of players per team is approximately 15 skaters with all teams having one practice and one game per week. While house league and local league teams share the ice with another team during practice, a travel team and a junior team occupy the full ice.

The age groupings are defined traditionally as follows:

#### STANDARDS OF ALLOCATION

Type of Team	Hours Allocated Per Week
Double "A" Rep teams	4.0 hours
Triple "A" Rep teams	4.0 hours
Single "A" Rep team	2.5 hours
House League teams	1.5 hours


The formula will be calculated as follows for Minor Hockey, Women's Hockey, and Ringette:

#### *House League:*

- The formula is developed and applied using the average number of games and practices that a respective age group experiences in each of the organizations. For a game calculation it is considered that two house league teams share the ice. A Mite, Tyke, or Bunnies team plays one game/practice per 50-minute period shared (1.0 hour allocated).
- A team which has one 50-minute game and one 50-minute shared practice per week, will have 1.0 hour allocated.
- A team which has one 50-minute game and one 80-minute shared practice per week, will have 1.5 hours allocated.

#### *Local League:*

- This formula is based on using the average number of games and practices that a respective age group experiences in each of the organizations. For a practice, it is considered that two teams share the ice, and for a game calculation, one team hosts the ice.
- A team which has one 50-minute game and one 50-minute shared practice, will have 1.5 hours allocated.
- A team which has one 80-minute game and one 50-minute shared practice, will have 2.0 hours allocated.

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*Travel & AE Teams:*

- A team which has one 50-minute game and one 50-minute full ice practice per week, will have 2.0 hours allocated.
- A team which has one 80-minute game and one 50-minute full ice practice per week, will have 2.5 hours allocated.

*Junior Teams:*

- A team, which has one 3-hour game and two 80-minute full ice practices, will have 6.0 hours allocated.

*Adult Teams-House League:*

- A team, which has one 50-minute game and no practices per week, will have 1.0 hour allocated. For a game calculation it is considered that two house league teams share the ice.

**Ice Allocation Formula for Figure Skating**

The formula for allocating hours to figure skating organizations will standardize the number of participants and frequency of times per week for skaters on the ice. For the programs located in the City of St. Catharines, Skate Canada has established two categories: Learn-to-Skate/Recreational, and Figure Skating.


*Learn-to-Skate / Recreational*

Can Skate

This program is the learn-to-skate program for beginners of all ages and is tailored to each user group (i.e., pre-school, youth, adult). Participants earn badges while learning fundamental skating skills. The coach-to-student ratio is a maximum of 1:10. Skaters progress at their own rate.

Some class names within Can Skate are as follows:

- Pre-Can Skate: a class is comprised of 15 skaters once per week for 30 minutes. Share ice. This would have a 0.25 hour allocation.
- Adult Skate: a class is comprised of 15 skaters once per week for 30 minutes. Share ice. This would have a 0.25 hour allocation.
- Can Skate: a class is comprised of 50 learn-to-skate participants on the ice for a one-hour session. This would have a 1.0 hour allocation.
- Senior Can Skate: a class is comprised of 30 skaters once per week for 1.25 hours. This would have a 1.25 hours allocation.

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### Can Power Skate

Program stresses balance, power, agility, speed, and endurance skills, and is available to all skaters. Classes within Can Power skate may be grouped as follows: Pre-Power Skate, Power Skating, and Can Power.

All classes are comprised of 25 skaters for one hour once a week. This would have a 1.0 hour allocation.

### Can Synchro Skate

Program teaches people of all ages the basics of synchronized team skating. Although this program is not available in the City, the ratio would be 24 per team, with two practices per week. This would have 2.0 hours allocated.

### *Figure Skating*

#### STAR Skate

Program offers opportunities to develop basic figure skating skills. Skaters may be taught in a group or private lesson format, and may choose to take tests which are evaluated by Skate Canada evaluators.

Ice Allocation ratio is the same as Competitive Skate.

#### Competitive Skate

Program incorporates a series of tests and other training opportunities to help competitors with potential to advance.


- Junior (for up to 20 skaters 3x/wk) - will have 4.5 hours allocated/week
- Intermediate (for up to 15 skaters 4x/wk) - will have 6 hours allocated/week
- Senior (for up to 10 skaters 5x/wk) - will have 10 hours allocated/week

### **Ice Allocation Formula for Special Groups**

Special interest groups occupy time, and provide for excellent recreational activity for residents.

The number of players and the category of their play have no bearing on the ice allocation. The amount of allocation would be fixed to the number of hours required to attract membership and allow Parks Recreation and Culture Services staff to set up for the program (4.0 hours allocated).

In addition, preparation time is usually required and this should be noted, negotiated, and scheduled. The rental fee charged would be calculated from the setup/takedown rates, or non prime time rates if setup/takedown rates do not exist.

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**Schedule 'A'**

**RECREATION & COMMUNITY SERVICES DEPARTMENT**

**ARENAS**

**SEYMOUR-HANNAH SPORTS AND ENTERTAINMENT CENTRE**  
**240 St. Paul Street West**

#1 Rankin Rink  
#2 Kiwanis Rink  
#3 Rink  
#4 Rink  
Mini Rink Wormald, Masse, Keen and Lopinski

**GATORADE GARDEN CITY ARENA COMPLEX**  
**8 Gale Crescent**

Jack Gatecliff Arena  
Rex Stimers Arena

**HAIG BOWL ARENA**  
**7 Beech Street**

**BILL BURGOYNE ARENA**  
**129 Linwell Road**