

## Ice Allocation Policy



Section	Date	By-Law Number	Page	Of
Recreation Services	December 13, 2023	-2023	1	
Subsection	Repeals By-law Number		Policy No.	
	146-2019		CS-1-1	

This Policy governs the equitable assignment and management of indoor ice time within municipally owned arena facilities.

### Policy Statement

The Corporation of the City of Kenora is committed to providing ice time usage within municipally owned and operated facilities, giving priority to City of Kenora residents, clubs and affiliates, patrons, and visitors to our facilities, without prejudice, in a fair and equitable manner in collaboration with the community.

### Ice Allocation Responsibility

The City of Kenora's Recreation and Culture Services Department has the responsibility to manage the allocation and distribution of ice on an annual basis to reflect population, registration, utilization, and participation patterns, in addition to applying municipal, provincial, and federal directives where required. The Recreation & Culture Services Department is responsible for implementation of the policy as outlined.

### Ice Facility Operations

The City of Kenora will responsibly manage ice resources to ensure optimal usage and programming, to reflect Council directives, to minimize risk and operational issues as well as strive for fiscal sustainability through timely and effective infrastructure updates.

On an annual basis, departmental staff will organize a meeting and invite all regular ice user facility stakeholders to review the City's ice practices, hours of operation, ice pad uses and restrictions, facility closures, holiday operating hours, prime and non-prime time hour definitions, and any other issues raised by stakeholders. The results of this meeting will support staff with updating the annual arena operations calendars, ice management schedules, critical dates, tournament/special event, and regular ice allocation schedules.

The policies identified in this document establish and clarify the City's responsibility for ice allocation and administration. The City is committed to the following:

1. Managing fiscally responsible ice facility operations;
2. Ensuring fair and equitable ice allocation;
3. Facilitating new revenue generating opportunities;
4. Processing tournament, special event, and seasonal ice permits;
5. Advancing fairness, equality and accessibility;
6. Promoting special events;
7. Providing excellent customer service;

8. Promoting healthy living and access to City programs including public skating;
9. General administration requirements;
10. Enhancing of the quality of life for all citizens; and
11. Providing clean and secure facilities.

### 1.0 Purpose

The purpose of the Ice Allocation Policy is to ensure the service is delivered equitably and in collaboration with the community, and to promote and encourage participation in ice sports and activities to the overall benefit of the community.

To optimize the usage of the City's two arenas through the equitable allocation of ice time to organizations by integrating the principles of Canada's Long-Term Development [in Sport and Physical Activity 3.0 model Framework](#) (LTDSA) into the allocation policy.

With increasing demand on the City's existing facilities, Council and staff are committed to the effective management, allocation, and distribution of ice time within our municipally owned facilities.

The 2022 Parks and Recreation Master Plan identified several recommendations pertaining to ice allocation:

1. Review ice allocation and user fee policies for indoor ice arenas in the City to ensure equitable access, and balance affordability with cost recover considerations. Consideration should be given to the potential of having resident versus non-resident rates.
2. Consider differential fees for peak-time use to better align with other municipalities.
3. Involve ice user groups in the renewal of the City's ice allocation policy and to identify sustainable fees and charges, service level expectations, and how fee adjustments can be tied to service level improvements.
4. Continue to evaluate participation data for all ice user groups to monitor changes in participation by season.

This policy will serve as a framework for the City's ice allocation process. The goal of this policy is to promote and encourage participation in recreational activities to the overall benefit of the community.

### 2.0 Definitions

2.1 In this policy, the terms below are defined as follows:

**Actual Usage** - Original annual requested ice time, minus cancelations and black ice.

**Adult** - All teams and groups who do not fall under the minor lens, typically ages eighteen and over, with the odd exception for "over aged" players within the organization.

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~~**Black Ice** – Ice that is booked by users, and paid for, but not used, resulting in ice that is empty, although it is paid for.~~

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**Boards of Education** - High School Hockey, and School Ice: A publicly funded school or a “non-profit” school recognized by the Province of Ontario as an educational institution, located in the City of Kenora. School bookings will be administered on a first-come-first-served basis through the Recreation & Culture Services Department. For High School Hockey – A designated convener will be the point of contact for each high school for hockey allocations (practice & game allocation).

**Casual ice time** - An ice time which is not available on a weekly basis throughout the full season.

~~**City of Kenora General Municipal Recreational Programs**~~ - The City of Kenora ensures resident access to recreational ice opportunities through municipal recreation programs initiated by and directly, or indirectly, operated by the Recreation & Culture Department. Programs are open to the public (although in some cases, may be targeted at a subset of the public (i.e., seniors, adults, youth). Opportunities include drop-in (no registration) ice-related activities open to the public (although in some cases, programs are targeted to a specific subset of the public (e.g., senior/adult open hockey, shinny hockey and learn to skate). Programs provide low-cost access to recreational opportunities organized through the Recreation & Culture Services Department. ~~Public Skating does not fall within the definition.~~

~~**City of Kenora Public Skating**~~ ~~All public skating opportunities including open skating~~

**Commercial User** - Groups in this category do not meet the criteria to qualify as seasonal clients. Groups are defined as organizations and/or individuals that use ice time occasionally and/or with the intent of generating positive net income.

