

2023 - 2024



Outdoor Rink Manual

"Unless you've done it, you don't realize how special it is to be outside on the ice... The sound is a big thing...you hear the crispness of the ice...There's the wind on your face (but) the sound is something that's the special part. The crunching of the ice...it's kind of the magical part, I think."

- Jason Spezza, Retired NHL Player

City of Ottawa - Cultural and Facility Services
Aquatics, Specialized and City Wide Programs
613-580-2590

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Key Contacts and Information

General Phone Numbers & Information

AQUATCS, SPECIALIZED AND CITY WIDE PROGRAMS	613-580-2590
CITY OF OTTAWA INFORMATION AND CUSTOMER SERVICE	311 or 613-580-2400

Seasonal Recreation Staff

Program Manager:

Sue Chiumera 613-580-2424 ext. 26637 sue.chiumera@ottawa.ca

Recreation Supervisor:

Matt Hyne 613-580-2424 ext. 46606 matt.hyne@ottawa.ca

Program Administrative Clerk:

André Bourguignon 613-580-2590 andre.bourguignon@ottawa.ca

Program Coordinators:

District 1 – Krista Boegel	613-818-3225	krista.boegel@ottawa.ca
District 2 – Dinos Dafniotis	613-316-8534	dinos.dafniotis@ottawa.ca
District 3 – Dylan Roossien	613-875-3369	dylan.roossien@ottawa.ca
District 4 – Rhonda Plosenski	613-223-1718	rhonda.plosenski@ottawa.ca
District 5 – Sharon Abson	613-325-8227	sharon.abson@ottawa.ca

Other Key Contacts

City of Ottawa Liability Insurance - Emilie Lang 613-580-2424 ext. 43093 emilie.lang@ottawa.ca

EMERGENCY (POLICE, AMBULANCE & FIRE)	911
POLICE NON EMERGENCY	613-236-1222
ENVIRONMENT CANADA- weather line	613-998-3439

Websites to Note

City of Ottawa Web Sites www.ottawa.ca

Weather www.weathernetwork.com
www.ec.gc.ca

Ice Making www.youtube.com/watch?v=ZqWZ2Ng7V3o
www.youtube.com/watch?v=qkZnXpXGsyg

Glossary of Terms

Base Ice The first step in building an ice surface; consists of two phases, the first being to establish a layer of frozen slush and the second being to apply water to ultimately get a smooth surface. Completed base ice is a skate-able, smooth surface.

Brackets The supports used to hold up high boards; the inner ones are removed once snow packing is completed and prior to the first flood.

Community Outdoor Rink Program Grant-funded program sponsored by the City of Ottawa.

Daily Attendance Sheet Required documentation for supervised sites to track hourly attendance at each site.

Double Ice Surface Two ice surfaces, each with a minimum of 3,500 sq. ft. ice surface available for use and with lighting, water supply, supervision, and end boards, where required.

Emergency Access Route Is required to remain clear of snow and other obstacles for access by emergency services vehicles.

Flooding Applying water to your surface to both smooth the surface and build up ice thickness.

Grant Agreement The contract that is signed between the City of Ottawa and the Rink Sponsor (usually a community association). The contract outlines the responsibilities that each must follow through with.

Horse gate/double gate 12' section of boards that can be temporarily removed or swung open to allow a plow or snowblower to access the primary surface. Used at both high board and low board sites. Also called the "maintenance section".

Hose Clamp Metal circular band that is tightened using a screwdriver. It fits over the end of each section of hose where it attaches to the brass metal hose connectors. The clamps secure the hoses to the connectors and prevent water leakage. Available from your Program Coordinator.

Hose Joint Equipment used to join two sections of hose together

Hose Nozzle The nozzle is a device that screws onto the outlet end of the hose and allows for a spray to come out. They can be purchased at most hardware stores. The city uses 1 inch or 1.5-inch hoses. Nozzle not supplied by the city.

Major Snowfall Any storm that drops a significant accumulation of snow (5cm or more). Snow removal must be initiated immediately and a surface in skating condition must be established as soon as possible, or within 24 hours of the end of the snowfall.

Minimum Surface Area The minimum established size for each rink to be maintained throughout the season.

Minor Snowfall Any snowfall under 5cm. Snow should be cleared immediately and a surface in skating condition established as soon as possible, or within 12 hours of the end of the snowfall.

Operating Hours Rink schedule as determined by the Rink Sponsor and the Seasonal Recreation Office to be posted and maintained throughout the season.

O-Ring/Hose Washer Washers are round rubber rings that fit snugly into the female connectors of the hoses. Essential to eliminating water leakage from hose joints and from where the hose is connected to the water source.

Permits Reserve exclusive use of one of the surfaces for the specified period

Police Record Check / Vulnerable Sector Check - Required documentation for all Rink Sponsors, or the person responsible for the Rink Agreement and grant as provided by the City of Ottawa. A Vulnerable Sector Check is required.

Primary Surface The larger of the surfaces at each site; usually the busiest

Program Coordinator City employee responsible for liaison with Rink Sponsors and Rink Attendants. They are the person who will be doing the site visits. Each is responsible for a certain geographic region of the city

Puddle A single ice surface with a minimum 1,600 square foot total ice surface. To be included with a rink, where land and park permits are available.

Rink Assistant Helps the City of Ottawa Program Coordinator check rink sites to ensure proper supervision and maintenance is carried out by rink operators

Rink Attendant Member of the community designated by the Rink Sponsor to assume responsibility of rink supervision for supervised sites

Rink Operator Member of the community designated by the Rink Sponsor to assume responsibility for rink operations

Rink Sponsor Member of the community responsible for contract, payment and who assumes overall responsibility for the ice surface and operations

Rink with Puddle Two ice surfaces. One ice surface has a minimum of 9,000 sq. ft. total ice surface with full boards, lighting, accessible water supply and supervision where required. A second ice surface has a minimum of 1,600 square foot surface area.

Rink without Puddle A single ice surface with a minimum of 9,000 sq. ft. total ice surface with full boards, lighting, accessible water supply and supervision, where required.

Scraper A long-bladed shovel designed exclusively for pushing snow.

Seasonal Recreation Office Unit within the City of Ottawa's Recreation, Cultural and Facility Services Department responsible for overseeing the operation of outdoor rinks

Secondary Surface The smaller of the ice surfaces at each site. They are usually used to provide space for an alternate activity to that being done on the primary surface

Supervised Site As detailed in the Rink Agreement, a supervised site is required to have supervision during all operating hours

Tap Key The 'T' - shaped metal bar that is used to turn on the water at water sources found in the parks.

Introduction

The Community Outdoor Rink Program is designed to provide Ottawa residents with an opportunity to independently operate their community outdoor rink with funding provided by the City of Ottawa. Most outdoor rinks are operated by community associations and other not-for-profit and volunteer groups. Community-based groups will be the main sponsors and maintainers of outdoor rinks. The City of Ottawa will provide funding to Rink Sponsors depending on the **rink type and size**. It may also be possible to have access to a facility (bunker, field house, community centre) to support the community in providing everyday rink maintenance.

This manual was developed by the Seasonal Recreation Office for use by community outdoor Rink Operators as a guide/tool for rink operations and maintenance training. The material in this manual should help Rink Operators in providing a safe and enjoyable rink program. It is recommended that Rink Operators read this manual. Any suggestions on the content of this manual would be appreciated.

Benefits of the Program

1. Community-based involvement with the operation of outdoor rinks in their area.
2. An opportunity for community members to gain employment and/or volunteer experience.
3. A tool for the promotion of increased community involvement and participation.

Role & Responsibilities

- [Seasonal Recreation Office](#)
- [Rink Sponsor](#)
- [Rink Attendant](#)

Seasonal Recreation Office

The Seasonal Recreation Office operates as part of the City of Ottawa’s Recreation, Cultural and Facility Services Department. The Seasonal Recreation Office is responsible for up to 300 outdoor ice surfaces in the winter season.

Each outdoor rink will be assigned a Program Coordinator from the unit. The Program Coordinator is a full-time City of Ottawa employee who is responsible for the community development and monitoring of rink operations within a designated geographical area.

Main Duties

- Provide resource materials and equipment to the site
- Provide training to Rink Sponsors and Operators
- Monitor rink conditions
- Evaluate operations and provide feedback and guidance
- Gather statistics on outdoor rink operations

Your Program Coordinator will send you information at the beginning of each season with the year’s training opportunities, including our Nice Ice training evening.

Rink Sponsor

For outdoor rink operations, the City of Ottawa will engage a community association or other community or volunteer group to act as the Rink Sponsor. The Rink Sponsor assumes responsibility over the set-up, operations, and maintenance of one or more designated outdoor rinks in their community. Rink Sponsor responsibilities may vary. Please refer to your Grant Agreement for specific details.

Main Duties

- Confirm intent to assume responsibility over outdoor rink operations
- Read, review and sign Grant Agreement and other City of Ottawa agreements as required
- Provide proof of [Police Record Check](#) – Vulnerable Sector Check.
- Establish schedule of operations and send to Program Coordinator
- [Set-up and maintain ice surfaces](#), as per Grant Agreement
- Always maintain supervision during operational hours (where applicable).
- Ensure staff and volunteers are familiar with [emergency procedures](#)
- Set up emergency phone locations at nearby homes and businesses, as required
- Supervised sites submit weekly [attendance](#) numbers
- Maintain equipment, facility and be responsible for personal items
- Report damage, loss, incidents, and major accidents to the Program Coordinators, within 24 hours
- Post hours of operation and other signage, as required
- Allow [permit time](#) during non-peak hours
- Submit Year End Report, due the first week of March

Police Record Checks – Vulnerable Sector Check

Vulnerable Sector Checks (VSC) are used as a safety measure to ensure people working with the public do not have a criminal history which could make them unsuitable for certain positions of trust. The City of Ottawa has a Police Record Check Policy for all staff and volunteers.

Rink Sponsors will be required to submit a **VSC** to the Seasonal Recreation Office that is current to within 18 months from August 31st of the program year (example – for the 2023/2024 season, the Rink Sponsor need a PRC dated after August 31st, 2022). You can apply for a Vulnerable Sector Check online here:

<https://www.ottawapolice.ca/en/contact-us/Types-of-Records-Checks.aspx>

Your district Program Coordinator can provide you and any of your rink crew (**18 years and over**) a letter allowing you to get the **VSC** at a reduced rate. Please speak to them if you require further information.

It is strongly recommended that the Rink Sponsor requires all staff and volunteers (18 years and over) assisting with rink operations to obtain a current VCS.

Permits

Permits may be requested by user groups for rink use during non-peak hours. The Seasonal Recreation Office will forward permit requests to the Rink Sponsor. Permit requests shall not be unreasonably denied. Rink Sponsors will be required to post a copy of the permit in a public location a minimum of 48 hours prior to the booking. Permit applications can be found at Ottawa.ca.

Rink Operator

The Rink Operator is a member of the community selected by the Rink Sponsor (if they are not the Rink Sponsor themselves) who is responsible for maintaining the ice for the season as per the stipulations in the Rink Agreement. A Rink Attendant would be another staff or volunteer designated to assist the Rink Operator during operating hours.

Main Duties

- **Clean ice surfaces daily**, both before and after operating hours
- **Supervise rink** during operating hours, if applicable
- Conduct a **daily site check**
- Notify the Rink Sponsor or Program Coordinator of any necessary repairs, as needed
- Notify Rink Sponsor and Program Coordinator if rink needs to be shut down for any reason
- Care for equipment loaned by the City of Ottawa (i.e., Hockey frames, mesh, hose, hose reel, storage box, field house or trailer – please see Rink Agreement for details for your specific site)
- Clean the inside of the building or trailer, including washrooms. Ensure that garbage is placed at the curb according to the City of Ottawa’s waste pick-up schedule
- **Keep all entrances clear** of snow and ice
- Know how to handle **emergency situations**
- **Flood** minimum of four separate days each week, weather permitting
- Ensure time is reserved for **permits**, and that permits are posted for public
- Ensure **signage** is posted in both official languages

Daily Site Checks

The Rink Operator is required to conduct a site check at the beginning and end of every day. Daily site checks can also be performed by the Rink Attendant. Daily site checks should be logged on the [Daily Site Checklist](#) (Appendix I).

During a daily site check, the Rink Operator or Rink Attendant must physically walk around the site to assess hazards on the ice, with the boards, in the building or trailer, and around the property.

Any danger areas must be attended to immediately. Patrons should be warned of danger and the area restricted, using signage or pylons.

Common Hazards

<p>Ice surfaces</p> <ul style="list-style-type: none"> • holes or cracks in the ice • shrinkage factor (surface area small) • identify needed maintenance • are ice patches clear; any patches through to pavement or ground 	<p>Boards</p> <ul style="list-style-type: none"> • nails sticking out • do gates operate properly • board sections; sticking out; holes in boards; splinters • ensure horse gate is properly installed (where applicable) • screens; wires sticking out, or holes 	<p>Equipment</p> <ul style="list-style-type: none"> • check shovels and scrapers for loose bolts and damage • hoses; loose joints, cracks • hockey mats, hockey frames • hose reel, tap key, water source • ensure hockey frames are secured, if required
<p>Lights</p> <ul style="list-style-type: none"> • burnt out lights or flickering • wires hanging down within reach of a hockey stick 	<p>Pathways</p> <ul style="list-style-type: none"> • any icy patches on walking paths • are doorways clear 	<p>Facilities</p> <ul style="list-style-type: none"> • locks; all secure • heat, lights working • Bathrooms/change rooms clean • hours of operation, regulations posted

Rink Operators and Attendants are required to ensure the building or trailer is always kept in a clean and usable condition throughout the season and left in that condition at the end of each day. Garbage needs to be taken to the curb according to the area’s local waste collection schedule. Any issues should be reported to your Program Coordinator.

Supervised Sites

Some sites have supervised operational hours in their Rink Agreement. During these times, the Rink Operator, or a designated Rink Attendant, **must always be actively supervising**, enforcing all posted rink rules. Active supervision includes being on the ice, programming activities and participating in activities on the ice. Rink Attendants can also scrape the ice during operational hours.

Attendance

Supervised sites are required to complete the Daily Attendance Sheet (Appendix II) every day on an hourly basis. It is important that these records are kept up to date as these records are used to make many decisions regarding future use of the rink. These forms record hourly usage of the rinks, breaking the users down into several categories;

hockey players, skaters, and permit groups (please record permit group attendance separately from other hour counts).

Program Coordinators will pick up a paper copy or accept an electronic version via email of your Daily Attendance Sheet. Paper copies **must always be up to date and accessible** since Program Coordinators may visit your site in to collect statistics.

Public Relations

Rink Operators and Rink Attendants are representatives of the Rink Sponsor, and of the City of Ottawa. All staff and volunteers assisting with the rink under the Rink Agreement are required to be professional in all actions.

In some cases, Rink Operators and Rink Attendants may get complaints from the public. Here are some helpful steps to take to deal with complaints:

1. Greet the individual or group promptly, pleasantly, courteously, sincerely
2. Listen attentively and patiently, noting the facts. Repeat their concerns back to them so you both know the question is understood.
3. Provide information if you have it. If you don't have the information, take their contact information so you can find and then provide the right information.
4. Refer questions or complaints to the Rink Sponsor, or to your Program Coordinator
5. Submit complaint reports promptly to your Program Coordinator
6. Do everything possible to close the discussion on a friendly note
7. Follow up on problems when necessary

Below are some common issues that arise throughout the season, and some suggested solutions you may provide:

<p>Permit groups reserve space, but show up late or not at all</p>	<ul style="list-style-type: none"> • Record information on Daily Attendance Sheet • Call permit holders to inquire about their permit • Ask that in the future, they call in advance to cancel their permit • Inform Program Coordinator
<p>Permit groups do not clean ice surface after their booking</p>	<ul style="list-style-type: none"> • Explain permit policy to remind them • Inform Program Coordinator
<p>School permit groups may leave shack scattered with garbage, or leave door unlocked, or tear down snowbanks.</p>	<ul style="list-style-type: none"> • Record detailed information on incident report form • Inform Program Coordinator
<p>Free skaters may want to use high board facilities</p>	<ul style="list-style-type: none"> • Speak to Rink Sponsor and Operator about rink schedule • Allot special times for free skaters to use high board rink • Inform Program Coordinator

Homes surrounding park complain about: a) noise level. b) lighting glaring into home. c) night snow removal noise from machines	<ul style="list-style-type: none"> • Explain situation to neighbours • Ask for solutions from them • Ask them to become involved in Community Rink • Inform Program Coordinator
Community youths using facility as club house	<ul style="list-style-type: none"> • Keep youth busy with operation (i.e., supervision, ice maintenance) • Instruct patrons that usage of facility is for skating
Parents want time allotted for small children to use ice solely	<ul style="list-style-type: none"> • Speak to Rink Sponsor and Operator about rink schedule • Allot special times for children’s skating • Inform Program Coordinator

At no time are staff/volunteers to risk their physical well-being or the safety of the children and parents on the park when dealing with the problem. In this situation, the police and Seasonal Recreation Office should be called immediately.

Emergency Procedures

As representatives of the City of Ottawa, we must accept many responsibilities as consequences of this service, including the following responsibilities when accidents, damages, or other incidents occur.

When dealing with emergency situations, our priorities are to:

- assist the injured and/or seriously ill person(s)
- prevent further injury / damages
- ensure the safety of the public and your own personal safety

This section will provide some guidance in dealing with emergency situations. **When in doubt, call 911.**

First Aid Training & Equipment

Certification

The City of Ottawa recommends that during regularly supervised hours there is a **Standard First Aid-certified** Rink Attendant on duty to ensure appropriate first aid resources are available during supervised outdoor rink hours.

First Aid Kits

To assist your group in setting up your First Aid Kit, the following is a list of First Aid supplies which meet the minimum requirements as determined by the Seasonal Recreation Office and the Workplace Safety and Insurance Board. An inventory should be done every week using the first aid checklist (Appendix III).

Current edition St. John Ambulance First Aid Manual	1
Safety Pins	12
Adhesive dressings, individually wrapped (band aids)	24
Sterile gauze pads, 3" x 3"	4
Gauze rolls, 2" wide	2
Sterile compress bandages 4"x4"	2
Triangular bandage	1
Instant Ice Packs	2
Gloves	8 pairs
Blanket	1

General Guidelines for Accidents

All Rink Operators & Attendants will ensure that any accidents or incidents such as those listed **below are reported to their respective Program Coordinator immediately**. If the Program Coordinator cannot be reached, the City's Information and Customer Service Line (613-580-2400 rural areas and 311) should be called.

- Any injury requiring medical attention whether from a doctor or dentist.
- Any incidents involving physical assault.
- All incidents involving weapons.
- All incidents involving significant property damage.

Accidents on the rink are categorized MINOR or MAJOR:

- 1) Minor accidents** (i.e., scratches, bruises, scrapes) should be looked at immediately by staff or volunteers, and the appropriate treatment administered. If further First Aid is required, the injured person should be taken home by a responsible person.
- 2) Major accidents** are any situations that will require immediate or further medical assistance. After initial phone calls have been made, (i.e., the ambulance) the Program Coordinator should be informed of the incident.

In all cases of major accidents, we need to ensure that:

- a) prompt medical attention is provided – **call 911 if needed**
- b) a thorough investigation to identify causes is completed
- c) where possible, corrective measures are implemented
- d) the notification of family occurs in a timely and discreet manner
- e) a Universal Incident Report (Appendix IV) is completed
- f) Program Coordinator (or 613-580-2400 rural areas and 311, outside office hours) is notified immediately

For both MINOR and MAJOR injuries, the following procedures are issued as guidelines to be followed as protection against disease spread through blood or body fluids. If you have any questions or concerns, please do not hesitate to contact your Program Coordinator.

- a) First Aiders should keep open cuts or sores adequately covered.
- b) Vinyl gloves are to be worn and disposed of in a plastic bag after use.
- c) Hands should be washed immediately after removing gloves.
- d) All dressings and bandages are to be disposed of in a plastic bag closed with a twist tie and then placed in regular garbage.
- e) Surfaces of the body exposed to blood and/or body fluids should be promptly washed with soap and water.
- f) Blood and other body fluid spills on the floor or walls should be cleaned and then disinfected with rubbing alcohol (never to be applied to clients when administering first aid)
- g) Blood-stained disposable articles should be placed in a closed plastic bag and then placed in regular garbage.

Reporting

Rink Sponsors should arrange for three to four emergency phone locations at nearby homes or businesses, as many sites will not have a landline. **For first aid emergencies and crimes in progress, call 911.**

For all incidents, please notify your Program Coordinator as soon as possible. If it is outside of office hours, you can call 311 or 613-580-2424 to report the incident. The Universal Incident Report should be completed, filling in as much information as you can.

After completing the proper forms, all involved staff and volunteers should submit individual written reports detailing their involvement (what they personally saw and did throughout the situation). A map of the site should be included; indicating park features and location of injured and staff at the time of the accident.

If you are unsure, please call your Program Coordinator.

Other Incidents

Child Abuse Awareness

As people who provide recreation services we are formally legislated by the Province of Ontario, Child and Family Services Act to report incidents of unusual treatment of children. There are guidelines in place to assist you in performing your duties as it relates to the legislation:

- All youth and recreational personnel, paid or volunteer, have the legal responsibility to report suspected child abuse.
- Professional staff who fail to report are subject to a fine of not more than \$1,000.00.

Keep information confidential. Contact your Program Coordinator, they will assist you through the reporting process.

Needle Disposal

Any Rink Operator or Attendant finding a syringe on City of Ottawa properties should call the Seasonal Recreation Office 613-580-2590 (after hours 613-580-2400 or 311). A City of Ottawa staff that is equipped and trained in the disposal of syringes will be sent to the site.

For health and safety reasons, when you discover a syringe you or any patrons should refrain from touching or handling it. You should ensure that no one can get within arms' reach of the syringe until the arrival of the trained personnel. If someone has been pricked by a needle, they should seek medical attention as soon as possible.

Theft & Property Damage

All incidents involving theft, vandalism, or break-ins must be reported to the police immediately by the person discovering the loss or damage, or supervisor. **For crimes in progress, call 911.** To report a crime that has already happened, call 613-236-1222. If you are unsure whether an incident should be reported, call your Program Coordinator. A Universal Incident Report form should be completed.

Administration & Forms

The Seasonal Recreation Office will provide you with necessary forms. Should you require more forms during the season, please contact your Program Coordinator.

Incident Reports

Universal Incident Reports (Appendix IV) should be completed whenever there is an incident on site.

Keys to a good incident report:

- Fill out as much information as you can; where possible, provide names and addresses for parties involved
- Write clearly and legibly
- Only include information of what you did or what you saw. Don't speculate.

If you need assistance completing a form, please call your Program Coordinator and they can walk you through it.

Signage

All signage posted at sites must be in English and French. Signage is provided by the Seasonal Recreation Office; if you require a new sign, please speak to your Program Coordinator.

Required Signage:

- Hours of Operation
- Rules and Regulations
- Rink Permits: posted two days in advance
- Emergency Checklist: posted in an office area and at the sites of your neighbourhood emergency phone locations

Optional Signage:

- Additional rules and regulations as noted by the Rink Sponsor
- Advertisements for upcoming programs and events

Daily Attendance (Supervised Sites)

At supervised sites, attendance will be taken on an hourly basis using the [Daily Attendance Sheet](#) (Appendix II). This form breaks attendance down into different user groups (hockey players, skaters, permit groups) and allows the Seasonal Recreation Office to track accurate statistics for future planning.

Please ensure Daily Attendance Sheets are completed in full by the end of each shift. You can submit the sheet electronically to your Program Coordinator, or they may pick up the attendance sheets during a site visit.

Outdoor Rink Maintenance

Rink Sponsors are responsible for the set-up and on-going maintenance of their ice surfaces for the duration of the season. Please refer to your Grant Agreement for the specifications for your site. Rink Sponsors may extend the season providing City of Ottawa Parks staff have not removed lights, safety mesh and maintenance equipment.

Preseason Preparations

Before beginning to set up the ice surface, Rink Sponsors should ensure they have all necessary equipment on hand, and that it is in good working condition. We recommend that the following be checked prior to December 15th:

- How to turn on water, and that water is accessible
- Hoses joints are leak-free
- Hoses hook up to water source with minimum leakage
- Hoses are attached (they may be delivered in sections) and that there are enough joints
- The proper length of hose is on site
- Your required equipment is on site (hoses, shovels, scrapers, etc.)
- There is heat in your facility to keep hoses from freezing
- Rink lights are operational and operate at the correct times

If you have any issues with the above, please speak to your Program Coordinator.

Setting Up the Ice Surface

Dimensions

Please see your Grant Agreement for the number and type of surfaces required for your site. The minimum surface area as determined by your rink type must always be maintained throughout the season. Site requirements suggest a specific square metre and shape, but the shapes of the rinks from site to site may be different due to the different shapes of the parks, the availability of open space and the lay of the land.

Rink Type	Surfaces	Minimum Surface Area	
		sq.m.	sq.ft.
Double Ice Surface	2 surfaces, no boards	21.4m x 15.3m = 327m ² (each)	70ft x 50ft = 3500ft ² (each)
Rink without puddle	1 primary board surface	46m x 18.4m = 846m ²	150ft x 60ft = 9000ft ²
Rink with puddle	1 primary board surface 1 secondary surface without boards	46m x 18.4m = 846m ² 16.8m x 9.8m = 164m ²	150ft x 60ft = 9000ft ² 55ft x 32ft = 1600ft ²
Puddle	1 surface without boards	16.8m x 9.8m = 164m ²	55ft x 32ft = 1600ft ²

As the winter progresses, snowbanks will gradually cause “shrinkage” of your rink if not properly maintained. The Seasonal Recreation Office suggests creating an initial rink larger than the minimum surface area to ensure an adequate surface area can be maintained throughout the season.

NOTE: Rink boards cannot be modified in any way from the original set-up. **Marking Boundaries**

Follow the steps below to begin creating your ice surface:

1. Mark your surface boundaries. Place a marker at each of your intended corners (to avoid shrinkage, you should establish your ice surfaces larger than the minimum requirements).
2. Use string, a rope or even the hose to mark a straight line between the corner markers.
3. Compress the snow in a straight line between the corners to mark the sides and ends of each surface.

NOTE: If a secondary oval surface is to be established at your site, you should first establish the limits of your primary surface, as above. Plan for a 3-metre-wide snowbank between the surfaces to be used as a space to deposit snow from both the primary and oval surfaces. Then establish the base for your oval outside the 3-metre snowbank allowance.

Establishing Base Ice

Base Ice is established in two phases. Please read through this entire section carefully before commencing the process to establish base ice. **BASE ICE IS SKATEABLE ICE**

Phase One

Phase One of Base Ice should commence on or about December 15 of each year, weather permitting. **The ground should be frozen a depth of 15cm before water can be applied safely without risk of lifting the frost out of the ground.** Ideally, the forecasted nightly low temperatures should be at or below -10c, for at least three consecutive days.

1. Packing

Packing is the act of applying weight to snow to “pack” it down to create a more solid surface. It has been the experience of the Seasonal Recreation Office that packing is the best method for building Base Ice.

Ideally there will be 15-30cm of snow before packing. It can be done successfully with less snow, but it is important to ensure the ground is not showing through the snow. Should there be more than a foot of snow, some of it will have to be removed first.

If you wish to plow out or remove what you feel is an excessive amount of snow, ensure that you leave at least 5-10cm of packed snow on all areas of your rink locations. Areas of grass or dirt that are not covered with packed snow will be susceptible to thawing during the season; these areas will be darker than the rest of your surface and will attract the sun's rays and melt more easily, perhaps even right to the ground.

Note: if you are removing excess snow, ensure that there is no damage to the ground. In the event of any damage caused by heavy equipment, the Rink Sponsor will be responsible for the cost to reinstate the ground.

City parks are built with drainage in mind and are naturally sloped, sometimes causing difficulty when creating base ice. You may need to build up snow higher in one area, so the surface is as level as possible.

Snow should be packed to a depth of 5-10cm. Packing can be done by using a lawn roller, snowshoes, a snowmobile, car, or truck, by stamping on a large sheet of plywood, or by any other means; use your imagination!

2. Soaking

Once the snow is sufficiently packed down, it needs to be moistened (but not overly soaked). There is a wide enough margin for error, so don't be overly concerned about the following complications:

- Too little water will leave too many snow crystals underneath that can melt later, causing a layer of air close to the ground that may allow the ice to cave in and crack.
- Too much water will soak the ground, lifting the frost, causing brown bubbles and heaves, and a delay of a day or two while you wait for the ground to refreeze.

The first flood should be thorough; all snow needs to be moistened. The water should be sprayed on the surface, allowing the water to soak thoroughly into the packed snow. Avoid allowing direct water pressure to bore a hole in the packed snow. Use a spray nozzle and set it to allow water through at maximum pressure or put a small stick in the end of the hose to cause the water to fan out or spray, reducing direct water pressure.

NOTE: If you reduce the water pressure in the hose to less than full (by not turning it on full or by reducing the flow through a nozzle), it is highly likely that your hose will freeze solid - imagine then trying to get it into your facility to thaw out! If you wish to take a break, stick the end of the hose in the snow off to one side of the rinks, at full water pressure, where any accumulation of water will not affect the surface areas or cause any other adverse effects.

Packing and soaking may take 8-12 hours, with packing taking up the great majority of your time. Essentially, only one good soaking is needed to moisten all the packed snow, and that can take up to 3 hours. It is best to start soaking in the evening when the temperature is at its coldest. Phase One is also best done in one straight shift with breaks taken when needed. Time is of the essence as you want to get your Base completed before temperatures warm up; a solid Base is much more capable at withstanding milder weather than a half-finished base.

3. The Frozen Base

The frozen base will look like the moon! It will not be in a skating condition but will have craters and peaks and the surface will appear rough even though you have packed down the high areas. The frozen base should be 10cm thick and you should not be able to see any dark patches of ground through it. If it is more than 10cm thick and thoroughly frozen (i.e., no unsoaked snow crystals inside) all the better.

