



City of Dawson Creek

Arena User Guide

Arena User Guide

This guide outlines the responsibilities of all groups and individuals using the City of Dawson Creek Arenas, during the ice season. Its purpose is to ensure a safe, respectful, and enjoyable environment for all users, including participants, spectators, staff, and the public.

All User Groups are required to comply with this Guide as a condition of arena and ice use, and must sign an acknowledgment each season. These guidelines are reviewed periodically and updated as required.

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Arena User Meetings

An Ice Users Meeting will be held prior to the ice request deadline for each upcoming season, which coincides with the end of the ice season (early April). It is expected that all groups have a representative at any Ice User Meetings.

All Ice Users renting ice or other facilities at the Ovintiv Events Centre (OEC) are expected to familiarize themselves with the Ovintiv Events Centre Ice User Guide and attend any Ice User meetings held by or for the OEC, typically in September.

General Expectations

All individuals and groups using any City Arenas, including OEC, must conduct themselves in a safe, respectful, and responsible manner. User Groups are responsible for the behavior of their participants, including players, parents, volunteers, coaches, officials, staff, and spectators, both on and off the ice.

Unsafe, disruptive, or inappropriate behavior or language may result in removal from the facility, revocation of bookings, additional charges for damages, and/or involvement of law enforcement. Fees will not be refunded where enforcement action is required.

The City of Dawson Creek is committed to providing a workplace and recreation environment free from physical or verbal abuse.

Code of Conduct

The City of Dawson Creek expects all patrons to behave in a respectful and socially responsible manner.

Unacceptable conduct includes, but is not limited to:

- Abusive, offensive, racist, or discriminatory language or actions
- Intimidation, bullying, harassment, or unwanted physical contact
- Violence or threats of violence
- Vandalism or damage to property
- Refusal to follow directions from City staff
- Illegal activity or violation of City policies or bylaws

Failure to comply may result in removal from the facility and suspension or expulsion from future use.

Note: The full version of the City of Dawson Creek's Code of Conduct for City Facilities is available either through the City's website or upon request from a City staff person.

Conduct and Safety Expectations

The City of Dawson Creek is committed to providing a safe and enjoyable recreational environment for all users. Any activity that interferes with this goal will be addressed immediately.

The following are prohibited in all City arena facilities including leased spaces and dressing rooms:

- Offensive, abusive, obscene, rude, or threatening language or actions
- Alcohol consumption without a valid liquor license (see Community Events section)
- Smoking, vaping, electronic cigarettes, water pipes, or cannabis use (Smoking Regulation Bylaw No. 4240, 2014)
- Chewing tobacco
- False activation or tampering with emergency equipment
- Skateboards, bicycles, rollerblades, scooters, or similar devices
- Non-sport activities that could result in injury
- Unauthorized renovations or modifications to private, assigned, or leased spaces

The City, under the Prevention of Workplace Violence Program, must ensure employees are not subjected to verbal or physical abuse. All patrons are expected to treat staff and other users with respect and to follow instructions from Arena Staff.

General Ice and Facility Use

- Spectators are restricted to bleachers, foyer/lobby areas, public washrooms, and parking lots.
- Skates are permitted only in dressing rooms, areas with rubber flooring, and on the ice surface.
- Only skates or approved ice cleats may be worn on the ice. No street shoes.
- Pucks and sticks are restricted to the ice surface. Do not shoot pucks or swing sticks off the ice.
- Food and beverages are not permitted on the ice surface.
- Gates must remain closed during ice use and must be closed immediately upon exiting prior to flooding.
- Helmets are recommended for all participants and strongly recommended (with face guards) for children 6 and under.

User Groups are responsible for participant behavior on and off the ice and must actively enforce facility rules:

- Children 7 and under must be directly supervised by an adult at all times.
- A trained First Aid representative must be present at all ice rentals.
- A User Group–approved supervisor must be on the ice at all times during practices and events.
- Dressing rooms must be supervised by a responsible adult.
- Players ejected before the end of a game must be supervised by a designated official, coach, or parent. Tournament organizers are responsible for damages related to tournament play.
- Anyone activating a fire alarm without a legitimate emergency will be held financially responsible.
- Anyone causing damage to City facilities will be held financially responsible.

