

WELCOME TO YOUR CITY OF LONDON ARENA

Please read the enclosed information



- 1. Teams are NOT permitted in dressing rooms until 25 MINUTES before scheduled start time.** This allows all previous groups 25 minutes to leave and allows our staff to clean the rooms.
- 2. NO running through the building to warm up.** This not only becomes a distraction for other groups, it is also a safety concern. You may only use your dressing room or park areas for stretching and warm ups.
- 3. Dressing rooms** are scheduled as follows: **ONE room** per practice and **TWO rooms** per game.
** If coaches require a second room during practices, **PLEASE SPEAK TO THE ARENA OPERATOR.** Accommodations will be made only when extra rooms are available.*
- 4. Sticks (including mini sticks), ALL types of balls, pucks, etc. are to be used ONLY on ice surfaces.** These items are not to be used at sides of rink, lobbies OR dressing rooms. RATIONALE: To avoid injuries to patrons when hit by or stepping on these objects. To avoid fire alarm activation due to fire safety equipment/sprinkler systems being struck by these objects. To avoid damage to the facility. To avoid disruption to hockey games when these objects go onto the ice surface.
- 5. Chewing Tobacco and sunflower seeds are NOT permitted in our facilities.**
- 6. Alcohol is not permitted in the facility without an approved permit from the LLBO.**
Smoking is not permitted in the facility or within 5 meters of entrances/exits or under canopies.

7. **Extension cords are NOT permitted in dressing rooms.** The risk of electrocution is higher due to wet floors and the possibility of being stepped on by skates.
8. **When the Zamboni gates are OPEN, no one (and no objects) are to be on the ice.** This ensures YOUR safety. Our Operators cannot maintain the ice with objects in the way (pucks, pylons, etc.) Players and coaches **MUST** wait until the gates **CLOSE** before entering the ice.
9. **Pick up pucks, pylons, etc. THREE MINUTES prior to the end of your practice.** This ensures you are **OFF** the ice **IMMEDIATELY** after the gates open. This allows ice maintenance to stay on schedule.
10. **INFORM your Arena Operator of your flood schedule.** Sometimes floods deviate from normal scheduling. Informing our staff will help to avoid disruptions to you and other user groups.

IMPORTANT INFORMATION REGARDING ICE TIME

1. Floods are scheduled as follows:

Single Pad

10 minutes to the hour

Double Pad

A-Pad: 10 minutes to the hour, **B-Pad:** 20 minutes past the hour

Triple Pad

A-Pad: 10 minutes to the hour, **B-Pad:** 20 minutes past the hour, **C-Pad:** 5 minutes past the hour

2. The duration of your ice time is based on flood times. Therefore, if you have an “hour” practice scheduled, your true allotted ice time is **50 minutes**.
 - **IMPORTANT:** If your game/practice is scheduled until **10:00 pm** or **10:30 pm** it is imperative that you comply with our flood schedule. You **MUST** be off the ice immediately at **9:50 pm** and **10:20 pm** (respectively) to allow for the rental groups to have their **FULL PAID** ice time.
3. Practices running 1 ½ hours do not require a flood as long as time is provided for a flood at the end. Teams damaging ice as a result of these longer practices will be required to have a flood after **50 minutes**.
4. In the event of a flood conflict (when a flood is needed on both pads at approximately the same time and an association has both pads booked), games will take priority. Our staff will notify you if this conflict exists. Usually this results in a flood midway through a practice.
5. If the pad is **EMPTY** upon your arrival, **DO NOT** assume this is an early invitation to begin your practice or game early. Ask the operator if you can go on early.
6. If the rink lights are **OFF**, regardless of if the gates are **CLOSED**, **DO NOT** go onto the ice.
7. **COACHES are responsible for their players both BEFORE and AFTER your scheduled ice times.**
8. Should you require a **GAME CHANGE** or **EXHIBITION GAME** during your scheduled ice time, please notify the arena **24 HOURS** in advance.
9. It is your responsibility to curfew all games during your ice rental. Our staff will only curfew games if it is the **END** of your hockey association’s rental period.
10. Flooding for games, and allotted ice time are as follows: (next page)

FLOOD SCHEDULE CONFLICTS (EXAMPLE)