**Equity** - Being fair and impartial, equitable practices consider social factors, and recognize that equal opportunities are not ~~fair-equal~~ for all parties involved.

~~**Equity Deserving Groups** - Communities that experience significant collective barriers in participating in society. This could include attitudinal, historic, social and environmental barriers based on age, ethnicity, disability, economic status, gender, nationality, race, sexual orientation and transgender status, etc.~~

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~~**Events** – Events will be defined as any league game, competition, or significant usage of ice time that are viewed as regional, provincial, or national significance.~~

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~~**Equity Level**~~ ~~The following criteria make one group more equitable than the other, where for each is satisfied criteria, organizations will be ranked on a 0 – 4 scale:~~

- ~~1. Gender inclusive~~
- ~~2. No try outs necessary.~~
- ~~3. Open registration to the community.~~
- ~~4. Involvement in The City of Kenora community program advertisements.~~

**Existing Organization or Group Program Expansion** - Requests by an existing organization/group to expand program, due to program registrations, and/or changes to

governing sports affiliation rules and regulations, which requires additional ice time, or more ice time than the ice entitlement.

**Existing Programs** – An organization/group was allocated regular ice time in the previous comparable season (i.e., organization was allocated ice time in previous fall/winter season and requests ice time again in the upcoming fall/winter season).

**External Games** - Local youth partners that involve a team from another community, which participate in a league sanctioned game, playoff, or testing date.

**Exhibition Games** – All external games that do not fall within league play, schedules are typically agreed upon by all parties.

[Gender Equity - The process of allocating resources, programs, and decision making fairly to all genders without any discrimination on the basis of gender and addressing any imbalances in the benefits available to people of different genders. \(Source Canadian Women and Sport\)](#)

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**Ice Allocation** - The process of providing seasonal ice time usage to patrons.

**Internal games** - Local youth partners that involve local participants only. Exhibition games, and internal clinics apply to this.

[The Long-Term Development Framework \(LTD\) - A nationally accepted eight stage framework that identifies an appropriate pathway for developing physical literacy across all ages and athletic goals:](#)

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- [1. Awareness and First Involvement](#)
- [2. Active Start](#)
- [3. FUNdamentals](#)
- [4. Learn to Train](#)
- [5. Train to Train](#)
- [6. Train to Compete](#)
- [7. Train to Win](#)
- [8. Active for Life](#)

**New Opportunity** - A new opportunity must satisfy the following criteria:

- No other organization provides the same level of competition for the same age.
- Must be an opportunity that expands current options for city residents, both to participate in and to attend.
- Must follow the long-term development in Sport and Physical Activity Guidelines. For example, a group who requests four practices per week for a high-calibre U9 broomball team would not be following the guidelines.

**Normal Operating Hours** - Weekly from 6:00 a.m. to 12:00 midnight.

**New Programs** – An organization/group not allocated regular ice time in the previous comparable season, whose program or services do not directly impede another regular user’s business or offerings.

**Occasional User Group** - Groups in this category do not meet the criteria of seasonal clients. Groups are defined as organizations and/or individuals that use ice time occasionally. Groups utilizing the ice for the purposes of youth will be charged the applicable youth rate and adult use will be charged the applicable adult rate.

~~**Podium Pathway** - Typically 12+, The Podium Pathway is about developing high performance athletes capable of winning at the highest levels of international competition, and bringing home medals from Olympic Games, Paralympic Games or World Championships. The stages in the Podium Pathway are as follows: Train to Train, Train to Compete, and Train to Win.~~

~~The Podium Pathway is typically seen where participants compete on the provincial or national level. For this definition, the following teams or groups who are classified on the podium pathway:~~

- ~~1. U18, U15, and U13 Rep Teams, including high school sports.~~
- ~~2. Skaters who compete on provincial and national levels.~~
- ~~3. Any other sport participant who competes on a provincial or national level.~~

**Regional and Provincial Leagues** - Any sanctioned league where organizations compete against other organizations outside of Kenora.

**Regular Ice Time** - A weekly ice time which is available for the season, for a regularly scheduled sport or recreational use.

**Regular Ice User Stakeholders** - Any group or organization who has a regular weekly ice time. Yearly tournament hosts, summer ice users, and public opportunity attendees are excluded.

**Rep Team** - A team who plays against non-residential teams on a regular basis, who hold try-outs. Typical classification would see B, A, AA, and AAA team designation.

**Seasonal Client** - Seasonal clients use an ice facility on a weekly basis for the entire season and are defined as:

- a) A not-for-profit sports organization with (active) members 80% by residents of Kenora, including the residents of Treaty 3 Indigenous partners.
- b) The primary purpose of the organization is to offer, and involve, individuals in recreational, athletic, or social activities, with numerous teams and open memberships.
- c) Age of the participant is greater than that which qualifies it as a youth partner organization.  
(Examples of seasonal clients are organized men's/ladies' hockey leagues)

**Special Events** - Include events of communal, regional, provincial, or national significance with community significance such as competitions.

