



Facility Rentals – Arena Use Policy

Policy Manual Section: Municipal Services – Culture and Recreation

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Policy Statement:

It is the policy of the Town of LaSalle (hereby referenced as “the Town”) that ice surfaces owned and operated by the Town and being rented to an external group should be effectively regulated to ensure proper asset management and fair allocation and use distribution.

Purpose:

It is recognized that the Town has a responsibility to provide ice surfaces to meet the diverse needs of the community. It is further recognized that these needs vary between organizations and that a system should be established to determine the best utilization of ice surfaces. Ice surface use should represent a balance of activities, which may change as trends and demands for other activities develop in the community. This policy will clearly define and communicate how ice surfaces will be used, managed, allocated and distributed. This will also serve as a guide for the allocation process conducted by the Town, as well as serve as a guideline for rental groups.

This policy will also serve as a clause to the contract of the user of the ice surface(s). The user/user group shall be charged with reading, understanding and abiding by the policy put forth by the Town as outlined within this document, as part of a binding schedule to the contract.

Scope:

This policy applies to all requests made by users, user groups, organizations and individuals for access to use ice surfaces owned and operated by the Town.



Definitions:

User/User-Group shall be defined as any individual, organization, committee, event, membership or other designation that has been approved to use and engages in a contract with the Town for the use of Town-owned ice surfaces.

Executive refers to a President, Vice-President, Scheduler, Treasurer, Organizer or other member of a User-Group that is responsible for the development and delivery of the organization or, any person that sits on a Board of Directors, Governors Table, or other Committee and is responsible for governance of the organization.

Community Youth/Minor Sports Groups shall be defined as Organizations providing youth activities with an elected volunteer executive, constitution and by-laws that are not-for-profit. Minor sports groups are defined as facilitating inclusive programs for persons aged 2 to 18 years.

Competitive Junior Hockey is defined as the LaSalle Vipers Junior B Hockey Club.

Municipal Programs shall be defined as programs offered by the municipality including, but not limited to, recreational ice use, camp programs, lessons and special events.

Maintenance refers to:

- Regular upkeep of ice surfaces
- Scheduled and unscheduled repair or replacement of ice surfaces
- Any other tasks to enhance or adjust the quality of the ice surfaces

Adult Leagues shall be defined as any groups, leagues or individuals whose participants consist of persons aged 19 years and above.

Town refers to the Corporation of the Town of LaSalle.

Ice Surfaces

For the purpose of this policy, ice surfaces shall include the following located at the Vollmer Culture and Recreation Complex:

- Rink A
- The Gary L Parent C.A.W. Arena



Policy:

1. Allocation of Ice Surfaces

Time-Block Bookings

Ice will be allocated in blocks of time (50 minutes). The Town may reduce the length of ice time-blocks at its discretion with reasonable notice given.

Prioritization of Bookings

Ice surface allocation will be completed using the following list in order of first prioritization:

Priority #1: Municipal Programs

Priority #2: Community Youth/Minor Sports Groups

Priority #3: Competitive Junior Hockey (as per agreement)

Priority #4: Adult Leagues

Consideration of Historical Precedents

It is recognized that it is advantageous to maintain a reasonable amount of consistency in ice scheduling from year to year. Therefore, the Town will take due consideration into the allocation of ice based on previous years. Significant changes to ice allocations shall be based on significant changes to registration levels and composition or other emerging trends and needs. Previous year ice allocations will be held until three months prior to the start of the next season. For greater clarity, the seasons and corresponding request dates are:

- September through March ice must be requested by June 1 April through June ice must be requested by January 2
- July and August ice must requested by April 1

Requests for continued ice rentals must be received in writing by the Department of Culture and Recreation by this date. Should a User Group fail to provide notice by the above-noted date, the ice surface shall be deemed available for the upcoming season in that timeslot and re-allocation will take place.

Ice Re-Allocation

This section refers to the re-allocation of time that is no longer required by a seasonal contract rental group. Ice time that becomes available shall be re-allocated based on



the requests received, current needs of all groups, and in accordance with criteria outlined in this policy. All non-contracted ice time will be booked on a first come first serve basis to any rental category.

Allocation for Tournaments and Special Events

Requests for the allocation of ice for tournaments and special events shall only be considered if received in writing from an executive of the requesting group. Requests for tournaments and special events will be considered on an individual basis and shall be submitted annually three months prior to the start of the season.

It should be noted that in the event a dispute occurs between users/user-groups over the allocation of ice use in which the settlement is not defined within the confines of this policy, the Town reserves the right to allocate use to a user/user-group as it sees fit. Fair and objective reasoning shall be used to settle the dispute.