- **Two different organizations playing at Kinsmen Arena**
- **There is a 1 hour practice on the A pad running on time with a flood at 10 minutes to the hour. This Association gets priority as they are running on time for their normal flood**
- **The B pad has an 1.5 hour game and the 2nd period is running late**
- **It takes 15 minutes to flood the rink, dump the snow and fill the Zamboni with water**
- **The last possible time that the B pad can start a flood is 25 minutes to the hour**

Options

1. **Stop the game before the end of the period and take a flood earlier**
 2. **Wait until 5 minutes after the hour, burn up to 30 minutes of ice and risk not completing the game**
- **Floods are scheduled after the 2nd period for a 1.5 hour game. This usually means a flood at the hour mark. The next flood will be after the 1st period of the next game. This means that the 2nd game goes on the ice without a flood for 1 period. The reason for this is so the floods don't conflict with the other pad.**
 - **Teams damaging ice as a result of a 1.5 hour practice will be required to have floods after 50 minutes. Ice convenors will be notified by arena staff when teams damage ice and will schedule flood times accordingly.**

PREVENTING WORKPLACE VIOLENCE AND WORKPLACE HARASSMENT



CHANGES TO ONTARIO'S OCCUPATIONAL HEALTH AND SAFETY ACT (OHS) – EFFECTIVE JUNE 15, 2010 – STRENGTHENS PROTECTION FOR WORKERS FROM WORKPLACE VIOLENCE AND ADDRESS WORKPLACE HARASSMENT. THEY DEFINE WORKPLACE VIOLENCE AND HARASSMENT AND DESCRIBE EMPLOYER DUTIES, AND WILL APPLY TO ALL WORKPLACES COVERED BY OHS.

BILL 168 AMENDMENTS TO THE OCCUPATIONAL HEALTH AND SAFETY ACT

Definitions

Workplace violence means:

- The exercise of physical force by a person against a worker, in a workplace, that causes or could cause physical injury to the worker.
- An attempt to exercise physical force against a worker, in a workplace, that could cause physical injury to the worker.
- A statement or behaviour that it is reasonable for a worker to interpret as a threat to exercise physical force against the worker, in a workplace, that could cause physical injury to the worker.

Workplace harassment means:

- Engaging in a course of vexatious comment or conduct against a worker in a workplace that is known or ought reasonably to be known to be unwelcome.

Workplace harassment may include bullying, intimidating or offensive jokes or innuendos, displaying or circulating offensive pictures or materials, or offensive or intimidating phone calls.

City of London
RECREATION SERVICES

ARENA OPERATIONS PROCEDURES: A GUIDE FOR USERS



PLEASE NOTE:

The procedures contained in this document have been condensed from the Arena Operations Manual and have been included because of their direct impact on arena users. This document has been prepared for information purposes only. For a comprehensive explanation of arena policies, please consult the Arena Operations Manual.

1. Alcohol on City of London Property

Rationale:

To prohibit unlawful consumption of alcohol in arena facilities.

Procedure:

Alcohol is prohibited on City of London property unless a proper liquor permit has been obtained. Illegal consumption of alcohol in City of London Facilities or on City of London Property by user groups is to be reported in writing to immediate supervisor.

2. Corporate Advertising in Recreation Facilities

Rationale:

To provide controls on quality and quantity of advertisements in arena facilities.

Procedure:

All requests for advertising in facilities by commercial operators are to go through the Community Services Manager of Recreation Services and Attractions. Any advertising not approved is to be removed.

3. Crowd Control

Rationale:

To identify responsibilities for crowd control for the various programs operated in arenas.

Procedures:

It is the responsibility of the organization/individual renting the ice to ensure that law and order is preserved and that appropriate security measures are in place to provide for a safe environment for participants, officials, and spectators. A Convenor or other

designated official from the host organization should be present to supervise the activity. City of London Staff will support the organization/individual in decisions related to building security by:

- Requesting unruly persons to leave the premises
- Placing a phone call to police to request assistance in evictions or other matters
- City of London Staff will not knowingly place themselves in harm's way
- City of London will provide support to organizations by notifying individuals of suspensions from arenas for unruly and dangerous conduct

4. Curfews

Rationale:

To provide Arena Employees with a consistent guideline to use in situations where games run over the allotted time.

Procedure:

It is the responsibility of rental groups to curfew all games during their ice rental. Staff are not to curfew games unless it is the end of the group's rental period. It is the responsibility of the user group to provide adequate back-up time for all games. If adequate time was provided, Staff may allow groups to back up rentals with approval from the Supervisor, and/or Supervisor of Allocations.