**Statutory Holidays** - Any holiday deemed statutory by the City of Kenora.

**Tournaments** - Tournaments are competitions hosted by recognized City of Kenora youth partner groups. They may include events of regional, provincial, or national significance. Tournaments may also be hosted by adult seasonal clients such as men's or ladies' hockey leagues.

Underserved Populations: Underserved populations are social groups facing marginalization and barriers to accessing essential resources and services, often due to factors like low income, limited literacy, racial/ethnic minority status, or recent migration.

Underserved Opportunities: A situation where a market, community, or group of people has unmet needs or limited access to goods, services, or resources, presenting limited chance for innovation or improvement

~~**Youth**— All teams and groups classified as Minor, typically ages eighteen and under, with the odd exception for “over aged” players within the organization.~~

**Youth Recreation Groups** – A recreational organization which meets the definition of youth partner organization, with the exception that the organization may exist without a constitution, may not be incorporated, and may not be affiliated or associated with a recognized provincial or national sport governing body, but shall have an elected body of officers and hold an annual general meeting and may be required to provide the City an annual financial statement prepared by an auditor (i.e.: recreational broomball league).

**Youth Partner Organization –**

- a) A non-profit youth sport organization with a minimum of eighty percent (80%) of the registered players being residents of Kenora including Treaty 3 Indigenous partners. (Refer to Section 6 – Residency Requirement). Exception to this rule is the Kenora U18AAA Thistles who are a regional team.
- b) Will be established providers of quality recreational programs, primarily for youth offering individuals recreational, athletic, and social activities.
- c) Will be the main provider of its activity in the City of Kenora (if c is dominant then the residency requirement may be waived).
- d) Participants must be 18 years of age or under prior to December 31<sup>st</sup> of that year’s season and/or in the age categories as outlined by the provincial or national governing body. Some partner groups may have limited adult membership (excluding coaches).
- e) Programs intended for youth, will be charged a youth rate. Mixed age competitive ice will be charged an adult rate. If complete teams within an organization consist of players over the age of 20 years, those teams will be considered separately as an adult division of the organization and prioritized separately and will be subject to adult rates.
- f) Must be a member in good standing of an affiliated or governing body. (i.e., Ontario Minor Hockey Association, Ontario Women’s’ Hockey Association, Ontario Ringette Association, Ontario Speed Skating Association, Skate Canada).
- g) Have a constitution.
- h) Be incorporated.
- i) Have an elected body of officers and hold an annual meeting of members.
- j) May be required to provide the City an annual financial statement prepared by a Chartered Professional Accountant (CPA).
- k) Be affiliated with a responsible regional, provincial, or national organization. The choice of organization can be entirely at the discretion of the partner group.

**3.0 Guiding Principles**

- 3.1 The Ice Allocation Policy is based on the following principles which should be considered when implementing and/or interpreting the Policy’s statements:

1. **Access and Equity:** To promote fair and equitable access to ice.
2. **Communication:** To ensure all stakeholders are working together towards providing a variety of quality programs and opportunities for residents.
3. **Engagement:** To use recreation to unite the community and improve social and physical connections within the Kenora region.
4. **Collaboration:** To recognize the importance of partnerships within a community, sport, and recreation, organizations, as well as commercial operations in the delivery of arena-based activities will be considered.
5. **Financial Sustainability:** Demonstrate accountability through the efficient use of resources, pursuit of non-municipal funding, and commitment to long-term fiscal responsibility.
6. **Health Promotion:** To encourage and facilitate healthy and active lifestyles through diverse programming for all ages, regardless of income, ability, ethnicity, or any other factor.
7. **Youth Community Engagement:** To support social and physical connections for youth within our community. In recognition of the role municipal arenas play in the development of youth sport and recreation, special consideration shall be given to accommodating youth activities.
8. **Equity and Inclusion:** Parks and recreation opportunities are available to all, regardless of age, gender, ethnicity, or socio-economic status.
9. **Accessibility:** Barriers to participate in recreation opportunities are minimized, be they physical, skill, or awareness related.
10. **Affordability:** Publicly funded recreation opportunities will be affordable, with some being free to access.
11. **Viability:** The City will work to optimize the use of recreation spaces, balancing financial requirements (user fees) and social benefit (individual and community).
12. **Reconciliation:** Parks and recreation opportunities support Truth and Reconciliation and are a medium through which understanding and healing can be advanced.
13. **Leadership:** Leadership The City embraces its leadership role in the provision of parks and recreation, influencing the strategic direction of all stakeholders building capacity in the service delivery system where possible.

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#### 4.0 Ice Allocations and Distribution Philosophy

Each April, the Recreation & Culture Department will circulate to user groups, a timetable schedule outlining key milestone dates for submission of requests and confirmation dates.

Through this process, the Recreation and Culture Department will develop an ice allocation schedule that best reflects the expressed needs of the users and application of this policy's principles, directives, definitions, and guidelines.