Attempt to keep people off your surface until it has frozen solid. This will reduce the number of footprints to fill in later and will guard against any high areas being created. Post signage on the rink poles and park entrances informing people to stay off the ice until it is in skating condition. If possible, leave someone on site until the base freezes solid.

The base must be frozen solid before subsequent floods are applied. Any low areas or footprints can be filled in with slush made in a bucket or made off in the park nearby. If you still have high peaks, you should attempt to break them off with a shovel (not a scraper).

4. Boarded Rinks

Brackets are the supports you will find inside and outside of the boards which hold them up straight. **Brackets should be removed prior to the first flood.**

Do not remove the inner supports (brackets) until snow packing is completed and you are ready to flood. Removal prior to this may cause your boards to collapse inward.

To remove the brackets, you will need a hammer and a screwdriver or chisel and/or an axe, and a crowbar. Please store removed brackets and store in a safe place. Inform your Program Coordinator to arrange pick-up.

For Each Bracket:

1. Using the crowbar, pry the bracket out of the ground, and out of the board faces.
2. Ensure all excess nails have been removed from the inner board face.
3. Hammer in any nails pointing out of the brackets to avoid injury.
4. Pile all the brackets in a secure location where they cannot be tripped over as there may be nails protruding.
5. Use snow to pack into the areas left where the brackets were removed, and level off to the current packed snow level.
6. Call your Program Coordinator and inform us that the brackets are ready to be removed from the site, **and to identify where on site our crews should look for them.**
7. Let the slush freeze solid before going on to Phase Two of Base Ice.

Phase Two

Once your initial light (spray) flood is frozen, many light applications of water over several days will fill in the cracks and crevices and ultimately establish a flat ice surface. On cold nights, the water may freeze so fast that you may be able to put the next coat of water on immediately upon completing the last one.

RESULT - Smooth surface with a **minimum ice thickness of at least 12-15cm (4.5 – 6 inches)**. **Congratulations** – You Have Base Ice. **Your rink can now open to the public for skating / hockey.**

Base Ice must be skate-able ice. It should be a smooth surface. Base Ice must be confirmed by your Program Coordinator for the second grant installment to be released.

On-Going Maintenance

Snow Removal

Rink Sponsors are responsible for all snow removal and should make every attempt to ensure that ice surfaces are in usable condition as soon as possible after any snowfall or inclement weather. On evenings when it is snowing, Rink Sponsors are expected to have staff on duty to remove the snow as it falls.

Scraping

Rink Operators and Attendants should scrape the surfaces before and after each shift, as needed. Each rink should be scraped at closing time each night to ensure that patrons may use it during the day on the following day. **Ice should always be scraped before flooding, no matter how little accumulation appears to be there.**

Snow may accumulate from snowfalls, but also accumulates from patron usage i.e., skate blades scraping the ice while stopping, starting, and turning. Therefore, even if it doesn't snow, it's important that scraping is done frequently.

How to Scrape

Scrapers have wide blades and are designed for pushing snow, not lifting it. Using a scraper, start at the mid-point of one end of the rink and, with the scraper pressed flat against the ice, clear a direct line to the mid-point of the other end.

There are three popular methods used to scrape the ice from this point; all are equally effective.

- a) With the scraper flat on the ice, angle the scraper inward toward the area to be scrapped. Walk or skate along the edge of the area from the centre of the ice to the side and back, etc., and the scraper will clean a line while the excess snow will be pushed back onto the area yet to be cleaned. Continue this until the entire section is done. All the snow will be pushed both to the edge of the surface and to a line perpendicular to the edge of the surface. This line can then be pushed to the edge.
- b) Use the same method as in a) above, except that the to-and-from motion is done parallel to the side of the rink, as opposed to perpendicular to the side. This way, all the snow is pushed gradually to the boards.
- c) With the scraper flat on the ice, scrape the snow as you push as far as you can reach; then continue down the line and repeat the process back and forth until all the snow is pushed to the edge of the surface.

(PLEASE REFER TO YOUR CONTRACT/AGREEMENT FOR THE FOLLOWING)

Plowing Rink Sponsors are encouraged to contact snow removal/plowing companies before the start of the season to make arrangements, as opposed to waiting until a major snowfall and finding no one available to help. You can do a Google search for Snow Removal Services in Ottawa, and/or consult the ads in your community newspapers to find a plowing contractor.

NOTE: Generally, plowing companies charge very reasonable rates to clear outdoor rinks; they treat it as somewhat of a community service. With that in mind, please remember that they will have other clients of a higher priority to service before they can get around to clearing your rink. Obviously, after a major snowfall, their services are in great demand. As a result, you must be prepared to handle some situations manually, depending on the severity of the storm.

Rink Operators must be aware that they are liable for any damages which may be caused by a snowplow or truck. Rink Sponsors should request proof of commercial liability insurance from private contractors; if during snow removal operations the boards, turf or any buildings are damaged by the plow or truck, the Rink Sponsor is liable and responsible for covering the costs of any required repairs. We recommend that a Rink Sponsor or alternate be on site when heavy equipment is used to reduce your liabilities. Plowing cannot be done on school property sites during school hours.

Horse gates/Double Gates

The horse gate, as it is commonly referred to, is the large 12-foot board section on high board and low board rinks that can be removed or opened to allow access to the ice for a snowplow, City of Ottawa maintenance vehicles or emergency vehicles. The horse gate must be reinstalled as soon as snow removal is completed. It is hazardous to leave a horse gate on but not properly closed when skaters are present.

Snowblower

The City of Ottawa has strict regulations regarding snowblower use and storage. The Fire Prevention Bureau has the following policy:

1. Gasoline must not be stored in the field house or trailers at any time
2. Snowblower must be filled and started outside of the facility.
3. Building Code regulations are to be applied regarding the storage of snowblower in these facilities, i.e., ventilation, direct outside access, type of facility and wall construction.
4. Snowblowers must be left running outside, under supervision, until all gasoline has been spent.

If you plan to store a snowblower at your rink site, please discuss with your Program Coordinator contact. Some facilities are not capable of safely storing a snowblower. Please call your Program Coordinator contact before making any arrangements. In this way, we can provide you with information relevant to the Building Code requirements for snowblower storage at your site. Snowblowers are not to be kept in trailers at any time.

Emergency access routes

Rink Sponsors always ensure that an appropriate emergency access route be established. This route is to allow ambulance and emergency vehicle access to the ice surfaces and building/trailers.

NOTE: At some sites, the city needs to do part of the plowing. Contact your Program Coordinator to ensure you are aware of the specific access route which must be kept clear at your site.

At boarded sites, you must ensure that the horse gate access is always kept clear as part of the emergency access route.

Parking is restricted to designated parking areas. If no parking lot is available, on-street parking is the only alternative. Vehicle access to park grounds is restricted to emergency services vehicles, snow removal equipment and for the delivery of material and supplies. At no time are vehicles to be parked on park grounds.

Flooding

Flooding is necessary to both build up the thickness of your surfaces and fill in cracks and skate marks to provide a smooth surface. The Rink Operator should strive to build up the ice as thick as possible. The thickness of your ice is most directly affected by the number of times you flood. If you flood your surfaces at every opportunity, as weather permits, you will gradually build up your ice thickness. As per the Grant Agreement, you must apply at least four separate floods on each surface per week, weather permitting.

Water sources

Most water sources will either be a 2' standpipe at a sewer in the park or at a pipe sticking out of the side of your building (2'-3' off the ground). Consult your Program Coordinator for your water source location.

For standpipe water sites: the water is turned on by using a Tap Key. The square hollow end of the key is placed on the square bar extending up out of the sewer cover. The key is turned counterclockwise. Keep turning the tap key until you cannot turn it anymore; this will mean that your water is turned on fully and will avoid having your hose freeze full of water.

Important! Do not force any valve once you have opened it fully or closed it fully, especially when using a Tap Key. Excess force may break the mechanism, leaving you either with water that you can't turn off and/or with water unavailable for several days while repairs are made. If the valve breaks, contact your Program Coordinator or 311 (613-580-2400 rural) after hours immediately.

For building water sites: there will be a hand activated round valve on the pipe inside the building close to where the pipe goes through the wall to the outside.

- Larger valve: turns the water on and off again; ensure that you turn the water on fully to maximize water pressure.
- Smaller valve: accesses the drainpipe (not all sites have this drain valve).
 - Always leave open when not flooding

- Close drain valve before turning on water to flood
- After flood, re-open drain valve and collect the water from the drain in a bucket (in brick field houses, the water can drain onto the floor to evaporate)

All flooding must be done outside scheduled operating hours, except in the extreme case that flooding is needed to repair ice that is not in a skating condition due to severe weather conditions. Of course, scheduled operating hours do not take effect until you first re-establish a surface in skating condition.

It is important not to flood your ice during a snowfall, or when a snowfall, however light, is expected any minute. Flooding during a snowfall will cause your ice to freeze with a crust or bumps on the surface.

Ice thickness can be reduced by mild weather, high ground and heavy patron usage, especially when hockey is played and there is a lot of stopping and starting. These factors are considered when your Program Coordinator rates the quality of ice at your site.

Mild weather usually occurs once or twice over the course of the season, and parts or all your rink will melt, and water will run off. During the month of February, the ice will melt at a faster rate due to the increased sun intensity.

NOTE: Should part of your rink melt down to the ground during mild weather, the procedure to correct this situation is to re-establish a frozen base in affected areas. This is done on large areas by shoveling snow onto these spots and re-packing and soaking to form a new base. Should the affected areas be small, they can be filled in by using slush made in a bucket.

Rinks at which schools have been granted a permit for use during the daytime hours may not be flooded during these hours (usually 9:00 a.m. to 3:30 p.m.). However, flooding is permitted during the day up until the time that you have completed phase two of base ice.

Guide to successful flooding

<p>Scrape the surface</p>	<ul style="list-style-type: none"> ● Scrape surface before flooding <u>even if it did not snow, and even if no one was on the rink</u> ● Non-boarded surfaces: Be diligent in clearing edges and moving the snow back – do not let your rink size shrink ● Boarded surfaces: clear snow from all edges with a push broom. Snow left before flooding causes ice to build up and curve at the boards, potentially causing ankle injuries or pucks to bounce up in someone’s face.
<p>Pull out the hose</p>	<ul style="list-style-type: none"> ● Hose is stored on a hose reel inside your heated facility. This prevents it from being stepped on by skates, from patrons tripping over it and aids in draining of the hose after flooding. Pull the hose, outlet end first, to the end of the ice surface and place the outlet end in the snowbank. ● Attach the other end (female receptacle) to the water source pipe. ● It is important to place the outlet end of the hose in a snowbank before you turn on your water. If not, the hose end will swing like a snake and water will spray everywhere. You will have trouble catching the end of the hose. Water will overflow your rink causing waves and an uneven surface. ● Use a second person when possible. This second person becomes responsible for taking in slack in the hose while the person flooding the rink moves from one end of the rink to the other.

<p>Flooding</p>	<ul style="list-style-type: none"> • Turn on water using Tap Key or valve • Begin flooding at the far end of the rink from the water source and gradually work back towards it. Apply only a thin (1/8") layer of water. A half inch of water will not freeze properly even if -25C and will result in shell ice. • Keep the hose and your feet out of the water. Hose marks appear as curved ridges and your feet may leave footprints. • Always leave your water pressure on full, even if you go inside for a break. At less than full pressure, the water in your hose will freeze solid and you will not be able to reel it in.
<p>After flooding</p>	<ul style="list-style-type: none"> • Put the hose end in a snowbank • Turn off the water and store tap key in field house (if applicable) • Tie water source end of hose onto hose reel and begin to wind the hose onto the reel. <ul style="list-style-type: none"> ○ <i>Be careful when handling hose clamps as they can tear clothing and cause cuts to fingers. Covering sharp clamps with electrician's tape will reduce the risk of damage and injury.</i> • Once fully wound on the reel, turn the hose reel three or four more full revolutions to force as much water as possible out of the hose. <ul style="list-style-type: none"> ○ <i>Don't worry about water on your floor - it will evaporate. Most of the water would have drained out of the hose while it was being reeled in anyway.</i>

Equipment

Rink Operators assume responsibility for maintenance, replacement and storage of snow shovels and scrapers necessary to carry out adequate maintenance of the outdoor rink facilities.

1. Scrapers

Scrapers are for pushing snow only; their supports cannot handle the great deal of weight that occurs when lifting snow, especially over boards.

- Keep 3-7 scrapers on hand, depending on the demand at your site.
- ensure scraper has angle supports that run at a 45-degree angle from the blade to the shaft
- metal scrapers are more effective than plastic, as they tend to grip the ice better
- to reduce snow stickiness, spray the shovels with WD40, PAM or other such product
- blades should be dried after use to avoid rusting
- should a handle break, you can get a replacement handle at most hardware or department stores

2. Shovels

Keep at least two on hand at all times.


- wider head carries more snow
- aluminum works well as it is both light and sturdy
- plastic blades are light and do not rust but can break under pressure

3. Hockey Frames and Mesh

The City supplies hockey frames, mesh and twine when required. It is the responsibility of the Program

Sponsor to ensure that the mesh on each frame is appropriately secure, i.e., that there are no holes through which a puck could be shot, possibly injuring another patron. A limited amount of twine is available on request from your Program Coordinator. Frames should be regularly inspected for sharp edges or damage. Report any concerns to your Program Coordinator.

4. Handy tools

<p>Hammer</p> <ul style="list-style-type: none"> • for popping loose nails back into boards • straightening bent shovel blades 	<p>Wrenches (2)</p> <ul style="list-style-type: none"> • for tightening hose connections, both between sections and to join the hose onto the water source.
<p>Pliers with wire cutters</p> <ul style="list-style-type: none"> • important to use for cutting excess ends of new hose clamps once tightened. 	<p>Push Broom</p> <ul style="list-style-type: none"> • for sweeping the edges of your rink before flooding, especially along the edges of the boards at board sites. Sweeping avoids curved ice.
<p>Supplies to keep on hand</p> <ul style="list-style-type: none"> • 3 or 4 hose washers 2 hose clamps • electrician's tape, for emergency taping of hose leaks, and for covering sharp ends of hose clamps. 	<p>Screwdriver</p> <ul style="list-style-type: none"> • used with hammer to chip ice build-up at doorways and to chip ice from brackets during phase one of Base Ice at high board sites. • it can also aid in jamming washers into hose connections and getting a good snug fit; be careful not to damage the washer.
	<p>Hose Nozzles</p> <ul style="list-style-type: none"> • These come highly recommended. They are effective in applying a full-pressure spray, avoiding the concentrated water pressure that could damage ice. • Hose nozzles can be purchased at Preston Hardware, Rapco Equip., or Acklands-Grainger • Nozzles come in sizes to accommodate a 1 inch or 1.5-inch hose.

Weather

Weather conditions greatly influence the operation of an outdoor rink. The Seasonal Recreation Office encourages Rink Operators to start maintenance immediately, under the appropriate weather conditions. This will ensure that ice surfaces are in usable condition.

As a service to the community, Program Sponsors are expected to have staff on duty (if applicable) **during scheduled hours of supervision**. In the event of a snowfall, Rink Operators are expected to be removing snow and encouraging volunteers to do the same within 12 hours of the snowfall.

Start maintenance immediately if there is a...

Minor snowfall (less than 5cm)

Rink Operators and Attendants should report to work and clear snow as it is falling. As per the contract, snow removal should be completed and an ice surface in skating condition must be created within 12 hours (weather permitting). The Seasonal Recreation Office will determine the established time.

Major Snowfalls (greater than 5cm)

Snow should be removed immediately to have the rink (or part of it) **open as soon as possible**. **The longer the snow stays on the surface, the greater the chance that the snow will bond to the ice**. This will make the removal of the snow extremely difficult. As per the Rink Agreement, all snow must be removed and a surface in skating condition must be established within 24 hours of the end of the storm (weather permitting). The Seasonal Recreation Office will determine the established time.

In both instances, commence snow removal immediately. The City's expectation is that the Rink Operator will begin snow removal at the start of their next shift and that maintenance will continue throughout minor snowfalls.

For a major snowfall **do not wait for your plow to arrive**, you may not see the plow for several days while it services its priority customers.

Mild Weather - It is extremely important that a good Base Ice is established to survive thaws. A solid, thick base protects the ground from heating as much as it would otherwise. You can greatly reduce the amount of damage to your rink by flooding as often as possible during the season to build up its thickness.

During mild weather some ice will melt and water will run off to a low area in the park. If there is a significant amount of melting, there will be run-off canals dug in your ice by the moving water. There is little you can do to stop this. Should part of your rink melt down to the ground during mild weather you will need to re-establish a frozen base in the affected areas. This is done on large areas by shoveling, re-packing and soaking snow to form a new base. If the affected areas are small, they are to be filled in by using slush made in a bucket.

Should you be required to close due to mild weather, please ensure that **you inform your Program Coordinator**. Do not allow patrons to use the ice: post signs on rink poles, at patron entrances and on the field house doors, if possible. Whenever possible, keep your Rink Operator or Rink Assistant on-site. These staff would inform patrons of the dangers of skating on soft ice, and of the damage they will cause. Rink Operators are expected to have their rink ready for skating within 12 hours.

Very Cold Weather - When Environment Canada forecasts a severe cold weather front (where skin will freeze when exposed) the Program Coordinator will advise the Program Sponsor to close. A Rink Operator or Attendant should remain on-site during operating hours to assist any patrons who come to the rink, they can warm up in the facility before returning home.

Forecasts - Rink Sponsors, Rink Operators and Rink Attendants are encouraged to be constantly aware of weather conditions and forecasts. Environment Canada updates their 24 hour-a-day weather forecast telephone message every two hours.

Troubleshooting

A variety of issues may arise with your ice or with equipment over the course of the season. Please see below for troubleshooting advice on how to manage these issues:

Ice Issues

Issue	Description	Cause	Fix
Shell Ice	Surface freezes first, insulating water underneath, keeping it liquid.	Too much water applied at one time, or after a thaw when water pools.	Break up shell ice to expose the water to air. Wait to refreeze before next flood.
Holes in Ice	Holes appear in certain areas of ice	Water pressure from hose, skates, water drainage during melt	Fill hole with slush, level off slush, allow to freeze before next flood.
Pebbled Surface	Tiny bumps across ice surface	Not scraping before flood, flooding during snowfall, snowing before your flood freezes.	Flood over top of the bumps, allow to freeze.
Thin Ice	Ice is thin	Base was not built up enough	Increase frequency of flooding until ice is suitable thickness (4-6")
Brown/ Yellow Patches	Round brown/yellow patches appearing in ice	Thawing of ground releases muddy water to the surface	If bumps are present, scape excess ice and flood. If brown patches begin to thaw early, cover with thin layer of slush. Let freeze before next flood.
Ice build-up	Ice builds up at sides of rink boards (note: can cause serious injury)	Ice is not scraped thoroughly	Use shovel blade to hack ice down to appropriate level (note: this will require substantial effort) Continue flooding. Watch for flying ice chips – wear protective eyewear

Common Repairs

Rink Lights	Lights at rink are burnt out.	Call Program Coordinator so they can put in a service call. Note – Boarded rinks cannot operate without sufficient lighting.
Sagging light wires	Light wires begin to sag and can be reached with a hockey stick	Call Program Coordinator so they can put in a service call.
Building/Trailer lights	Lights in the indoor facility are burnt out	One or two lights burnt out – call Program Coordinator. Electrical system not working – call Program Coordinator or 311 (613-580-2424) after hours.

Frozen Padlocks	Cannot get in to building/trailer due to frozen locks	Cup lock with gloved hands, blow warm air into the bottom hole of the lock where key is inserted. May take several minutes, do not touch lips to lock. Warm key in pocket. Lock de-icer may also be used to assist with frozen locks.
Leaking hose	Hose is leaking at nozzle	O-ring (black washer) may need to be replaced. Replace and tighten hose connections with pipe wrenches.
Frozen water source	Water does not turn on due to frozen pipes	DO NOT TRY TO FIX. Report problem to your Program Coordinator immediately. Parks staff will attend ASAP but may take a few days.
Frozen hose	Hose not turned on at full pressure, or, extreme cold	Must bring in to building or trailer to warm up. Might require detaching sections. Might be able to detach only frozen section and continue flooding with the rest.
Broken hose reel	Hose reel is visibly broken, or no longer reels in hose.	Contact your Program Coordinator.
Trailer doorknob broken	Caused by slamming door, or by hockey sticks	Call your Program Coordinator who will submit a service request to our trailer contractor.
Broken high board	Sections of high board are visibly broken or sticking out.	Attempt to hammer sections back in. If there is a serious safety hazard, secure area using signage, pylons, or caution tape. Call your Program Coordinator who will submit a service request. Boards may be forced forward due to weight of snow behind them. Shovel out snow behind rinks to relieve pressure.

Programming & Special Events

Hockey and free skating are generally the main activities at any outdoor rink. However, some Rink Sponsors and Operators will provide winter programming activities to further enhance users' enjoyment and community engagement.

Programming Tips

To organize a successful program or event, the Seasonal Recreation Office recommends the following:

1. Establish a planning committee: perhaps there are people in your neighbourhood who have experience planning events or children's programs, or a group of individuals who are looking to contribute to their community. This group of people will be responsible for planning programming and events throughout the season.
2. Decide on which programs and events to offer
 - a. Ensure you have enough volunteers or staff capable of running these programs
 - b. Ensure you have the right equipment on hand
3. Decide on a schedule of events and post at your local rink and through your community association, if applicable
4. Obtain necessary equipment and train volunteers as required
5. Advertise your events and programs: post on community boards, distribute flyers, advertise at nearby outdoor rinks and community centres.

6. Follow-up! What did the community think about your programming or events? Ensure you get feedback to continue to offer the best service to your community.

Winter Carnivals

If Rink Sponsors would like to offer a Winter Carnival, please ensure you contact your Program Coordinator with the date and time. We will contact the rink insurance program with the info to ensure coverage for your event.

The Seasonal Recreation Office has a limited amount of equipment available for use for Winter Carnivals. Pick ups are on Fridays only, with the equipment drop-off the following Monday. Please contact the Seasonal Recreation Office at seasonalrecreation@ottawa.ca for information on availability of equipment. Equipment should be booked at least a month in advance to avoid disappointment.

Thank you!

Thank you to all our Rink Sponsors, Operators and Attendants for your hard work over the season. We wouldn't be able to do this without you. Stay tuned for information on our annual **Appreciation Breakfast** for all those who assist with our winter operations!



APPENDIX I - Daily Site Check

Daily Site Check forms available through your Program Coordinator or seasonalrecreation@ottawa.ca



Outdoor Rink Daily Site Check

Things to look for:

RINK	Sun.	Mon.	Tue.	Wed.	Thur.	Fri.	Sat.
Date:							
Ice Surfaces							
Hockey Frames / Mesh							
Horse Gate /Player's Gate - (damaged, cleared of snow)							
Boards							
Rink Lights							
Emergency Entrance Clear of Snow / Ice							
Pathway Cleared							

FACILITY	Sun.	Mon.	Tue.	Wed.	Thur.	Fri.	Sat.
Locks/Doors / Handles							
Heating							
Field House / Trailer Clean							
Washrooms-clean							
Inside lights							
Garbage weekly pick-up							
Windows							

EQUIPMENT	Sun.	Mon.	Tue.	Wed.	Thur.	Fri.	Sat.
Shovels /Scrapers /Snowblower Storage							
Tap Key							
Hoses							
Hose reel							
Please ensure all equipment is stored safely and securely. Keep equipment away from entrances. If your site has been approved to store a snowblower, please adhere to the guidelines.							

ADMINISTRATION	Sun.	Mon.	Tue.	Wed.	Thur.	Fri.	Sat.
Daily attendance sheet							
Hours of operation posted							
Rules sign posted							
Permit time posted							
Report repairs/incident							
Weekly First Aid Kit check							

Remember: DANGER AREAS MUST BE ATTENDED TO IMMEDIATELY

APPENDIX II – Attendance Sheet

Attendance Sheets for supervised rink available through your Program Coordinator or seasonalrecreation@ottawa.ca



ATTENDANCE SHEET - OUTDOOR RINK PROGRAM

Supervised Sites Only
WEEK ENDING: _____

PARK NAME: _____

Please provide number of skaters, hockey players and number of users for each hour of operation.

Hours of operation	Monday		Tuesday		Wednesday		Thursday		Friday		Saturday		Sunday	
	Date: _____ Was the site Closed?		Date: _____ Was the site Closed?		Date: _____ Was the site Closed?		Date: _____ Was the site Closed?		Date: _____ Was the site Closed?		Date: _____ Was the site Closed?		Date: _____ Was the site Closed?	
	Yes	No	Yes	No	Yes	No	Yes	No	Yes	No	Yes	No	Yes	No
	Skaters	Hockey	Skaters	Hockey	Skaters	Hockey	Skaters	Hockey	Skaters	Hockey	Skaters	Hockey	Skaters	Hockey
10:00 - 11:00 am														
11:00 - 12:00 am														
12:00 - 1:00 pm														
1:00 - 2:00 pm														
2:00 - 3:00 pm														
3:00 - 4:00 pm														
4:00 - 5:00 pm														
5:00 - 6:00 pm														
6:00 - 7:00 pm														
7:00 - 8:00 pm														
8:00 - 9:00 pm														
9:00 - 10:00 pm														
TOTALS														
	Any accidents, incidents or vandalism?		Any accidents, incidents or vandalism?		Any accidents, incidents or vandalism?		Any accidents, incidents or vandalism?		Any accidents, incidents or vandalism?		Any accidents, incidents or vandalism?		Any accidents, incidents or vandalism?	
	Yes	No	Yes	No	Yes	No	Yes	No	Yes	No	Yes	No	Yes	No

You are legally responsible to report all incidents, damages to City facilities, and accidents of all types within 24 hrs. of its occurrence by filling out the appropriate forms and submitting them to your Program Coordinator. Incident reports can also be faxed to 815-820-2581

Permit group use?	Permit group use?		Permit group use?		Permit group use?		Permit group use?		Permit group use?		Permit group use?		
Yes	No	Yes	No	Yes	No	Yes	No	Yes	No	Yes	No	Yes	No
Group Name:		Group Name:		Group Name:		Group Name:		Group Name:		Group Name:		Group Name:	
1)		1)		1)		1)		1)		1)		1)	
2)		2)		2)		2)		2)		2)		2)	

City services
3-1-1
TTY
613-580-2401

APPENDIX III – First Aid Checklist

Attendance Sheets for supervised rink available through your Program Coordinator or seasonalrecreation@ottawa.ca



FIRST AID KIT CHECKLIST

Park:

	Item	MINIMUM Quantity Required	Inventory on hand	Supplies to be delivered	✓
1	Triangular Bandages	2			
2	Pressure Bandages	4			
3	2-inch Gauze Bandage – 50mm	4 Rolls			
4	4-inch Gauze Bandage – 100m	4 Rolls			
5	Gauze Pad 75mm	6			
7	Band-Aids	Box of 100			
8	Ice Packs	2			
9	Pair of Scissors and Tweezers	1			
10	Splint Malleable Quick Splint	1			
11	Safety Pins	12			
12	Adhesive Tape	1 Roll			
13	Pocket Mask with 2 valves	1			
14	Solar Blanket	1			
15	Vinyl Disposal Gloves	10 Pairs			
16	Juice Boxes or Packets of sugar	2			
17	Curent SFA Manual	1			

Note: ONLY ITEMS LISTED ABOVE ARE TO BE STORED IN THE FIRST AID KIT

APPENDIX IV – INCIDENT REPORT Incident Reports available through your Program Coordinator or seasonalrecreation@ottawa.ca **Sample of completed Incident Report Below.**



INCIDENT REPORT

(Please forward the report within 24 hours to Risk Management and Corporate Security)

Depart: Rec. Culture Facility Services	Branch: Aquatics Spec. City Wide	Division: Seasonal Rec. – Outdoor Rinks
Location/Facility: Rachele Bertrand Park – Outdoor Rink		
Date of Occurrence: (YYYY-MM-DD) 2015/01/13	Time of Occurrence: 2 hr 15 min. pm	
Reported to (Name of Staff Person or Supervisor) John Smith - Rink Manager		Phone # 613-555-1212
Were the Authorities Notified? Yes	Which Authority? Police Constable Dudley Do-Right Badge Number 1313	
Time Authority Arrived: 2 hr. 45 min. pm	Police Report #: 09- 101010 Other Report #: None	
Cause of Incident		
Assault with a hockey stick		
Person Involved / Department Involved (i.e., Name of Injured Party; Owner of Property)		
Name: Randy Jones: Injured Party – playing hockey at the outdoor rink	Phone #: Cell 613-555-6262	Date of Birth (YYYY-MM-DD): 1980-04-12
Address: 1234 Main St, Ottawa K1K 1K1		
Were Next of Kin Notified: YES	Name/Relationship: Matilda Jones - Mother	Phone #: 613-555-2222
2nd Person / Department Involved (i.e., Name of Injured Party; Owner of Property)		
Name: Bert Myers – (Person who assaulted Randy Jones)	Phone #: Unknown number	Date of Birth (YYYY-MM-DD): Unknown
Address: Unknown		
Were Next of Kin Notified: No	Name/Relationship:	Phone #:
Description of Incident: Write your observations of the incident, in chronological order, in as much detail as possible. Use supplemental form if necessary.		
<p>While in the Trailer change room Bert Myers swung his hockey stick at Randy Jones and struck him across the right side of his head cutting Randy’s right ear and causing a 2-inch gash under the right eye. There had been an argument earlier on the ice between the two which escalated in the change room as the two sat down across from each other changing out of their skates. No details available as to the cause of the argument on the ice but in the change room Bert Myers was quite vulgar with Randy Jones throwing out threats, homophobic slurs and swearing. Randy did not react to the verbal assault and was trying to change to leave. After Bert struck Randy others stepped in to stop the assault. At that point Bert Myers left the change room and walked away from the park. Police and Ambulance called as soon as Randy was struck.</p>		