5. Extensions Cord Use in Arenas

Rationale:

To ensure the health and safety of patrons and participants.

Procedure:

Because of the risk of shock associated with skate blades, extension cords for any appliances are not permitted in City of London Arena Facilities.

6. Evacuation Procedures for Coaches/Managers

Rationale:

To ensure the safe evacuation of children and other participants and spectators.

Procedure:

As a responsible adult, you can be a key person in ensuring the safe evacuation of children from the facility in the unlikely event of an emergency evacuation. If the fire alarm system has been activated, this will signify that an orderly evacuation of the facility is required. Please adhere to the following steps:

- Stay calm
- Stop all activity at once and listen for instruction on the P.A. system. If no instructions are given or cannot be heard over the alarm bells, always assume that an evacuation is required
- Instruct children to use the nearest exit to vacate the building. **DO NOT** return to dressing rooms or lobbies
- Move as far from the building as possible and make your way to the front of the facility (if possible) where Fire Department Officials will instruct you what to do

- Please familiarize yourself with all exits including fire exits from playing surfaces (labelled "GATE") each time you use the facility. There are floor plans showing emergency exits, first aid locations and fire alarm pull stations located in each dressing room and the lobby at each facility

NOTE: Fire alarms will be sounded for all emergencies requiring evacuation, including ammonia leaks and bomb threats.

7. Ice Resurfacing – General

Rationale:

To ensure proper ice conditions are maintained for each user group and to prevent deterioration of ice conditions throughout the day.

Procedure:

All user groups will receive a flood every hour unless alternative arrangements have been made which do not adversely affect ice conditions. (i.e. 1 ½ hour time slot, figure skating, learn to skate, etc.)

- Users may ask that a flood be eliminated provided ice was flooded in previous hour and the Operator determines the request does not adversely affect ice conditions. Operators are **NOT** permitted to eliminate 2 consecutive floods without Supervisor approval
- The Operator on duty may determine that additional resurfacing may be required should ice conditions warrant (ie. high school hockey try-outs, 1 ½ hour rentals, etc.) This should be communicated to the Supervisor and details recorded in the Arena Maintenance/Inspection Log Book
- A-Pad is flooded at 10 minutes to the hour, B-Pad at 20 minutes past the hour and C-Pad at 5 minutes past the hour

8. Ice Resurfacing – Public Skating Programs

Rationale:

To ensure proper ice conditions are maintained during public skating programs.

Procedure:

The ice will be resurfaced prior to and after all Public Skating programs. The ice will be flooded at the halfway point of all 1 ¼ - 2 hour Public Skating programs and all Senior Skating programs. Should there be more than 24 skaters on the ice for Parent and Tots, the ice will be flooded at the halfway point. The Operator on duty may determine that additional resurfacing may be required should ice conditions warrant. This should be reported to the Supervisor and details recorded in the Arena Maintenance/Inspection Log Book.

9. Location of Emergency Call Numbers

Rationale:

To ensure that emergency information is located in a consistent location at all arena facilities.

Procedure:

All pay telephones have free services to call 911. The address of the facility is posted at all pay phone locations.

10. Location of First Aid Kits

Rationale:

To ensure first aid kits are located in a consistent location at all arena facilities.

Procedure:

It is strongly recommended that all user groups have a first aid kit which is easily accessible during their ice rental time. First aid kits are to be located in the following rooms: Arena Office and Ice Resurfacers Room. First aid locations in each arena are identified by a sign showing a red cross on a white background.

11. Location of Flashlights

Rationale:

To ensure flashlights are located in a consistent location at all arenas.

Procedure:

Flashlights are to be located in the following rooms: Arena Office, Zamboni Room, Compressor Room and Concession.

12. Loss of Power to Arena Lights (Momentary Loss of Power)

Rationale:

To provide detailed procedures for Arena Staff related to a momentary loss of power which causes the main arena lights to shut off.

Procedure:

A momentary loss of power may cause the main arena lights to go out while all other electrical service is maintained. The arena lights must cool down before they will relight. This process usually takes ten to fifteen minutes. The emergency lights will not come on, however, the arena perimeter lights will remain working. In these circumstances, the following procedures are to be followed: The Operator will advise the group(s) on the ice to stop their activity and either return to their dressing room(s) or wait on the players benches. During Public Skating programs, the Cruisers will have all skaters leave the ice until the arena lights return to full power. The Operator will record the incident in the Arena Maintenance/Inspection Log Book.