Damage to City Facilities must be reported immediately to City staff.

Any costs resulting from unsafe or inappropriate behavior, or as listed above, including staff time, repairs, or materials, will be billed to the responsible organization and/or individual. Legal action may be pursued where appropriate. Activity fees will not be reimbursed for individuals or groups expelled due to misconduct.

Arena Staff are required to report violations of facility rules, the Code of Conduct, and City bylaws. These violations may result in:

- Contact with the User Group representative (phone and email)
- Revocation of current or future bookings, or any facility privileges
- Revocation of bookings with fees still charged (at the General Manager's discretion)
- RCMP involvement, if warranted

City facilities have surveillance cameras installed in hallways, lobby and entranceways. If any vandalism, misconduct or theft occurs, all information will be sent to the RCMP and Arena Management Team.

Emergency Procedures

User Groups must have emergency procedures in place for situations that may reasonably occur while using recreation facilities. Groups affiliated with provincial or national sport organizations may rely on guidance from those bodies.

At all times during facility use, at least one person must be present who is familiar with the group's emergency procedures.

Emergency incidents may include:

Building evacuation

Child protection

Coach/Staff Injuries

Fire

Major disaster (e.g. Earthquake)

Minor/Major first aid

Missing person(s)

Physical altercation

Power failure

Any incident that occurs with your organization must be reported to the Arena staff within 48 hours (Arena User Group Incident Report, Appendix I). Email reports to booking@dawsoncreek.ca

