

Neighbourhood-Managed Ice Rink Guide

Background and Scope

The information contained within this guide outlines administrative and operational procedures regarding how Neighbourhood-Managed Ice Rinks are formed and maintained on City property. These procedures are intended to assist civic-minded residents and incorporated groups in providing public skating opportunities in their neighbourhoods.

With this Guide, we hope to assist residents in providing ice rinks that maximize positive experiences and usage for skaters, volunteers, and the City of London. It is also intended to be a guide for City staff working with residents interested in outdoor rinks.

What Do I Need to Get Started?

To be approved for a neighbourhood-managed ice rink, you will need the following:

Time: Ice rinks require daily care and maintenance - you must be prepared and available to dedicate time to your ice rink.

Main Contact or Lead: One person to act as a main contact for your group who will be responsible for communicating with City of London staff.

Dedicated Volunteers: At least 6 volunteers (including lead) are required to help maintain the rink throughout the season.

Suitable Site:

- Free from hazards
- Accessible to community users
- Accessible to emergency vehicles
- Reasonably flat surface

Please note that natural ice formations (such as natural hollows, ponds, etc.) may not be suitable sites.

Water Source: A water source that can be accessed throughout the season to flood the rink (financial subsidies available up to \$400 per year to assist with utility charges).

Materials: Tools and materials to build your rink base (such as perimeter boards and liners). The City will provide a hose, nozzle, shovels, and garbage bins at each rink location.

Insurance: If your group is incorporated, you must provide a certificate of insurance in the amount of \$2 million and name the Corporation of the City of London as co-insured.

How is a Neighbourhood-Managed Ice Rink Approved?

1. Complete the online application form to express your interest in managing a neighbourhood rink.
2. City staff will review the applications and meet with the Parks department to determine which submissions are feasible.
3. As a part of the approval process, City staff may visit and inspect your desired ice rink location to make sure that it is safe and meets program requirements. This may involve you meeting with City staff at the site.
4. Once the approved submissions have been finalized, City staff will email a volunteer agreement to you and your group to complete. You will also be required to complete an Orientation Session.
5. Once you have been notified that your application was approved, you will be free to begin building your rink.

PLEASE NOTE: Due to limited program capacity, not all rink applications that meet requirements may be approved. If you have any questions, please email neighbourhoodicerinks@london.ca or call 519.661.5336.

Neighbourhood-Managed Ice Rink Site Selection Criteria

The selection of a site for your outdoor rink is very important. The following criteria will be considered during the approval process:

1. **Location:** A flat, level surface of grass, soil, crushed stone, concrete, or asphalt large enough to layout the total square footage of the rink. It is a good idea to locate the rink in a shaded area, if possible, to keep the ice from melting on mild days. Please consider drainage patterns when the ice melts at the end of the season.

Note: The City of London cannot support rinks on privately-owned land. Only City of London Parkland is applicable. No road allowance, boulevards, or stormwater ponds are acceptable.

2. **Water Access:** A water source is especially important and should be located as close as possible to the rink. Cold water will work for all aspects of flooding however, hot water is recommended, if available, as it will produce a better ice surface.
3. **Storage:** A place to properly store ice-making equipment and supplies (such as shovels and hoses). A heated storage area is best but not necessary.

4. **Electricity:** No temporary electric power or lighting connections are permitted on City property.
5. **Safety:** Ensure that the rink is in an area that is hazard free with no obstacles, such as: poles, ditches, low tree limbs, close to roads, bottom of toboggan hills etc.
6. **Emergency Access:** Ensure there is safe entry for service and emergency vehicles.

In-Kind and Financial Supports Available

The City of London recognizes the value of local citizens volunteering to provide additional skating opportunities and the accompanying benefits to our neighbourhoods. City of London staff will assist volunteers where possible and where activities are conducted with the consent of the City.