2. Maintenance of Ice Surfaces

Maintenance

The maintenance of the Gary L. Parent CAW Arena and/or Rink A will be completed by the Town. One hour of ice rental time consists of 50 minutes; the additional 10 minutes will be used for ice maintenance. In the event that both Rink A and the Gary L. Parent C.A.W. Arena need to be flooded at the same time, Rink A will be flooded first, followed by the Gary L. Parent C.A.W. Arena. Should this occur and the user's time on the ice starts a few minutes late, the ice time will be extended by the length of the late start. In some occurrences, the ice may be maintained on a different schedule.

No persons and/or objects can be on the ice surface while the ice resurfacing machine is in operation. Failure to comply will result in the ice resurfacing machine being removed from the ice surface immediately until such time as the ice surface is cleared of all persons and/or objects. The user group will not be permitted to use the ice surface until such time as the resurfacing is complete, and any delays experienced by Town employees while in the process of resurfacing the ice will be deducted from the ice time allotted to the user.

Poor Ice Conditions

The Town reserves the right to cancel or suspend permits for ice use whenever surface conditions could result in damage to the surface or injury to users.



3. Responsibilities of User Groups

Contract Details

All ice rentals shall require a signed rental permit or agreement. All ice users will be charged rental fees as outlined in Schedule F of the Town's User Fee By-Law, as amended from time to time. All ice users must provide a Certificate of Insurance naming the Town as an additional insured in the amount of five million dollars (\$5,000,000.00). Full payment of ice rental time, a copy of insurance certificate, and a signed copy of the rental permit must be provided to the Department of Culture and Recreation before the first scheduled date or access to the surface may be denied.

In some instances, a monthly payment plan may be implemented at the discretion of the Town. Users will be billed at the end of each month and payment must be received fourteen (14) calendar days after the date on the invoice.

Cancellation Policy

Ice use cancellations are not permitted during the regular season (September – March). Rental cancellations will be permitted during the off season (April – August) provided that the user/user-group provides two (2) weeks' notice in writing to the Facility Booking Office. The Town may then in turn try to rent the ice; however, in the event this is not possible, the user is responsible to pay the full cost for unsold hours.

Breach of Contract

The Town will make meaningful attempts to resolve conflict with users and user-groups without immediately resorting to termination of contract. Progressive measures will be used to resolve conflict including regular meetings, notices and discussions.

Failure to abide by this policy may result in loss of ice use. The Town reserves the right to appropriately invoice users who damage or misplace Town property.

Sub-Letting of Ice Time

No group or individual may sub-let ice time. Health and Safety – Covid-19 Implications
Users must comply with all applicable health and safety laws, including the Occupational Health and Safety Act and the advice and instructions of public health officials, including matters regarding physical distancing, cleaning and/or disinfecting.



Users will implement all the necessary measures in respect of COVID-19, including updating health and safety policies, protocols and/or manuals, as appropriate, to ensure compliance with requirements of the Occupational Health and Safety Act and associated regulations, and public health directives issued by the Chief Medical Officer of Health and the Region's Medical Officer of Health. Users must comply with all additional health and safety guidelines and requirements of the Town. The Town follows the guidelines and recommendations of the Chief Medical Officer of Health and the Region's Medical Officer of Health. Ice user groups are responsible for ensuring all participants and spectators adhere to health and safety guidelines. Due to COVID-19 the Town may reduce the amount of ice time available for use.

Equipment, including but not limited to player and penalty benches, scorekeepers bench, spectator seating, nets, boards, glass and ice access doors are not sanitized. Use of playing surfaces and relevant equipment is at the risk of the users/user groups.

COVID Protocols:

Face Coverings:

Face coverings are mandatory in all areas of the building that the public has access to with the exception of on ice activity. This includes dressing rooms and washrooms etc.

Contact tracing:

The User Group is expected to track all participation on a daily basis. This must be recorded and kept in order to assist with contact tracing in the event of any positive COVID-19 cases.

Screening:

The User Group is responsible for the screening of all participants and coaches in accordance with current public health guidelines before each session. Individuals must not enter the building if they:

- Are exhibiting any COVID-19 symptoms
- Have been in contact with someone with COVID-19 in the past 14 days
- Have returned from travel or been in contact with someone who has travelled outside of Canada within the last 14 days (US essential workers exempt).

The Town does not require temperature checks.

Arrival and Departure:

Users are expected to enter and exit the facility using the designated doors.



Food and Drink:

Food and drink is not permitted in the facility, with the exception of water bottles.

Personal Items:

Personal items, such as equipment bags should not be brought into the facility.

Lost and Found:

Due to COVID-19, items left in the facility will not be held for pick up and will be disposed of immediately.

Dressing Room Use:

The Town reserves the right to restrict the use of dressing rooms.

The Town follows the guidelines of the Chief Medical Officer of Health and the regions Medical Officer of Health, however may choose to prolong or extend restrictions for public access to certain areas for the safety of employees and patrons.