The City of Kenora reserves the right, at its discretion, to reassign ice annually as required and redistribute unassigned ice.

## 5.0 Ice Allocation User Priority Ranking

The City of Kenora will allocate ice time utilizing the following user priority ranking:

1. [Municipal programs](#)
2. [Tournaments /events](#)
3. [External Games](#)
4. [Youth\(Non-for-Profit Local\)](#)
5. [Adult \(Not-for-Profit Local\)](#)
6. [School Boards \(Annual Use\)](#)
7. [Casual Users](#)
8. [Non resident / Commercial](#)
1. ~~Kenora U18 AAA regular season and playoff games.~~
2. ~~City of Kenora Public Skating~~
3. ~~Youth Tournaments & Special Events.~~
4. ~~Youth Partner Groups and School Board external games, testing and clinics.~~
5. ~~Youth Partner Podium Pathway internal games and practices, testing, and clinics.~~
6. ~~Youth Partner Organization internal games, practices, testing and clinics.~~
7. ~~Boards of Education (Programs — Highschool hockey curriculum/open skate school ice).~~
8. ~~Adult Tournaments, Special Events and Games that are played against an out-of town team such as a senior hockey game.~~
9. ~~Exhibition Games~~
10. ~~City of Kenora General Recreational Programs.~~
11. ~~Seasonal Clients (regular seasonal contracts).~~
12. ~~Occasional and Commercial Users.~~

## 6.0 Residency Requirements

The City of Kenora recognizes the contributions provided by taxpayers toward the development and operation of recreational ice facilities and has established that residents of the City of Kenora and residents of the surrounding Treaty 3 community will always receive priority over non-residents in the allocation of ice time.

On an annual basis, registration data from the prior season of play shall accompany all ice allocation requests. Registration information must be supplied, in an approved format, by all Youth Partner Groups and Adult Seasonal Clients to the Recreation & Culture Department on/or before April 1 of each year. Registration data must include registrants' full name, and first three postal code characters.

Information collected by the City of Kenora shall be in accordance with the *Municipal Freedom of Information and Protection of Privacy Act* and shall be used for the sole purpose of determining and assigning eligible ice time to users.

The City shall accommodate the use of ice by non-residents after resident demand is satisfied. Non-residents will not achieve historical status regarding permit allocation on a year-to-year basis, resulting in following the "New Organization Requesting Regular Ice" process. Non-resident use shall be reviewed on a case-by-case basis.

## 7.0 Season of Play



The City of Kenora Recreation and Culture Department has adopted the following Seasons of Play:

- 1) Summer Ice Season will be defined as May 1 through to August 31 inclusive; and
- 2) Regular Ice Season will be defined as September 1 through to April 30 inclusive.

The opening of arena facilities when they are normally closed, or beyond established operating hours (as defined by the Ice Allocation Policy), will be considered only if the applicant agrees to pay for the full operational costs for such an opening and pending the availability of staff.

The City will offer annual ice opportunities from August 1st until the end of the Easter weekend in March or April. Requests for earlier or later ice must be made two (2) months in advance of the closure date to extend the ice season. Staff will assess the operating ~~demand to assess the viability of keeping ice in or installing ice earlier in the season. usage for the extended period for installing early, or leaving ice in later than the designated date, and will either approve or decline the request based on if the City can confirm a 50% occupancy rate during the additional time period, and that it does not impede on agreed upon dry pad usage.~~

Occupancy will be defined as the hours from 8:00 a.m. to 10:00 p.m. for this purpose. All reasonable requests will be reviewed and responded to. Application does not guarantee approval.

#### **8.0 Designation of Ice Time Categories**

Ice allocation hours shall be designated and categorized as prime-time and non-prime time by the Recreation & Culture Department based on user demand and ice time availability.

Winter Prime Time Ice shall be defined as:

- 1) ~~6:00 a.m. to 8:00 a.m. and~~ 4:00 p.m. to 10:00 p.m. (Monday through Friday)
- 2) 8:00 a.m. to 10:00 p.m. (Saturday and Sunday)

Winter Non-Prime Time Ice shall be defined as:

- 1) 8:00 a.m. to 4:00 p.m. (Monday through Friday—excluding statutory holidays)
- 2) After 10:00 p.m. (Monday through Friday)
- 3) 6:00 a.m. to 8:00 a.m. and 10:00 p.m. to 12:00 midnight (Saturday and Sunday)

Summer Prime Time Ice shall be defined as:

- 1) Monday to Sunday, 6:00 a.m. to 12:00 midnight

Summer ice will be made available by the Recreation and Culture Department based on an expressed need by user groups, balanced with the department's annual business plan.

#### **9.0 Definition of Ice Time Hour**

The City of Kenora Recreation and Culture Department has adopted the following one-hour block of ice time definition:

- A one (1) hour block of ice time shall be defined as fifty (50) minutes of ice time play. The remaining ten (10) minutes of time shall be utilized by facility operations staff for ice maintenance purposes.

To maintain the efficient scheduling of maintenance staff, ice resurfacing, and to ensure the accurate communication of ice surface and room assignments to participants, the City

requires that all groups supply ice use schedules and ice resurfacing requirements to the City one (1) month prior to the commencement of the season.

Failure to comply could result in the cancellation of all or some of the permit contract for the remainder of the ice season.

The City reserves the right to accept or modify ice resurfacing requests to ensure the achievement of operational efficiencies and ice surface coordination.

### **10.0 Classifications of Ice Time Allocation Requests**

For ice allocation, requests for ice time from organizations and groups will be classified as "existing," "existing program expansion" or "new."

Limitations for existing programs and groups - Requests can be for no more than 5% of the previous season's actual usage, which is the original requested minus cancelations and black ice, unless the organizing body can confirm an increase in registration trends.

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Ice Booking Process: Winter (September 1<sup>st</sup> to April 30<sup>th</sup>):

- Ice rental request forms will be available to user groups on May 1<sup>st</sup> annually.
- Ice Rental Request forms are to be submitted to the Community Program Supervisor by May 15<sup>th</sup>.
- All block booking and special event dates shall be allocated and confirmed no later than June 15<sup>th</sup> each year.
- Each user group will be provided with a rental contract detailing their group's approved ice time(s). User groups are required to sign and return the rental contract acknowledging confirmation of their allocated ice time no later than June 30<sup>th</sup>.
- Cancellations shall be in accordance with the City's Cancellation and Refund Policy.

Ice Booking Process: Summer (May 1<sup>st</sup> to August 31<sup>st</sup>):

- f) Ice rental request form will be made available to user groups on March 1st annually.
- g) Request forms are to be completed and submitted to the Community Program Supervisor by April 1st.
- h) All block booking and special event dates shall be allocated and confirmed no later than April 15th each year.
- i) Each user group will be provided with a rental contract detailing their respective approved ice time(s). User groups are required to sign and return the rental contract acknowledging confirmation of their allocated ice time by April 30th.
- j) Cancellations are in accordance with Council approved Cancellation and Refund Policy.

Note: Removal from seasonal ice allocation process:

- No ice time shall be scheduled for a new ice season until all outstanding financial commitments have been paid in full.
- Groups who have violated facility rules, and had their ice times revoked in the previous season.
- Insurance not adequately provided.
- Does not meet residency requirements.

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- ~~Does not meet youth partner or youth organization requirements.~~
- ~~Respectful to staff and facility. The facility is left how it was found after programming. The overall conduct of players, coaches, and teams at the facility during facility rentals.~~
- ~~Adhere to policies and procedures.~~
- ~~Utilization of time allocated- does not regularly request cancellation or last minutes cancellation of allocated time. Regular cancellations are classified as two (2) or more cancelations per month on a specific time slot.~~

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## 11.0 Ice Time Allocation Process

On an annual basis, the City will develop weekly allotment guidelines that best reflects the expressed needs of the users, in relation to the LTD ~~SPA 3.0~~ and application of this Policy's directives and guides.

~~Long Term Development in Sport and Physical Activity Stages Principles  
2. Recommended Guidelines from individual sport governing bodies.~~

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Weekly allotment guidelines are used by municipalities to allocate the ice time required to meet the basic requirements for a sport and are expressed through a ratio of ice time per team or number of skaters and differ based on a sport's activity requirement and calibre/level of play. ~~Ice time formulae apply only as a guideline to youth partner organizations and should not be considered a guarantee. (Please refer to appendix A)~~

- a) Organizations/groups to which the ice allocation guidelines do not apply will be allocated ice time based on the Ice Time Allocation Schedule, availability of ice and user group registrations.
- b) Casual ice time will be made available to organizations/groups based on the availability of ice time.
- c) Prime time requests will follow priority ranking and satisfaction of weekly allotment ~~guideline~~ distributions.
- d) Organizations are responsible for the distribution of ice time to their teams or members.
- e) Allocated hours must be used by the organization/group to which they are assigned, unless otherwise approved by the Department.
- f) No tournaments, special events or expansions to existing programs may be implemented without the prior written approval of the Department.
- ~~g) To aim for equitable use for both municipal arenas, the Community Program Supervisor administration will equally distribute ice between the Bowman Electric Keewatin Memorial Arena and the Thistle Arena. All groups can be given regular ice in both arenas, with the exception to the Kenora Thistle U18 AAA due to their recognized dressing room in the Thistle Arena.~~
- ~~g) No youth group shall be assigned ice after 10:00 p.m.~~
- ~~h) It is at the discretion of each organization to deem the minimum and maximum participants on the ice surface at once. Shared ice options are encouraged to assist with cost of rentals; however, the City will not dictate minimum and maximum requirements for individuals.~~

Ice Allocation Procedure

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- a) Ice Request Submission: Administration receives ice requests from user groups.
- b) Incorporation of Annual Events: Annual tournaments and special events are added to the schedule.
- c) Preliminary Scheduling: Administration places all requests into the scheduling grid to identify any conflicts and verify compliance with the priority group distribution.
- d) Conflict Resolution: Ice conflicts are first screened based on the priority ranking of the user groups. Higher priority ranking will immediately trump lower rankings. If both groups fall within the same priority ranking, the conflict resolution protocol will be followed.
- e) Equity Assessment and Adjustment: Once all conflicts are resolved, administration will review the priority group distribution. If disparities exist, administration will conduct an Appendix A evaluation on all groups with the latest time slots. Ice time will be reduced for groups scoring the lowest in the evaluation until the priority group distribution is balanced. Only one ice time will be removed from each lowest scoring groups.

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### 12.0 Conflict Resolution

Ice time conflicts may happen from time-to-time. These conflicts will first be discussed within the annual Ice User Group Meeting. If no resolution is achieved in the initial discussion, the affected groups will be brought together for discussion and resolution with the General Manager of Recreation and Culture. Should no resolution be obtained, the decision of the General Manager of Recreation and Culture will be final. Ice conflict resolution will involve considering the following, listed in order, when a decision must be made:

- Municipal Directives and Resolutions of Council
- Overall percentage split in prime time
- Appendix A Evaluation

The preliminary ice allocation schedule will highlight ice time request conflicts (if any). Affected groups will be contacted by the Recreation and Culture Department regarding specific conflicts related to their requests. Each group(s) contacted will be asked to discuss and resolve their conflict. Should no resolution be reached with mediation, the General Manager of Recreation and Culture will function as arbitrator. Each group involved in the ice time request conflict will submit, in writing, rationale for their requirement of the ice time in conflict. Along with this information, if required, consideration will be given to the following factors to guide a final allocation decision in a priority order:

- (i) Degree to which user groups ice time requests have been met, apart from the ice time request conflict.
- (ii) Degree of which appendix A is met for each individual participant.
- (iii) Age range of the user group's participants related to the period of the ice time in conflict, where the younger of the two groups will be awarded the earlier time slot.

If the conflict cannot be resolved in the manner above, the final decision will fall on the General Manager of Recreation and Culture based on equitability level of both groups and their offerings.

### 13.0 New Organizations Requesting Regular Ice Time

- 13.1. If a new organization requests regular ice time and an existing organization is meeting similar needs in the community, the Department will direct the new group to the existing organization.
- 13.2. A new organization requesting regular ice time must be providing a "New Program."

- 13.3. Organizations, groups, or individuals requesting regular ice for the first time must submit a request in writing to the General Manager of Recreation and Culture no later than January 1<sup>st</sup> for the following winter season, and by August 1<sup>st</sup> for the following summer season.
- 13.4. Recognition and ice allocation will occur once the conditions and criteria outlined in the Ice Allocation Policy are met and if existing users will not be adversely affected by the loss of hours. Displaced to another date or time do not classify as adversely affected. No minor users will be displaced past 10:00PM and will not be required to practice two times in a day to make up for a new user.
- ~~13.5. To aim for equitable use for both municipal arenas, the Community Program Supervisor will equally distribute ice between the Bowman Electric Keewatin Memorial Arena and the Thistle Arena. All groups can be given regular ice in both arenas, with the exception to the Kenora Thistle U18 AAA due to their recognized dressing room in the Thistle Arena.~~

The City will use unallocated ice first to meet the needs of a new applicant but reserves the right to reallocate hours from existing users, if warranted as per the priority ranking and Appendix A.

#### **14.0 Management of Tournaments, External Games and Special Event Requests**

The City Recreation & Culture Services Department recognizes the positive effects that tournaments, special events and championships can provide to the community.

To accommodate these events and minimize disruptions to regular programs and league play, the City of Kenora Recreation & Culture Services Department will allocate seasonal ice addressing Tournament and Special Event Requests first.

Existing and new organizations (sports, recreation, non-sports, or other) requesting Tournament and/or Special Event ice time must submit a request in writing to the Recreation & Culture Services Department with dates in accordance with the ice request timelines. [\(Appendix A\)](#)

The Recreation & Culture Services Department will be responsible for effectively managing client requests for tournaments and special events. Based on the previous year's allocation, the Recreation & Culture Services Department, objectively, evaluate tournament and special event ice time requests, based on their past success, impact on the community, impact on departmental operations and existing schedules and resources, and availability of ice.

Individual teams hosting a tournament must return their seasonal ice allocated to them at all arenas for the week prior to the tournament. The turned back ice will be used and offered to groups who are displaced by the tournament, following priority rankings and appendix A guidelines. The City recognizes that some clients may still require hours at arenas during their tournament week to facilitate their seasonal games. The City requires these clients to request, in writing, by the tournament application deadline to keep those regular season hours, with appropriate justification. The City will grant this request, if the justification is warranted, as determined by the [Community Programs Supervisor](#) [City administration](#).