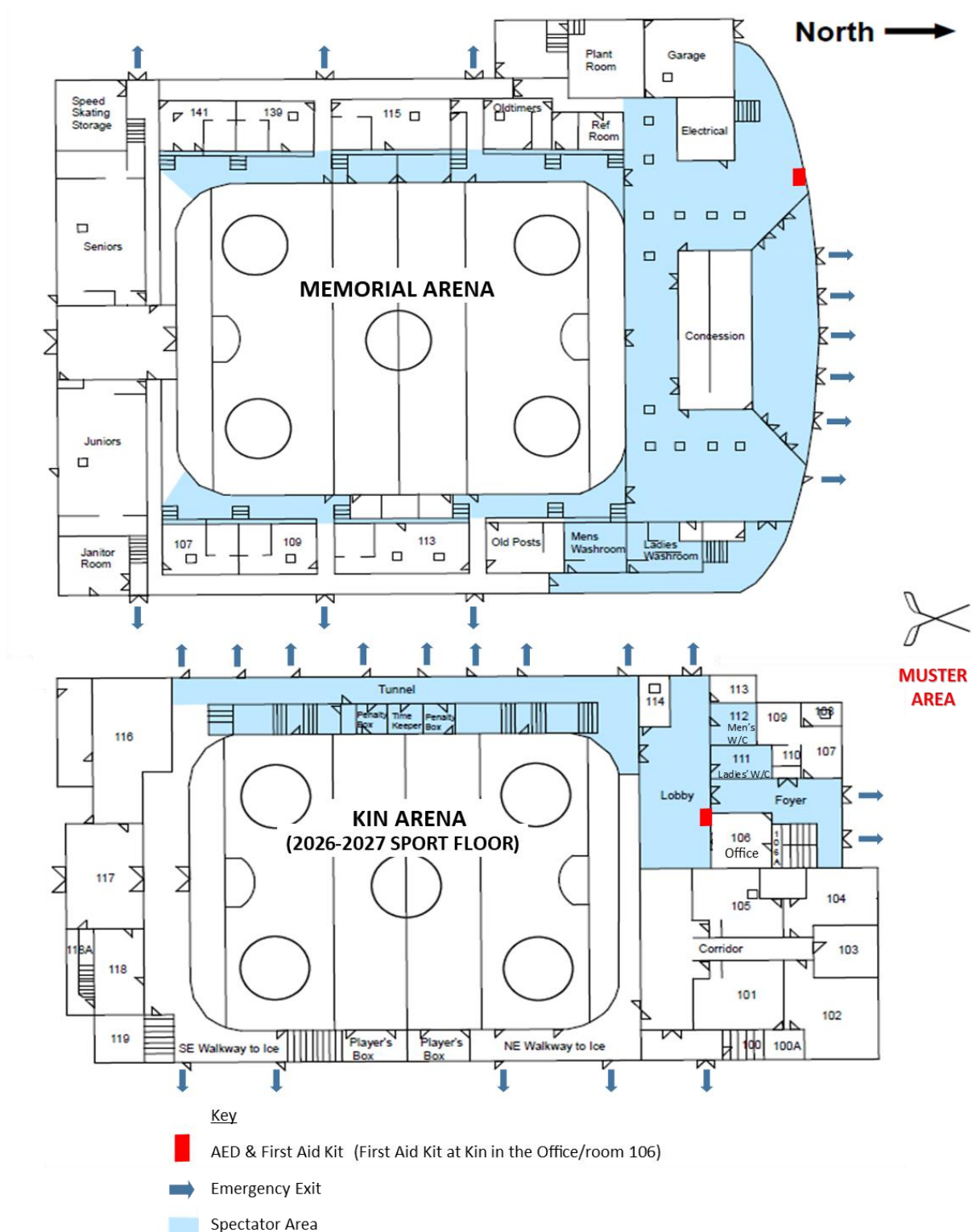
Building Evacuation

A variety of emergencies could result in building evacuation; examples are a gas leak, a fire, and false alarms. If the fire alarm sounds or direction is given by staff to evacuate the building, group organizers/coaches are required to ensure that evacuation is carried out in an orderly manner and to account for their program participants. **(General Evacuation Procedures, Appendix II).**

False alarms can occur; however, when an alarm sounds, the situation is unknown. All alarms must be treated as real emergencies. Do not delay or attempt to assess the cause—begin evacuation immediately.

Supervisors are responsible for educating participants about the seriousness of tampering with or falsely activating emergency equipment, including fire extinguishers and pull stations. User Groups are encouraged to arrange safety education sessions with the Fire Department Fire Prevention Officer to reinforce these expectations.

Arena Maps



Ice Resurfacing

Ice resurfacing is conducted to ensure safety for both operators and ice users.

The following procedures apply:

- At the scheduled ice clean time, the operator may sound the buzzer and/or open the ice resurfacer door to signal that the ice must be cleared immediately.
- All skaters must leave the ice and ensure gates are closed before the ice resurfacer enters the ice, except where designated skaters are permitted to assist with moving nets.
- If any skater enters the ice during resurfacing, the operator will exit the ice and will not resume until the surface is clear.
- Gates must remain closed during ice use and must be closed immediately upon exiting the ice prior to flooding.
- All incidents of skaters remaining on the ice will be documented and reported to a supervisor.
- Ice maintenance is scheduled for 15 minutes and begins once the last skater exits the ice.
- User Groups are responsible for educating and supervising participants to ensure timely and safe ice maintenance.

Dressing Room Use

Dressing room assignments will be determined by Arena Staff and posted in the Arena foyer. Submit dressing room requests at least a week in advance of your booking or event.

Dressing room access is a privilege provided during designated times. User Groups must supervise dressing rooms to ensure appropriate behavior. Coaches or designated adults are responsible for supervision, and an adult must be the final person to leave and inspect the room before departure.

Unsafe behavior or conduct that may result in damage must be stopped immediately. Any existing damage observed upon room assignment must be reported to Arena staff. User Groups are responsible for damage occurring during their rental.

Access to dressing rooms and adjacent corridors is restricted to skaters, coaches, parents (where permitted), and authorized staff. For all hockey games, parents are not permitted in dressing rooms unless authorized by the coach for specific circumstances.

Dressing rooms must be left as clean as or cleaner than they were found. All garbage must be placed in bins provided. Brooms and dustpans are available in each room.

Dressing room access times:

- Practices: 30 minutes prior to ice time
- Games or major events: up to 60 minutes prior
- Post-ice time: 30–45 minutes
- All users must exit dressing rooms at least 30 minutes prior to facility closing

It is recommended that dressing rooms be locked when personal effects are in the room but users are on the ice. Keys must be left in the room upon departure.

Cell phones and cameras are not permitted in dressing rooms or activity areas.