NOTE: For power failures of less than one-half hour, ice hours will be backed up for the duration of the shift.

13. Notifying Skaters of Ice Resurfacing

Rationale:

To ensure skaters are safely evacuated from the ice surface prior to resurfacing.

Procedure:

Under NO circumstances does an Operator resurface the ice while there are skaters on the ice surface. Sound the Ice Resurfacers horn/whistle prior to opening gates to signify you are about to enter the ice surface. Skaters are to leave the ice surface as soon as the horn/whistle from the Operator is sounded. Under no circumstances are pucks to be shot once the Ice Resurfacers gates are opened. Wait until all skaters have left the ice and gates are closed prior to starting your flood. Leave the ice immediately if skaters come onto the ice prior to gates being closed. Do not resume flooding until all skaters have left the ice. Should skaters come onto the ice after the flood but prior to the snow

being cleared at the gate, Staff are to leave the ice surface and close the gates immediately. Do not clear snow until skaters have left the ice. Skaters are not to enter the ice surface until the ice resurfacing has been completed and the gates are closed. Report all incidents in writing to the Arena Manager in which a group or team fails to follow these procedures.

14. Power Failure (All Electrical Power to the Facility is Lost)

Rationale:

To provide detailed procedures in the event of a power failure.

Procedure:

In the event of a total loss of power to the facility, the following procedures are to be followed by the Operational Staff on duty.

- Notify the supervisor on duty
- Ensure emergency lights have been activated
- Retrieve a flashlight from the nearest location. Flashlights are located in: Arena Office, Ice Resurfacers Room, Refrigeration Room and Concession
- Have all patrons leave the ice surface and direct them to wait in the arena lobby or perimeter area around the ice pad
- Emergency lights are designed to maintain light levels for a maximum of thirty minutes
- Once fifteen minutes has elapsed, and power has not been restored, the building is to be evacuated as per the Evacuation Procedures
- The Operator and Attendant on duty will check all public areas to ensure everyone is safely evacuated
- The Operator will ensure that all operations areas are secured to prevent access by the public
- Once the evacuation is complete, the Operator will ensure that no one enters the facility until power is restored
- Once power has been restored, normal operations may commence providing: the emergency lights will activate in the event of a second power failure; the Refrigeration Plant is operating properly, there has been no damage to the ice conditions

NOTE: The emergency lights are designed to maintain a minimal charge even after the lights have been operated to capacity. Once power to the facility is restored, the emergency lighting battery pack will start to recharge immediately. Should a second power failure occur, the emergency lighting will not operate to its full capacity and the facility must be evacuated immediately. Staff on duty will retrieve a flashlight to assist with the evacuation. If the power failure lasts for **one-half hour or longer**, the ice hour will be cancelled. For power failures of **less than one-half hour**, ice hours will be backed up for the duration of the shift.

15. Smoking

Rationale:

To ensure all patrons are aware of the City of London's smoking control by-law.

Procedure:

Smoking is prohibited in ALL areas of City of London Recreational facilities including dressing rooms, meeting rooms, community halls and store rooms. It is the responsibility of the contract holder to ensure all participants are aware of and enforce this policy.

16. Unauthorized Personnel

Rationale:

To restrict members of the public from entering work areas that would endanger their health and safety.

Procedure:

To describe the responsibilities and requirements for Arena Operation Staff with respect to unauthorized personnel. It is the responsibility for the Facility Supervisor, or in his absence, the Arena Operator on duty, to ensure that no unauthorized personnel are permitted access to the following:

- Ice Resurfacer Room
- Refrigeration Plant
- Chemical Storage Areas
- Hot Water Heater Rooms
- Maintenance Rooms
- Arena Office

17. Use of Blow Torches and Other Heating Devices

Rationale:

To prohibit the use of these items within the arena facilities.

Procedure:

The use of blow torches and other similar heating devices by the general public is strictly prohibited in all Recreation Facilities unless an appropriate permit has been obtained.

18. Use of Dressing Rooms

Rationale:

To provide guidelines for assignment of dressing rooms.

Procedure:

All **rental groups** have the use of two dressing rooms and a referee's room per one hour time slot. Groups of 10 or less will be limited to one dressing room. **Maximum time in the dressing room: 25 minutes before and after the rental.**

19. Use of Air Horns or Other Noises Makers

Rationale:

To prohibit the use of extreme noise makers inside arena facilities.

Procedure:

Air Horns or other noise makers are not permitted in City of London facilities.