External Games rely on league schedules, the City of Kenora will provide allocated blocks to organizations who take part in regional and provincial leagues. Groups are expected to send these time blocks in and stay within the time frames. Any league game time not used will follow the open ice time process. For any games that are out of the allotted time block, and displace another user group, the team will return [1 practice slot of the groups choosing](#)

~~per additional game. practice time during the week if it exceeds it recommended weekly ice usage as per appendix A~~

To equally utilizing both municipal arenas, ~~the City administration~~Community Program Supervisor will equally distribute ice between the Bowman Electric Keewatin Memorial Arena and the Thistle Arena. Game requests will be accepted at the arena of choice if pre-allocated ice does not support. ~~All Podium Pathway games will be played on regulation sized ice at the Thistle Arena.~~

### **15.0 Ice Time Amendments and Cancellation**

All cancellations and amendments will follow policy #CS-1-5, Recreation Cancellation and Refund Policy. Cancelation policy will be reviewed with each group prior to the start of each season.

Black ice/unused booked time will be tracked by city staff through employee checklists, and will be included in evaluation of yearly requests. Groups who average two (2) or more black ice time slots per month from the start of the season will have this slot removed from their previous seasons actual usage.

In the event of a cancelled external game or tournament, where a team has taken the weekly allocated ice time of other group(s) due to the priority ranking, the group(s) who had ice taken will have the ability to reschedule normal ice times during these hours. If groups decline, ice will be offered as per the open ice time process.

### **16.0 General Administration**

#### **16.1 Insurance Requirements for All Youth Partner Groups and Adult Seasonal Clients**

Organizations/groups shall, at all times during which they are allocated ice time in the City of Kenora arena facilities, arrange, pay for and keep in force and in effect Comprehensive General Liability Insurance on an "occurrence" basis including personal injury, bodily injury and property damage protecting the Corporation of the City of Kenora, its elected Members of Council, its employees, agents and contractors (hereinafter "Released Persons") and the organization against all claims for damage or injury including death to any person or persons, and for damage to any property of the Released Persons or any public or private property, howsoever caused including damage or loss by theft, malicious damage, or any other loss for which the released persons or the organization may become liable resulting from the organization's use of ice time in City of Kenora municipally owned arena facilities.

Such policy shall be written with an inclusive limit of not less than the amount of five million dollars (\$5,000,000) or shall contain a cross liability clause, a severability of interest clause, and shall be primary without calling into contribution any other insurance available to the Released Persons as additional insured parties.

#### **16.2 Ice Rental Agreement**

An ice rental permit(s) will be issued for all contracted ice within City of Kenora facilities.

The permit will be accompanied by the guiding rules and regulations (which may be amended from time to time) that will dictate the governance of conduct both on ice and in the facility. Failure to adhere to these regulations may result in permit cancellation.

Signing of Agreement – No person under the age of eighteen shall be the signing authority of the ice rental agreements. The individuals who use the facility will conduct the behaviour in a positive fashion and be under the immediate supervision and control of the individual who undertakes the responsibility to rent the ice surface.

The person(s) signing the ice rental agreement accepts the applicable responsibility of communicating these terms to all persons involved with the user an / or user's guests or opponents (if applicable).

The persons signing on behalf of the team / organization be confirmed authorized signing officers for said team / organization.

Failure to abide by the agreed stipulations as verified by the following signatories may result in forfeiting current and or future ice rentals with the City of Kenora.

### **16.3 Dressing Room Assignment**

Dressing rooms will be provided a minimum of thirty (30) minutes prior to the rental time and shall be vacated within thirty (30) minutes after rental. If rooms are not vacated within thirty (30) minutes, additional charges may be applied.

Dressing room assignments are at the discretion of the recreation personnel. If special arrangements are required, a request should be forwarded to the Community Program Supervisor.

Dressing room keys will be left in the dressing room. It is the user's responsibility to lock the dressing room.

Dressing rooms are to be left in the same condition as it was provided. The assistance of the user groups is appreciated.

Alcoholic beverages are not permitted by ice users in the facility, unless licensed by an approved liquor license.

### **17.0 Promotion of the Policy**

- a) The Municipal Ice Allocation Policy will be identified and accessible electronically via the City of Kenora website.
- b) The Municipal Ice Allocation Policy will be incorporated into the Recreation & Culture Services Department (RCS) Municipal Policies & Procedures Manual which is part of the City's Comprehensive Policy Manual.
- c) All relevant City of Kenora Recreation and Culture Services staff will be made aware of and provided access to a copy of the Municipal Ice Allocation Policy.

### **18.0 Monitor and Reviewing of the Policy**

The Municipal Ice Allocation Policy shall be reviewed every five years by the Recreation and Culture Department and make any recommendations for amendments to Council for adoption.

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## Appendix A

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### Scoring Matrix

The Scoring Matrix is a tool for conflict resolution to rank competing allocation requests for space. The organization with the highest cumulative score (maximum score of 30 points) in all categories will be given allocation priority.