Community Event Dressing Room Assignment

All Community Event requirements must be submitted through the Community Event Application Form. Dressing room assignments will be determined by Arena Staff and posted in the Arena foyer. While staff will attempt to minimize room changes and accommodate overnight gear storage when possible, this is subject to facility availability and operational requirements. Approval must be obtained from the Arena Operator or Supervisor before leaving equipment in any dressing room outside of ice bookings.

Parking

Parking is public and available on a first-come, first served basis.

Special Requests

Arena staff aim to provide safe, clean facilities and will attempt to accommodate special requests where possible. Requests beyond standard services may require the User Group to cover additional costs or obtain prior approval through City processes.

For two-hour ice bookings, one flood is provided. Additional floods are considered special requests and are subject to staff and resource availability.

All special requests must be submitted in writing as early as possible.

Sound systems and free Wi-Fi are available for User Group use. Instructions are posted on site.

Extra Billings: Damage, Overtime, Nets and Glass

User Groups are responsible for costs resulting from damage, vandalism (by group members), or use beyond normal facility operations. Repair costs include staff time at full cost (including benefits), materials at cost, and a 10% administrative fee.

Additional staff time required due to late departure from dressing rooms will be billed at full cost plus a 10% administrative fee.

Requests to lift nets or remove glass must be submitted in writing at least one month in advance. Applicable fees are outlined in the Fees and Charges Bylaw. No pucks are permitted on the ice when nets or glass are removed unless explicitly approved by administration with appropriate safety controls in place. Safety remains the primary consideration for all such requests.

Bookings and Scheduling

All ice usage must be booked through Community Services, Facility Booking Coordinator, email booking@dawsoncreek.ca or call 250-784-3611. This applies to all ice bookings.

Fees are charged in accordance with the *Fees and Charges Bylaw*.

Booking requests must be submitted by the stated deadlines within the *Facility Allocation Schedule*

- If requests are submitted late, they will only be considered after all other requests have been scheduled.
- Once the requests are received by the deadline, Community Services will develop arena schedules for the upcoming season, which will be sent out to all User Groups.
- Once the schedule is finalized and sent out prior to the start of the season, it is the user's responsibility to go through the schedule to ensure all times and dates are correct. If the Community Services Department does not receive a response from groups, it will be assumed that the schedule is correct.
- If there are any discrepancies, notice must be given in writing - immediately email the Facility Booking Coordinator at booking@dawsoncreek.ca.
- Cancellations must be submitted in writing – deadlines as per the *Recreation Facility Allocation Policy*

The City may close any arena due to safety or maintenance concerns without penalty to User Groups. As much notice as possible will be given.

Compliance, Liability, and Insurance

User Groups must comply with all applicable laws and bylaws.

User Groups agree to indemnify and hold harmless the City of Dawson Creek from all claims arising from their use of the facilities.

The City is not responsible for personal injury, property loss, or damages suffered by any user.

All User Groups must carry insurance with a minimum of \$5,000,000 liability coverage and name the City of Dawson Creek as an additional insured. If the User Group will be booking at OEC, then *Global Spectrum Facility Management, L.P. as agent for the City of Dawson Creek and the Oventiv Events Centre* must also be named as an additional insured. Proof of this insurance must be submitted to the Facility Booking Coordinator prior to ice use every season.

Special Events may require additional insurance. Any events with liquor service will require Host Liquor Liability insurance.

Insurance may be available through the [MIABC Event Policy Portal](https://miabc.eventpolicy.ca): <https://miabc.eventpolicy.ca>
It is a straightforward process to request a quote and pay online, and the City will receive the Certificate of Insurance directly. For assistance please contact the Facility Booking Coordinator.

Community Events

All community events (e.g. Tournament or ticketed event) require submission of a **Community Event Permit Application**.

This form must be completed and submitted no less than 15 days and no more than 60 days in advance of the Event. City Staff will contact you with a questionnaire about your event to determine any requirements. This form should also be used for any 'special' requests, requests beyond what is normally provided by the City.

This process will help staff determine if the event requires any additional permits, safety plans, insurance, and approvals. As applicable, Event organizers are responsible for vendors, medical services, cleanup, traffic control, fire safety, and compliance with all regulations.