Expected behavior and consequences:

User groups and their participants are expected to observe and comply with all policies, procedures, rules and regulations of the Town. “The RZone Respect and Responsibility Policy” requires that while using Town facilities, users take responsibility for their actions, and respect people, property and equipment.

Violation of the RZone Respect and Responsibility Policy is grounds for disciplinary action. Any Town employee may start disciplinary action against any patron/participant he/she deems to be in violation of the Code of Conduct by:

- Requesting a stop to the violation/offending action
- Requesting a violator to leave the facility
- Requesting assistance from administration
- Calling the police

The User/User Group is responsible for the conduct and supervision of all persons associated with the rental group and shall ensure that all facility rules and regulations are strictly observed and enforced.

The sale or giving away of food, beverages or goods is strictly prohibited, unless authorized in writing by the Town.

In the event of a medical emergency, the User will immediately suspend activity and take appropriate action. It is the responsibility of the User to provide first aid to



participants and spectators of their activity. Town employees may assist by way of calling 911 and providing a first aid kit and/or an automated external defibrillator.

In the event of a facility emergency, the User Group will immediately suspend play and take appropriate action as described in Appendix A.

Garbage

The garbage receptacles that are onsite are emptied regularly. User Groups must ensure that all garbage and debris associated with their facility use is disposed of appropriately.

Dressing Rooms and Washrooms

Dressing room use is a privilege and not an expected right of all ice users. Breaches of policy and/or standard of use expectations may result in the loss of this privilege.

In all cases where members of a team include both male and female players, the following will apply in the team dressing room:

- Male players will not undress to less than a minimum of shorts while females are present
- Female players will not undress to less than a minimum of shorts and a t-shirt while males are present.

As separate facilities exist for both male and female participants, males and females shall make use of these separate facilities in order to change to the point that they can adhere to the co-ed dress code noted above. Please see a Facility Operator for access to separate change facilities.

Once dressed in accordance with the minimum requirements above, all players may return to the team (co-ed) dressing room.

Cleanliness and upkeep of these areas is a joint responsibility of users and facility staff. All Users are expected to do the following at the end of a rental:

- Ensure all patrons have left the assigned dressing room within 15 minutes
- Check the dressing room to ensure garbage has been disposed of (including any items left behind), toilets flushed and that no vandalism has occurred.



Notice on Public Health: Covid-19

In accordance with the Windsor Essex County Health Unit (WECHU), washrooms are cleaned at least twice per day. Dressing Rooms are cleaned between users.

Users should:

- Not enter if one has a fever, cough, muscle aches and tiredness or difficulty breathing
- Maintain a distance of 2 m (6 ft) from others at all times
- Wash hands with soap and water for at least twenty (20) seconds upon entrance and exit
- Avoid contact with surfaces where possible

The use of cell phones, cameras and other personal electronic devices is prohibited in all Town owned and operated restrooms and change rooms.

4. Adherence to Town By-Laws and Policies

Town By-Laws must be adhered to by all users and user-groups. Failure to abide by Town By- Laws may result in the termination of use of ice surfaces and other facility privileges. While all Town By-Laws and policies must be adhered to, the following have been recognized of special importance for ice surface users. Town policies are available for reference at www.lasalle.ca.

Parking

In accordance with By-law 8398, parking and stopping is prohibited in any area designated as “No Parking” including Town owned and operated outdoor sport surfaces or property other than parking lots. Responsibility shall be trusted upon user-groups to inform their participants, opponents and spectators to park in designated parking lots and public parking areas.

Smoking

In accordance with By-Law 7775 and Smoke-Free Ontario Act, 2017, smoking is prohibited within Town owned and operated parks, facilities, playgrounds and sports fields. This includes any lighted or heated equipment used to smoke or vaporize any tobacco and non-tobacco products and smokeless tobacco.



Alcohol

Alcohol is prohibited at functions or events held at Town owned facilities, properties or areas without the authority of a Special Occasion Permit or a Caterer's Endorsement. All guidelines outlined by the Alcohol and Gaming Commission of Ontario shall be adhered to.

Lottery

In accordance with By-Law 7935, no user group shall operate a lottery without holding a valid license. Lottery licensing is issued by the License Commissioner or the Deputy Clerk of the Council Services Department and can be obtained at the LaSalle Civic Centre. Further information on lottery licensing eligibility is available at www.lasalle.ca

If a user-group operates an illegal lottery, they may be in contravention of statute laws such as the Criminal Code, R.S.C., 1985, c. C-46, and the Alcohol and Gaming Commission of Ontario, as well as Town By-laws. As a measure of risk management, any user group that operates an illegal lottery shall be reported.