Category	Options	Score
<b>Age</b>		
	Child / Youth (18 years and younger)	5
	Adult	4
	Intergenerational	4
	Older Adult (65 years and older)	3
<b>Opportunity Diversity</b>		
	Activity / program provides underserved opportunity desired in the City based on proven market demand (community survey, known activity trends)	5
	Activity / program provides underserved opportunity desired in the City	2
	Activity / program already exists in the City	1
<b>Organization Structure</b>		
	Not for profit	5
	School	3
	For profit	1
<b>Adapted and Inclusive Programs</b>		
	Programming is adaptable and / or inclusive for underserved populations	5
	Some programming is adaptable and / or inclusive for underserved populations	3
	No elements of the programming is adaptable; nor is the programming serving underserved populations	1
<b>Financial Accessibility / Assistance</b>		
	Low or no cost programs / Assistance available for participants	5
	No low-cost programs / assistance not available	1
<b>Development Standards</b>		
	Aligns with long term participant development / physical literacy principles / playing standards of governing body	5



	<a href="#">Somewhat aligns with long term participant development / physical literacy principles / playing standards of governing body</a>	3
	<a href="#">Does not align with long term participant development / physical literacy principles / playing standards of governing body</a>	1

### Notes

1. [Age](#): refers to the primary age group served. If all ages are potentially included in programming to be accommodated as part of the allocation request, select [intergenerational](#).
2. [Adapted and Inclusive Sports](#): Refers to activities that are modified to allow people with physical and /or cognitive disabilities to participate.
3. [Historical Standing](#): Refers to the tenure of the organization accessing / renting spaces within the region in good standing.
4. [Financial Accessibility / Assistance](#): Refers to the existence of support programs to overcome financial barriers potential participants may experience.
5. [Development Standards](#): Refers to alignment of activity structure with long term participant development and physical literacy principles.

### **~~Weekly Allotment Guidelines~~** **~~-Based on the Stages of Long-Term Athlete Development~~**

~~Taking into consideration the difference between individual sport models, the City will attempt to evenly distribute ice time in relation to stage in sport and number of athletes in each sport organization versus individual sport.~~

~~All recommendations are based on ice usage per sport/per user. For example, for those who figure skate and play hockey, the total of each sport will be assessed and not the total number between the two.~~

~~To ensure efficient opportunity, splitting of ice as per the recommendation of sport governing bodies are suggested to user groups, to allow for efficient allocation.~~

### **Example:**

- ~~Team/Group A, with a level 10 priority requests ice from 9:00 p.m. to 10:00 p.m. on Wednesday nights. The submitted roster demonstrates that 20 of the 24 members participate at another time throughout the week with level 9 priority teams. Team/Group B, with a level 10 priority requests 9:00 p.m. to 10:00 p.m. on Wednesday nights, and has 15 members, but all 15 only participate with this group.~~

~~Allocated Ice: Group A receives ice in other arenas if available or would have to accept ice on another night or later hour.~~

~~Group B receives requested ice due to members only participating on this one day.~~

~~For this m, the average age of the group or team as of December 31<sup>st</sup> will be the determining factor of which classification of the LTDSA3.0 it falls within.~~

**Active Start:** Ages 0—5.

—Recommend 1 hour per week

**Example:** The skating club has 24 learn to skate participants from ages 3 to 5. This group will be allotted one hour per group.

**Fundamentals:** Ages 6 to 8 years of age for boys, and 6 to 8 for girls.

—Recommend 2 hours per week.

**Learn to Train:** Ages 9 to 11.

—Recommend 3 hours per week.

**Train to Train:** Ages 12 to 14.

—Podium Pathway Recommended: 66% of 6 hours per week = 4 Hours.

—Non Podium Pathway Recommended (Complimentary sport): 33% of 6 hours per week = 2 Hours

**Train to Compete:** Ages 15+, who fall within the Podium Pathway.

—Recommended 8 Hours.

**Active For Life:** Any group who does not fall within the podium pathway, typically recreational local programs Ages 15+.

—Recommended 1 hour per week per participant.

**Public Skating:** Minimum 1 hour primetime public skating in both Thistle arena and Bowman Electric Keewatin Memorial Arena.

**Open Hockey:** Minimum 2 hours per week.

**No Distinguishment Between Groups:** In the event of two groups falling within the same priority level, request ice at the same times, with similar participant levels (within 5 participants), the ice will be split, with one group receiving priority from October to December and the other will receive the desired ice time from January until March.

The City of Kenora recognizes that due to demand, groups will not always be able to train on ice as much as recommended, ice times will be based on an equal percentage of groups participants in relation to their recommended allotment.

**Prime Time Ice:** Primetime ice will be split evenly among Youth Partner Organizations in relation to their requests and their recommended ice allotment. No organizational groups will have 0% allotment. Staff will ensure that all groups are relatively close in their percentage of prime time and non primetime in relation to their ask.

**Example:**

- Group A requests 8 hours, three, 2 hour practices at 8:00 p.m. on Monday Wednesday and Friday, and one 6:00 a.m. to 8:00 a.m. Thursday practice.
- Group B requests 4 hours, one 2 hour slot on Mondays at 8:00 p.m., and one practice 6:00 a.m. to 8:00 a.m. on Tuesdays.

Allocated Ice:

—Group A receives: Wednesday, Thursday Morning and Friday ice time. Review other requests to see if another 8:00 p.m. slot is available, if not, change to a non prime time slot.

— Group B receives: all asked due to percentage of prime time received.