Alcohol Requirements:

- Each User Group is required to submit a request to City council for approval to have alcohol at any event. *This applies to new and returning events.* Apply at least two months prior to your event. Email request to admin@dawsoncreek.ca
- A (BC) Special Event Permit is required for alcohol to be consumed or brought onto City premises. This application can be completed online through the www2.gov.bc.ca website.
- Host Liquor Liability insurance is required.

Contact the Community & Events Liaison at dcevents@dawsoncreek.ca

Appendix I – User Group Incident Report

This User Group Incident Report is fillable as an external pdf.



User Group Incident Report

**This report must be completed and returned to staff or emailed to recreation@dawsoncreek.ca within 24 hours of the incident.
Please print & use blue or black ink.**

User Group: _____ Representative Name: _____
 Date of Incident: _____ Time of Incident: _____
 City Premises: _____ Time of Written Report: _____
 Location in Premises where incident occurred (be specific; use room-numbers if applicable):

Name(s) of Person(s) Involved:

Name:	Address:	Phone Number:
1.		
2.		
3.		

Describe the incident in detail (use the back of the page if more space is required):

Witness(es) of the Incident:

Name:	Address:	Phone Number:
1.		
2.		

Were Parents/Guardians Contacted?	NO	YES – Name:
Were Facility/City Staff Contacted?	NO	YES – Name:
Were the Police (RCMP) Contacted?	NO	YES – Time of Call:
Did the Police (RCMP) Attend?	NO	YES – Time of Arrival:
		File Number if given:

Freedom of Information Waiver

*******Completed form is not to be copied or given out to any member of the public*******

Personal information contained on this form is subject to and protected by the
 “Freedom of Information and Protection of Privacy Act” and will be used for the purpose of reporting the incident.

Appendix II - GENERAL EVACUATION PROCEDURES

1. Building evacuation will occur when a continuous alarm sounds or when directed by the Emergency Response Team. Organizers and coaches are responsible for ensuring all players, parents, and spectators evacuate the building immediately.
2. Be familiar with all marked exits in your area. Review posted evacuation routes in each room and know the nearest exit locations.
3. In an emergency, or if directed by the Fire Department, activate the building alarm system and call 911. Note: The alarm system automatically notifies emergency services.
4. When the alarm sounds or staff direct evacuation:
 - a. Remain and do not panic.
 - b. Group organizers must instruct all occupants to proceed quickly and calmly to the nearest marked exit, following posted evacuation plans.
 - c. Group organizers must ensure participants are evacuated in an orderly manner and that they are accounted for. Instruct participants not to re-enter the building.
 - d. Assist persons with disabilities in exiting the building. Assign someone to remain with and assist them as needed.
5. Once outside, proceed immediately to the designated Muster Area:
 - a. Memorial Arena (and Kin Arena) – LP Hockey Sticks in the North Parking Lot
 - b. Ovinativ Events Centre – South Parking Lot (South Muster Area)
6. Keep streets, fire lanes, and walkways clear for emergency vehicles and personnel. Coaches and group leaders must remain with their participants and await further instructions. Report any missing persons to the Emergency Response Team immediately.
7. If a formal emergency is declared, an Emergency Operations Centre will be established. Provide any critical information directly to the on-site commander.
8. Do NOT re-enter an evacuated building unless authorized by Security, Event Staff, or emergency personnel.

Appendix III – OVINTIV EVENTS CENTRE USER GUIDE



Ice User Guide 2026/2027

This guide applies to all user groups who have ice rented through the City of Dawson Creek. **All rules and regulations listed in the City of Dawson Creek Arena User Guide apply with the addition of the following items.** By following these and all user guidelines, we hope to make the season as successful and enjoyable as possible. The Ovintiv Events Centre was designed as an event centre rather than a community rink and many users find there are differences between skating here compared to other rinks. We are open to working with each group to find unique solutions to challenges that may occur. *These guidelines are subject to change from time to time.*

Access to the Building

North Doors (see map) will be the entrance for all ice users and spectators for practices and tournaments. Main Entrance/Upper Lobby and Lower Lobby doors will be locked for most ice times and there will be no access to these areas. Spectators, teams and skaters are prohibited from entering the back of house area, loading bay and any other areas beyond the "bowl" and dressing rooms of the Ovintiv Events Centre. Please observe the "DO NOT ENTER" signs on the concourse. Spectators must enter and exit the building through the North Doors.

Dressing Rooms

Dressing Room allocation and an ice schedule will be posted daily inside the North Doors. Access to the dressing rooms will be 45 minutes prior to ice time (unless additional time is requested and granted prior) and 30 minutes after ice time. User groups must reach out a minimum of 1 week in advance with requests to change or alter access times. Dressing room allocations are at the discretion of the Ovintiv Events Centre staff and we will try to work with each group to meet the needs, some compromises may be needed by all parties. Please ensure all tape, sticks, wrappers and any other garbage is disposed of and the dressing room is left clean for the next users. Please observe all signage related to rubber matting to reduce the risk of skate blade damage.

Smoking & Tobacco

Smoking, chewing tobacco, vaping and e-cigarettes are **PROHIBITED** throughout the Ovintiv Events Centre. Smoking is permitted ten (10) meters away from the entrance; please dispose of butts in the ashtrays.

Ice and Building Temperature

Ice at the Ovintiv Events Centre is clear and fast because of a professional demineralization system that uses purified water to build up and maintain the ice. The ice is of NHL quality and the temperature ranges from -5°C to -9°C. The difference in the ice quality may be challenging to some skaters. The building temperature is set at 10°C.

Food & Beverage

A concession will be open during some ice times and will serve a variety of food and beverage (no alcohol). Please note no outside food, beverage or alcohol is permitted in the venue. Concession hours are subject to change.

Time Clock

The time clock will be available for use. A manual will be supplied.

House Sound System

House sound is available for the use of user groups with advance notice. It is up to users to ensure their audio files are set at the right level. If other events are occurring in the venue, volume and horn restrictions may be enforced.



Wi-Fi

The Ovintiv Events Centre has Wi-Fi available. Not suitable for streaming. Wi-Fi information will be posted on site.

Floods & Scheduled Times

Floods are 15 minutes in length and are performed after each ice time/as posted. Requests for additional floods or changes to this must be made in advance. Not all requests may be granted due to the timing of ice bookings. As per the City of Dawson Creek's policy, users may not take the ice earlier than their booking if the ice is available. Users who do so will be asked to leave the ice immediately.

Storage

If groups have storage requests, they must coordinate with the OEC Director of Events to determine solutions. Storage lockers/locks will not be supplied. If groups wish to bring in lockable storage receptacles, a key must be provided to the OEC staff for safety purposes. Any storage receptacles brought into the venue must be approved in advance.

Animals

Animals (except for service animals) are not permitted in the Ovintiv Events Centre.

Unattended Minors

Children 12 & Under MUST always be under the direct supervision of an adult throughout the facility.

Spectator Seating

There are more than 3000 seats in the Ovintiv Events Centre arena area. Seating will be restricted to limited areas for most ice times. Please refrain from sitting in restricted areas. It is the user group's responsibility to ensure spectators are not accessing restricted seating areas.

Insured Users

Each user group is responsible for ensuring that all users on the ice are covered by insurance. This includes parents vs kids impromptu games, try-a-sport events and special presentations on ice. Many sport associations only cover members. OEC staff may request to see proof of coverage for types of users on ice.

Gaming/Raffles

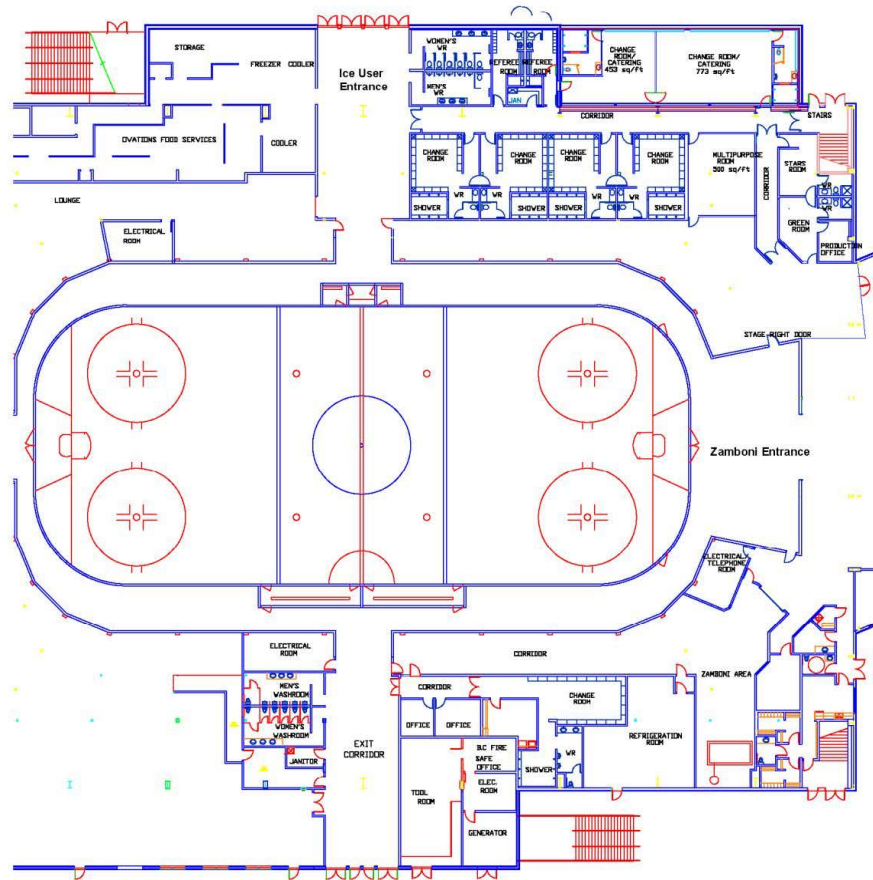
For special events that will have raffles or 50/50 draws, a copy of the gaming certificate is required by the OEC.



Ice User Entrance and Parking Map



Ice Level Map





Emergency Procedures

Ovintiv Events Centre
#1 300 Highway 2
Dawson Creek, BC V1G 0A4
(250) 782-7446

Muster Areas: North and South Sides of the venue as indicated on the map. Look for posted signs.
Please familiarize yourself with the building upon arrival. Know where your closest emergency exists and muster areas are in the event of an emergency.

1. **Medical Emergency** – First Aid Kits must be provided by each user group; there will not be a First Aid Kit supplied by the Ovintiv Events Centre. An AED is available in the East End. If the injury is serious or involves a collapse, ensure the accident scene is safe and do not move the injured person unless there is a high risk of further danger to you or the injured person. **Dial 911 and instruct them to come to the North Side Doors.** It is helpful to have someone outside directing emergency services to the correct entrance. Please inform venue staff of all injuries.
2. **Fire** – Fire pull stations and extinguishers are located throughout the venue. If you discover a fire activate the alarm and **dial 911** when safe to do so. Extinguish the fire if it is small and manageable and you are able to do so safely. Report to the nearest muster area if the building is evacuated. See map for muster areas.
3. **Power Outage** – The Ovintiv Events Centre is equipped with an emergency generator system that will activate within 30 seconds of a power failure; a building evacuation may not be necessary. Wait for instruction from venue staff.
4. **Ammonia/Gas Leak** – In the event of an ammonia/gas leak, the fire alarm will sound. Evacuate the building and report to the nearest muster area (see map) and await further instructions from venue staff.

Appendix IV – User Guide Acknowledgement Form



User Guide Acknowledgement Form

By signing the following, I _____,
(first and last name)

representative for _____,
(user group name)

hereby acknowledge that I have read and understand, the City of Dawson Creek Arena User Guide AND the Ovintiv Events Centre User Guide (if applicable) and understand what is expected of us as a User Group in all City facilities.

I also acknowledge that if I have any questions, these are the contacts:

- For bookings, Facility Booking Coordinator at 250-784-3611
- For Memorial Arena, Arena Supervisor at 250-719-9075 or the Arena and Parks Manager at 250-219-5562
- For Ovintiv Events Centre, Director of Events at 250-795-3334

User Group Representative Signature

Date

Witness Signature

Date

Witness Name