Signs

No unauthorized signs, marketing, promotional materials, flags, banners or signs shall be posted on Town property or attached to Town facilities. The Town reserves the right to remove items to be in violation of the Town By-Law 6407.

Policy Review:

This policy will be reviewed and updated as required. This policy must be reviewed by the stated review date and approved by the responsible department.

References:

- Alcohol and Gaming Commission of Ontario Lottery Licensing Policy Manual
- Ontario Ministry of Health
- Smoke Free Ontario Act, 2017, S. O. 2017, c. 26, Sched. 3
- Town of LaSalle By-Law 7775
- Town of LaSalle By-Law 8398
- Town of LaSalle By-Law 8272
- Town of LaSalle By-Law 7935
- Town of LaSalle By-Law 6407



- Town of LaSalle Accessible Customer Service Policy
- Town of LaSalle Harassment and Discrimination Policy
- Town of LaSalle Municipal Alcohol Policy
- Town of LaSalle Parks Maintenance Policy
- Town of LaSalle Violence Prevention
- Windsor Essex County Health Unit Resources



Appendix A:

User Group Facility Emergency Procedures

In the event of any emergency, user groups and their participants must follow the direction provided by Town of LaSalle employees.

Fire

In the event of a fire, User Groups are responsible for the safety of their participants.

If you should discover a fire:

- Remain calm
- Close the door
- Pull the alarm

Once the alarm has been sounded - or - if you hear the alarm:

- Remain calm
- All persons with your organization should immediately exit the building at the closest and safest exit, while maintaining a physical distance of 2 metres
- Additional time should not be taken to retrieve personal items
- If exiting the main doors, proceed to “Vollmer Emergency Meeting Location” sign located between Mike Raymond Drive & Parking Lot #2
- If exiting the rear or secondary doors, proceed to the “Vollmer Emergency Meeting Location” sign located in the grassy area at the back of the complex
- User Groups should check participant attendance once outside
- User Groups must maintain supervision for all participants throughout the evacuation
- Inform a Town of LaSalle employee of anyone in your group that was unable to exit the building and their last known whereabouts
- When the alarm sounds, everyone **must** exit the building
- **No one can re-enter the evacuated building until directed to do so by the fire department or a Town of LaSalle employee**
- Once it is safe to return to the building, everyone should practice proper hand hygiene
- If you notice an individual in need of first aid treatment or who requires emergency services, call 911
- Inform 911 of the following information:
 - Details of the medical situation



- The area where the individual is located
- If known, medical history of the individual, including but not limited to if the individual has or has been in contact with someone who is COVID-19 positive
- Notify a Town of LaSalle employee that 911 has been called for medical response

***Participants should have a mask available at all times in the event physical distancing cannot be maintained during an emergency.**

Tornado

If a Tornado Warning is issued (meaning a tornado has been sighted), direct all patrons to the hallway located between the arenas, while maintaining a physical distance of 2 metres. Have all participants crouch down close to the wall, covering their heads until the warning has passed and it has been deemed safe to exit the building.

***Participants should have a mask available at all times in the event physical distancing cannot be maintained during an emergency.**

Power failure

The Vollmer Complex has a generator that will power the building should the power go out. If the generator fails to turn on, follow the instructions below. Please note: emergency lighting will turn on while the power is off & remain on until the generator turns on.

Immediately:

- Suspend all activity
- Direct all program participants to a well-lit area
- Wait for further instruction from Town of LaSalle employees

Should the power failure continue for longer than 20 minutes, Town of LaSalle employees will begin to evacuate the building.

***Participants should have a mask available at all times in the event physical distancing cannot be maintained during an emergency.**

Lockdown

In the event there is a threatening intruder such as an armed gunman in the facility, user groups should attempt to move all participants to a safe area that can be locked from the inside.



In the event a locked room is not available, user groups should:

- Direct participants into concealed areas that are out of view from external windows or internal door windows
- Direct participants to hide in a corner of the room under desks or out of site lying down on the floor
- Direct anyone in common areas should move immediately to the closest safe area
- If possible, all internal doors and windows should be locked to prevent intruder access

Vollmer Complex – Safe Areas

Type of Access:	Room Type:	Location:
“Open” Access Area:	Private Washrooms/Showers 4	In family changing room (1 st floor)
“Open” Access Area:	Handicap Accessible Washrooms	Beside concession (main floor) Fitness Centre (2 nd floor)
“Open” Access Area:	Dressing Rooms	Arena hallway
“A Key” Access Area:	Press Box A & B	In each arena
“A Key” Access Area:	LMHA Office	Rink A
“A Key” Access Area:	Skate LaSalle Office	Rink B
“A Key” Access Area:	Storage Rooms	Throughout facility

***Participants should have a mask available at all times in the event physical distancing cannot be maintained during an emergency**