20. Pets

With the exception of service animals, pets are prohibited from entering the facility unless they are participating in a registered City of London program.

21. Inspection of Dressing RoomsRationale:

To ensure damage is properly billed to those causing damage.

Procedure:

Staff are to have dressing rooms cleaned 30 minutes prior to use. Staff will report to the Arena Supervisor if any damage is found. Coaches are to check room prior to use and report any damages to the Arena Staff. If the room has not been cleaned 30 minutes prior to use coach can ask Staff to clean them. Teams will be charged a minimum charge of **\$50.00** to clean graffiti and will be billed costs for all other damage.

22. Use of Golf Balls, Pucks, Balls, Sticks, Etc. on Rink Surfaces ONLYRationale:

To avoid injury to patrons and damage to facility in lobbies, dressing rooms and common areas.

Procedure:

All Managers, Coaches and Parents are reminded that they are responsible for the proper conduct of their children and players. Sticks, pucks, balls, etc. are to be used on the rink surface ONLY.

23. Dressing Room LocksRationale:

To ensure safety of belongings in dressing rooms.

Procedure:

Arena Staff will provide a dressing room key at **no charge** to rental groups. Coaches are to obtain dressing room keys from Arena Staff at least 15 minutes prior to start of ice time. Coaches are to leave keys in dressing rooms or return them to the office at the end of the rental. User groups will be billed for all keys not returned. Staff will change locks on any door(s) where the key has not been returned to ensure that keys cannot be used at a later date.

24. Notification of Game Changes and Exhibition GamesRationale:

To ensure Concession and Area Staffing levels are adequate and to plan dressing room assignments and net pegging requirements.

Procedure:

Coaches or Managers are to notify the arena by email or phone **24 HOURS** in advance of any games. Associations are to give all coaches a contact list of phone numbers and email address for each arena. Coaches are to email all contacts of an arena to ensure the Staff are aware of the games.

OTHER IMPORTANT INFORMATION

CITY OF LONDON WEBSITE

www.london.ca

FOR FACILITY OR ARENA BOOKINGS, CALL OUR RECREATION OFFICE
MONDAY – FRIDAY 8:30 AM – 4:30 PM
519-661-2500 x 5575

IF YOU HAVE ANY COMMENTS OR CONCERNS REGARDING THE
OPERATION OF OUR FACILITIES, PLEASE CONTACT PUBLIC SERVICE
MONDAY – FRIDAY 8:30 AM – 4:30 PM
519-661-2500 x 4750

ALL FACILITIES ARE EQUIPPED WITH A PUBLIC ACCESS DEFIBRILLATOR,
WHICH ARE LOCATED NEAR THE FACILITY OFFICE.

ARENA SUPERVISORS OFFICE PHONE NUMBERS

Dave Cambridge	519-661-2500 ext 2547
Doug Gough	519-661-2500 ext 1088
Scott Preece	519-661-2500 ext 4411
Mike Van Aarsen	519-661-2500 ext 7312

ARENA LOCATIONS, PHONE NUMBERS AND SUPERVISORS

ARGYLE ARENA

Dough Gough

1948 WAVELL ST.

519-661-2500 x 4419

FARQUHARSON ARENA

Mike VanAarsen

411 TECUMSEH AVE. E.

519-661-2500 x 5775

KINSMEN ARENA

Scott Preece

20 GRANVILLE AVE.

519-661-2500 x 5777

MEDWAY ARENA

Scott Preece

119 SHERWOOD FOREST SQ.

519-661-2500 x 4421

OAKRIDGE ARENA

Scott Preece

825 VALETTA ST.

519-661-2500 x 4424

STRONACH ARENA

Dave Cambridge

1221 SANFORD AVE.

519-661-2500 x 4426

CARLING ARENA

Dave Cambridge

675 GROSVENOR ST.

519-661-2500 x 5774

GLEN CAIRN ARENA

Doug Gough

370 CHIPPENDALE CRES.

519-661-2500 x 4420

LAMBETH ARENA

Mike VanAarsen

7112 BEATTIE ST.

519-661-2500 x 4071

NICHOLS ARENA

Mike VanAarsen

799 HOMEVIEW RD.

519-661-2500 x 4422

SILVERWOOD ARENA

Doug Gough

50 SYCAMORE ST.

519-661-2500 x 4425

WESTERN FAIR

865 FLORENCE ST.

519-438-7203 x 347