In-Kind Supports:

- Expertise on rink location, construction, and maintenance
- Resource information on rink management
- Source of water and other utilities where City services are available and proximate to the site.
- Garbage cans, garbage bags, shovel(s), hose, and nozzle as necessary

Financial Subsidy of Utilities:

- In circumstances where a water source is provided by a homeowner, the City will provide a subsidy **up to \$400 per year** to assist with utility charges.
- The amount of subsidy will depend upon the rink season. For example, an unsuccessfully established rink or poor weather conditions could merit only a portion of the total possible subsidy.
- Statements can be submitted monthly or all at once at the end of the season.
- Approved subsidies will be issued by cheque directly to the person who provided the water source.

Responsibilities of City of London Staff

City of London staff are here to help with your Neighbourhood-Managed Ice Rink needs from start to finish.

- Assist residents through the application process.
- Provide feedback to the applicant, gather information and review feasibility during the approval process.
- Conduct an orientation meeting for volunteers to:
 - Review new protocols and procedures.
 - Discuss best practices and learnings from previous experiences.

- Provide training around risk management.
- Provide opportunities for knowledge exchange and networking.
- Provide and install appropriate signage indicating rink protocols and emergency contact information.
- Provide a City-owned water source where possible.
- Provide garbage cans, garbage bags, shovel(s), hose, and nozzle to support the rink operation as necessary.
- Receive, monitor, and file completed Daily Maintenance Logs provided by volunteers.
- Provide weekly inspections to ensure appropriate site and rink conditions.
- Provide advice on maintenance as required.
- Process reimbursements for utility charges.
- Act as point of contact for volunteers in case of concerns or emergencies throughout the season.

Responsibilities of Volunteers Supporting the Rinks

- Adhere to procedures as established in this guide.
- Participate in training provided by the City and agree to roles and responsibilities of the Neighbourhood Managed Ice Rink program.
- Ensure ongoing commitment of at least six (6) adults from the community who agree to support the rink.
- Return all tools and equipment loaned by the City for rink maintenance in good repair. Damaged items may require replacement at Volunteer's cost.
- Provide rink-building materials such as perimeter boards, tarps and liners.
- Submit statements of utility spending
- Complete Daily Maintenance Logs via online form from the time the rink becomes operational until it is officially closed for the season.
- Provide daily maintenance, flooding, and supervision of the rink to standards acceptable to the City.
- Provide reasonable control and clean-up of garbage and litter.
- Maintain open emergency access route.
- Allow access to all members of the community, through program planning that is consistent with City policy.
- Follow outlined procedures in case of any serious accident or incident.

Note: It is important that all persons involved in maintaining, flooding, and operating the rink carefully complete the Daily Maintenance Logs documenting the work performed. The log sheets you provide to the Neighbourhood Development and Support Supervisor will be kept on file along with any accident or incident reports should any injury become the basis of a future lawsuit.

Neighbourhood-Managed Ice Rink Usage Guidelines

- It is strongly recommended that all skaters wear CSA helmets.

- Parents and guardians must stay and supervise their children.
- Rinks must be open to all members of the community.
- Rinks can be open at dawn, but rink usage is prohibited after 10:00 p.m. as per the Parks and Recreation By-law.
- Use of rink is at own risk.
- Adhere to all signage posted.
- For emergencies call 911, for all other inquiries call the Neighbourhood Development & Support Services office at 519-661-5336.
- Be respectful of neighbours (no foul language, yelling, screaming)
- Be mindful of the ice surface: do not use if the weather conditions are not suitable (such as warm conditions showing signs of melting)
- Keep ice rink area clean: tidy up after use, and do not leave garbage on site.

What To Do in Case of Accident or Incident

- If a problem arises during business hours, volunteers should call the Neighbourhood Development & Support Services office at 519-661-5336.
- If a problem arises during the evening or on weekends, volunteers should call the City's emergency dispatch number at 519-661-4965 and ask for a Supervisor to be notified. This number is to be used in extreme situations only. If the situation can wait until the next business day, please do so.
- In the event of a medical emergency, **immediately call 911** from the nearest phone.

In all cases, be prepared to give the following information:

Your name and phone number:

The name of the park:

Where in the park the rink is located:

The problem – as you see it: