



City of Dawson Creek Arena User Guide

Arena User Guide

This document is to be issued to each group and/or organization accessing the Arena Facilities.

The purpose is to ensure that there is a clear understanding of what responsibilities groups and individuals invited into the facility have with regards to ensuring that all those citizens and visitors entering the Arena Facilities can do so in a safe and enjoyable atmosphere.

We share the hope and goal that the facilities are a safe and enjoyable place for everyone to work and play. It is anticipated that many of the expectation identified within this document will simply mirror the expectation already established by provincial sport bodies, so it will be a matter of simply carrying on as you have in the past. It reflects some concerns expressed by past and present users and attempts to remove inconsistencies amongst groups. For those who do not have established procedures, you will need to effectively communicate these expectations to all of your participants, parents, volunteers, coaches, staff etc. It is expected that each club executive and coach will sign a User Guide Acknowledgement form that they will follow the Arena User Guide each season.

These Guidelines will be reviewed on a regular basis and changes will be circulated to user groups.

Contents

1. General Guidelines (page 4)
2. Posted Rules of conduct (page 5)
3. Exits, Phones, Evacuation Meeting Location and Skate Zones (page 6)
4. Spectator Areas: Bleachers, Public Washrooms and Foyer (page 7)
5. Responsibilities in Emergencies (pages 8-9)
6. Reporting of Damage or Breakdowns (page 10)
7. Minors under Direct Supervision of Adults (page 11)
8. Duties of Arena Workers (pages 12-13)
9. Smoking Restrictions (page 14)
10. Alcohol Restrictions (page 15)
11. Dressing Room Use (pages 16-17)
12. Supervision of Players Ejected Before End of Game (page 18)
13. Special Requests (page 19)
14. Special Events (pages 20-22)
15. Extra Billings: Damage, Overtime, Nets and Glass (page 23)
16. Approval for Modifications to Private/Assigned Space (page 24)
17. Ice User Meetings/Requests (page 25)
18. Ice Schedule Changes/Cancellations (page 26)
19. Arena Insurance Requirements (page 27)
- Appendix I – Arena User Group Incident Report (pages 28-29)
- Appendix II – Fire Drill Record (page 30)
- Appendix III – General Evacuation Procedure (page 31)
- Appendix IV – Arena Ice Special Event Checklist (pages 32-35)
- Appendix V – User Guide Acknowledgment Form (page 36)

1. General Guidelines

These guidelines apply to each and every individual and group taking advantage of the ice facilities. Failure to respect the goal of safe and enjoyable recreation by individuals and groups may result in suspension of privilege of use of the facilities.

A “user group” consisting of skaters, parents, volunteers, coaches, staff, management and spectators will all be expected to contribute to the goals on a daily basis. It is our expectation that organized groups take responsibility for behavior of their participants on and off the ice surface and that the “user group” will take responsibility for re-enforcement.

Staff will be approaching individuals whose actions/behavior is not contributing the safe and enjoyable goal off the ice. Groups using dressing room must provide responsible supervision in the dressing rooms. If the behavior is unsafe in that there is potential for injury to any person or damage to property, or if language is obscene and/or gestures are rude or crude:

- 1) The behavior should be addressed by any of the user group members.
- 2) Those involved may be expelled and/or;
- 3) Any expense incurred as a result of unsafe or inappropriate behavior will be charged back to the organization and/or individual at cost,
- 4) Any activity fee will not be reimbursed to individuals or groups expelled.

The City of Dawson Creek, under legislation (the Prevention of Workplace Violence Program), must take responsibility to ensure that every reasonable measure is taken to ensure that employees are not subject to physical or verbal threat or abuse. By actively working to reduce obscene, rude or crude language it is hoped that the arenas will be places that no one will hesitate to bring their families to watch or participate in activities.

Please be aware that both 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.

2. Posted Rules of Conduct

It is our goal to ensure that everyone has a safe and enjoyable recreational opportunity in this facility. Any activity that interferes with that will be stopped; for example:

- Offensive or abusive language
- Running and/or other activity that could result in injury
- Pucks being hit off the ice, or sticks being swung off the ice
- No use of skateboards, bikes, roller blades or scooters in building

In case of a fire alarm everyone is to exit from the nearest exit. Coaches are to initiate a pre-determined emergency exit plan including meeting location after evacuation and follow through to ensure that everyone got out safely. Each group must ensure that their members have an emergency plan that should be set at the beginning of the year.

Children 7 and under must be under direct supervision of an adult at all times throughout the facility.

Everyone entering these facilities is expected to follow any instruction from the Arena Staff and follow posted notice of direction.

Skates are restricted to dressing rooms and ice surface.

Helmets with face guards are recommended for children 6 and under, and a helmet is recommended for everyone.

Food and Beverages are not permitted on the ice surface.

Pucks are restricted to the ice surface.

Anyone causing any damage will be held financially accountable/charges may be pressed.

Anyone falsely activating emergency equipment will be held financially accountable/charges may be pressed.

Alcohol Consumption is prohibited in any City facility unless a special occasion permit is obtained from City Council.

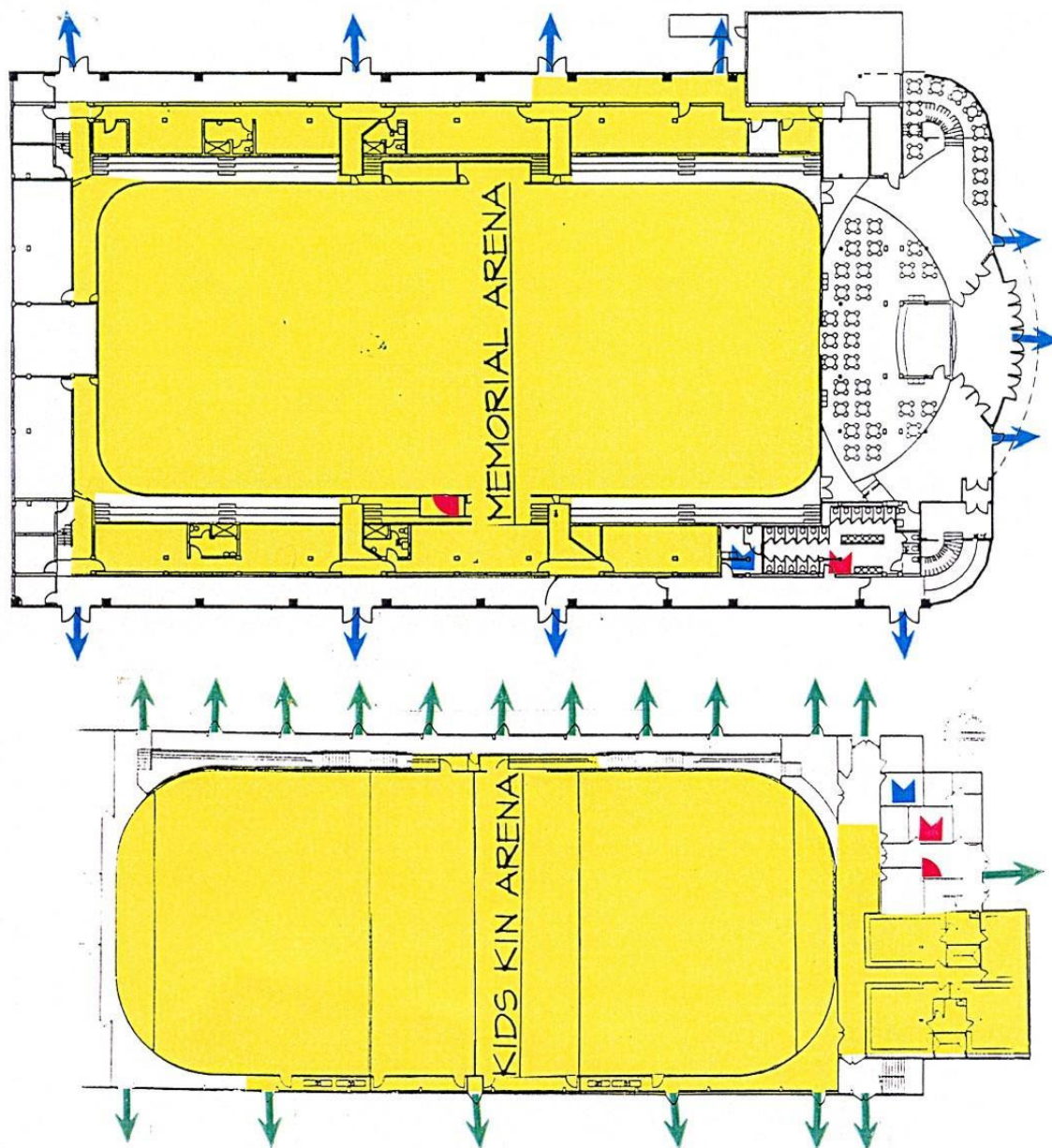
Smoking, marijuana, vaping and chewing tobacco is prohibited in any City facility.









Dressing Rooms are to be under adult supervision, and an adult is to be the last to leave the dressing room conducting an inspection before leaving.

For the safety and security of our participants, cell phone/camera use is not permitted in change rooms.

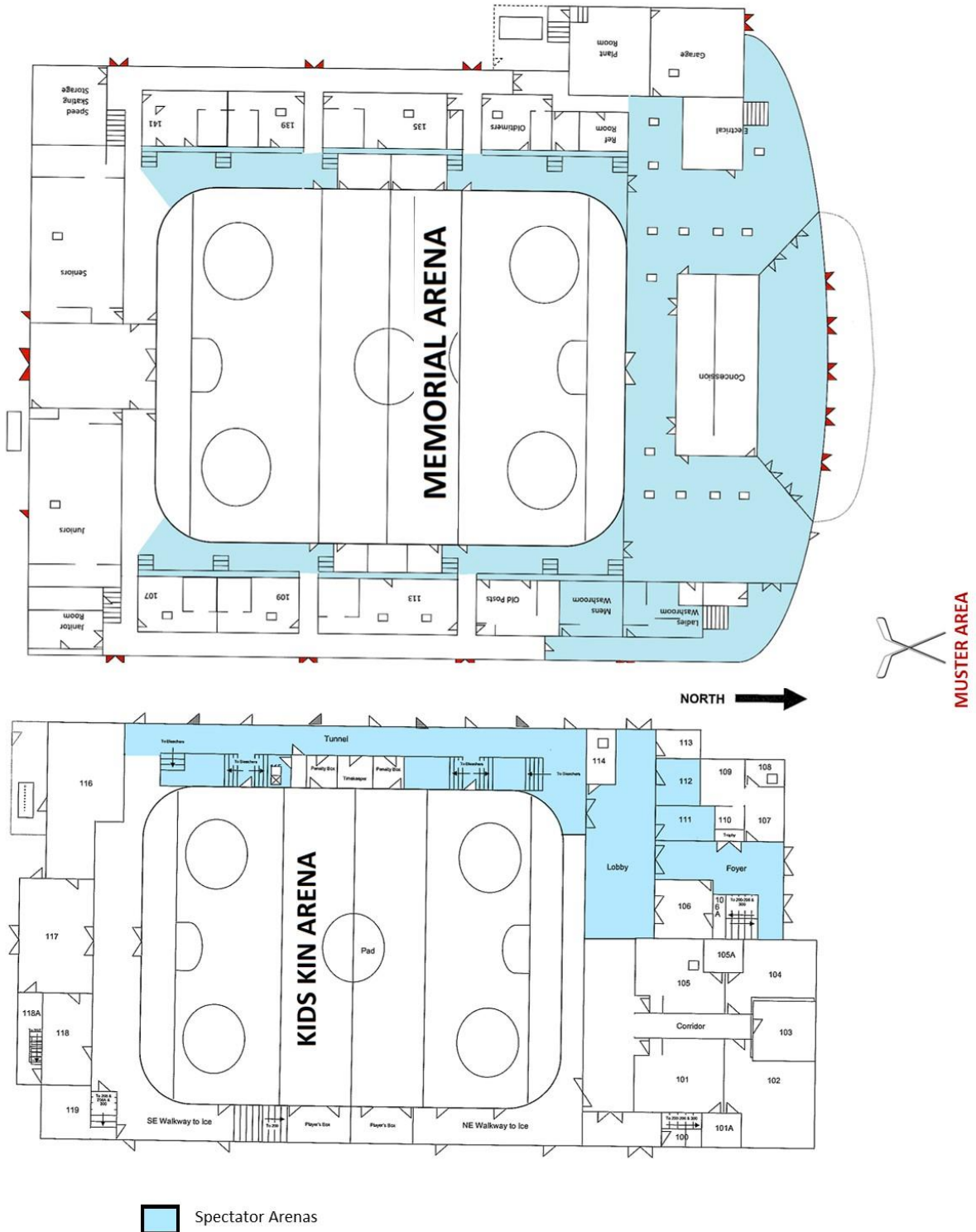
Spectators are restricted to the following areas: Bleachers, Foyer, and Public Washrooms

3. Exits, Phones, Evacuation Meeting Location and Skate Zones



- Key
-  Designated Evacuation Meeting Location For Kin & Memorial Arenas
 -  Exits Kin Arena
 -  Exits Memorial Arena
 -  Areas where skates are permitted
 -  Emergency Telephone Memorial
 -  Pay Telephone Kin (Dial 0)
 -  Female Public Washrooms
 -  Male Public Washrooms

4. Spectator Areas: Bleachers, Public Washrooms and Foyer



5. Responsibilities in Emergencies

User groups are required to develop plans for emergencies that might reasonably occur, while in the recreation facilities. Those groups with Provincial and National bodies will be able to seek advice on what procedures should be in place. There **must** be someone versed in those procedures whenever the group is in the facility. Requirements are likely to include but not be limited to:

- Minor First Aid
- Major First Aid
- Power Failure
- Missing Person
- Fire
- Major Disaster i.e. earthquake, roof collapse
- Coach/Staff Injuries
- Building Evacuation
- Child Protection

Any incident that occurs with your organization must be reported to the Arena staff within 48hrs (Arena User Group Incident Report). Appendix I

Building Evacuation

A variety of emergencies could result in building evacuation; for example gas leak, fire, and false alarms. If the fire alarm sounds and/or direction is given by staff to evacuate the building coaches are required to ensure that evacuation is carried out in an orderly manner and to account for their program participants. (Each group **must practice their evacuation minimum once per year basis prior to December 31 and record the date and time of fire drill submitting to recreation@dawsoncreek.ca**) Appendix II

Evacuation is to start immediately upon sounding of alarm and is only stopped by instruction of staff and or other emergency personnel.

All groups meet at the Muster Area (hockey sticks) in the **North Parking Lot** upon evacuation to determine if all participants are out of building. Emergency personnel will ask for accounting of participants from coaches (this is for all user groups, children and adult). Please note if an emergency team arrives at the facility, they may ask you to move your group to another location that is safer.

False alarms can occur, however we have no way of knowing when the alarms start to ring if what the situation is. Your responsibility is not to second-guess, treat each alarm as the real thing, and start evacuation. False alarms are costly, so please ensure children are not left unsupervised. Offending user groups may be charged if repeat incidents occur.

All user group members actively supervising children should provide education on the seriousness of falsely activating emergency equipment, for example fire extinguishers or fire pull stations. Arrangements should be made with the Fire Department Fire Prevention Officer to do safety education with teams or groups on false activation of emergency equipment.

Please review Evacuation procedure, supplied by the City of Dawson Creek, **Appendix III.**

6. Reporting of Damage or Breakdowns

Damage and breakdowns must be reported to arena staff to reduce chance of injury and or further damage. We ask that you help us out and report any damages or breakdowns immediately to the staff.

Staff may already be aware of the problem, but it is better to get the information more than once, rather than have it go unreported and/or unnoticed.

All vandalism damages will be charged to the user group/vandal/or parents.

7. Minors Under Direct Supervision of Adults

Children must be kept under close adult supervision at all times while in the facility. Nothing replaces good adult supervision of children. All organizations must inform their coaches, managers, organization executives and parents that children under the age of 8 need to have direct supervision. Teenagers that are in the facility and not following the rules will be asked to leave the facility. All minors must have direct supervision in the dressing rooms. It is at the discretion of the Facilities Manager if patrons will be banned from the facility for infractions of rules.

There are many dangers to unsupervised children. The following are some examples but danger is not limited to:

- Stairs and bleachers are trip and fall hazards when children are not sitting down.
- Doors can pinch fingers without adult assistance opening and closing doors.
- Pucks can go over glass.

8. Duties of Arena Workers

A. ICE CLEANING

It is the City of Dawson Creeks goal that ice cleaning and resurfacing occur in a safe and predictable manner for the machine operator and ice users. For that reason, the following is our expectation:

- At the time of the scheduled ice clean, the ice machine operator may ring the buzzer and/or open the Ice Resurfacer door indicating to the coach/skater that they are to **clear the ice surface immediately and make sure all gates are shut after exiting the ice.**
- Once the doors are open the machine operator will drive onto the ice and start cleaning only after all skaters have left the ice. The exception to this is when designated skaters are required for pushing nets into the corners.
- Should any skater enter onto the ice surface during an ice clean, the machine operator will immediately leave the ice surface and not return until the ice surface has been cleared of skaters.
- All users and user groups are responsible for educating and supervising participants on this matter to ensure that ice maintenance can be done.
- The ice machine operator will record all instances where the skaters do not leave the ice surface prior to the completion of the clean. The operator will bring this information to the attention of a supervisor so that appropriate action can be taken to curb this behavior.
- Ice maintenance is scheduled for 15 minutes. This time commences when the last person leaves the ice surface and ends when the doors to the Ice Machine room are closed after the flood (the doors may be left open until the ice surface is dry). Please do your part to ensure that your skaters are off the ice in time.

It is important to note that all user groups be informed of the procedure above.

B. ON ICE

It is the City of Dawson Creeks goal that while our patrons are on the ice that they properly supervised to ensure the safety of the users.

- Each regular user is responsible to have a trained first aid representative at ALL ice rentals. In an event of an incident, a proper incident report must be filled out. (Appendix II)
- During practices, a user group approved supervisor **MUST** be on the ice at all times.
- During any event within the facility, a user group approved supervisor must be present at all times (i.e. Coaches, referees, judges or ice captains).
- For the duration of your ice time, the gates **MUST** remain closed. Once you exit the ice surface, the gates **MUST** be closed prior to flooding.

C. RULE INFRACTIONS

Arena Attendants are required to report any infractions to the rules, code of conduct, smoking and alcohol infractions. Failure of user groups to control participants may result in the following:

- Zero tolerance letter
- Ice time revoked
- Room privileges revoked
- RCMP called

9. Smoking Restrictions

City Council believes that smoking is an addictive habit and that tobacco and cannabis smoke in the recreation facilities are not conducive to good health. Please refer to City of Dawson Creek Smoking Regulation Bylaw for more information.

As of 2007, No person shall smoke in, at, on or within 7.5 metres of any of the following:

- (i) an Outdoor Venue;
- (ii) a Municipal Smoke Free Area (Playgrounds, Sports fields and the Dawson Trail);
- (iii) a place at which a Sporting Event is occurring;



Failure of user groups to control participants may result in the following:

- Ice rental revoked

This restriction has **Zero Tolerance** and this includes all leased spaces.

10. Alcohol Restrictions

A BC Special Event Permit is required for alcohol to be consumed or brought onto City premises. This application can be completed at <https://specialevents.bcldb.com/>

While completing a Special Event Permit Application the following may apply:

- New Events – may be prompted to submit a request to Council for approval to have alcohol at your event (we recommend 2 months prior to your event)
- Returning Events – may not be prompted to submit a request to Council

Both new and returning events must submit an alcohol request to the Recreation Manager 2 months prior to your event. Please send all requests to recreation@dawsoncreek.ca

When serving alcohol in the arena facilities you are required to obtain Special Event Liability insurance which includes:

- ✓ **Minimum of \$5,000,000 liability**
- ✓ **City to be named as Additional Insured**
- ✓ **An indemnification clause stating the City of Dawson Creek to be held and saved harmless**
- ✓ **30 day cancellation notice**

The use and/or possession of prohibited drugs or alcohol are not permitted on City premises by the public or workers.

Failure of user groups to control participants may result in the following:

- Ice time revoked
- Room privileges revoked

This restriction has **Zero Tolerance** and includes all leased spaces.

11. Dressing Room Use

Dressing room use is a privilege extended to skaters during specified times. Groups are required to supervise dressing rooms to ensure that behavior is appropriate. Skaters AND Coaches (or designated adult) are responsible for all behavior in the change rooms. Skaters are to be supervised at all times. An adult, the coach, is to be the last person to leave the dressing room and inspect the area before leaving.

Any unsafe behavior and/or behavior that will cause damage must be stopped.

Upon being assigned a dressing room, damage evident from a previous user group, should be discussed with staff to ensure that your group will not be held accountable for damage. Any damages that occur during the user group's rental will be charged to the user groups and for outside teams, damages will be charged to the team club/renter.

The general public is restricted to the use of the Foyer, Public Washrooms and designated seating areas.

Only Skaters, Parents, Coaching and other Staff are permitted into dressing rooms and corridors leading to dressing rooms. This is for the protection of skaters, the public and for the purpose of reducing vandalism.

Note: For ALL Hockey Games, parents are restricted from accessing dressing rooms (In event of skate tying, emergency etc. Permission can be granted by the coach.*

Please ensure your group cleans up any garbage such as: tape, pop cans, candy wrappers, etc.

Rule of Thumb: Leave the room AS CLEAN OR CLEANER than you found it.

- ✓ Please pick-up after yourselves. All garbage is to be placed in the garbage cans. Brooms and dustpans are provided in each dressing room.

Time permitted in a dressing room are 30 minutes prior to ice rental. In the case of a game or larger event, groups will be permitted 60 minutes prior to ice rental. Time permitted in the dressing room after the rental is 30-45 minutes. All participants must be out 30 minutes prior to the facility closing. Please vacate the change room as soon as possible after your ice time.

Ensure your change room's security by keeping the doors locked at all times. Remember to leave the key behind! If the key is not in the change room, contact the Arena Attendant.

Remember that this is a co-ed facility. Please respect the rights of all users. Keep the change room doors closed while you are getting changed, and stay out of all rooms that are not assigned to your group.

For the safety and security of our participants, cell phone/camera use is not permitted in change rooms and activity areas.

Special Event Dressing Room Assignment

All of your Special Event requirements must be submitted on the “Arena Ice Special Event Checklist” **Appendix IIIV**. With this information our Arena Attendants can easily decide the most appropriate dressing room assignments. The room assignments will then be posted on the white board in the Memorial foyer. If you require specific dressing room assignments, these need to be submitted with Appendix IIIV

- It is the facility staff’s goal to accommodate all groups, by minimizing required moves from one room to another, and by allowing groups to leave their gear in their assigned room overnight when required. However, staff must balance the needs of other patrons and their own work schedule. Before leaving gear in any of the rooms, check with the Arena Attendant on duty or the Sport and Events Coordinator prior to the event.
- It may only be possible to allow teams to stay in one room over the course of one day, not overnight or over a weekend.
- To facilitate arena staff’s daily work duties, attempt to use the minimum number of dressing rooms as possible. While it is understood that patrons would like to have their own exclusive room, patrons must realize that every square foot of work added to each shift reduces the number of items that staff can accomplish to the required cleaning standard.

12. Supervision of Players Ejected Before the End of the Game

Players ejected before the end of the game will be supervised by a designated official, coach, and or parent to prevent damages to the facility. That official will stop and/or report any damage to arena staff. If it is a tournament, tournament organizers will be billed for any damage.

13. Special Requests

Arena Staff have to work effectively and efficiently to provide the basic services of keeping safe and clean facilities. The facility will attempt to meet the special request of users, however resources, financials and time may not permit the task.

Those beyond the facilities capabilities, financial and/or time may be accommodated if resources are made available by the groups making the requests. For example the facility may be able to accommodate the request if you are willing to cover costs or if a donation of City resources had been approved by the grants committee of City Council and/or administration.

In all cases, the sooner you can make your special request the better the chance of us being able to meet that request and or have discussions as to options. Requests must be submitted in writing.

14. Special Events

Special Events occur throughout the season. Special Events require additional documents and information. These include but limited to:

Arena Ice Special Event Checklist

This form must be completed and submitted no less than one week prior to your event. The purpose of this form is to clearly outline your needs and ensure you meet all requirements of the facility.

Emergency Response Plan

Each event is unique and the requirements may differ regarding the amount of information required in your ERP depending on its size and scope.

All events with alcohol must complete an ERP. Please review the Provincial Regulations for any event with alcohol. If you are providing security, you must ensure you meet the provincial requirements.

All ERP's must be submitted to the Arena Liaison a minimum 1 week prior to your event.

Vendors

If your event will have vendors set up they are required to obtain Vendors Insurance. It is the Event Organizers responsibility to ensure each vendor obtains this and provides a copy one week prior to the event. The certificate of insurance must include:

- ✓ written on a comprehensive basis with inclusive limits of not less than **\$2,000,000 per occurrence and not more than \$5,000,000 (depending on nature product or service)**
- ✓ contain a clause providing that the insurer will give the City thirty (30) days' prior written notice in the event of cancellation or material change
- ✓ an indemnification clause stating the City of Dawson Creek to be held and saved harmless
- ✓ The City is to be "named as an additional insured"
- ✓ The Applicant shall provide the City with a copy of the insurance certificate in a form satisfactory to the City at least ten (10) days prior to the Event.

Medical Services

Event organizers may be required to provide confirmation of medical services / first aid will be present throughout the duration of the event.

Business License

Please contact the Arena liaison to determine if your needs fall under the Memorial and Kin Arena umbrella business license or if your vendor is required to purchase his/her own.

Fire Safety

The Fire Department should review the projected occupancy of all enclosures, use of tents or other fabric structures, handling of vehicle fuel, cooking facilities and any use of an open flame or fireworks. The appropriate authority should also inspect all electrical wiring installed for the event. Obtain copies of the necessary Fire Department permits that are required for the event well in advance.

Clean up Plans

All groups using public facilities are responsible for cleanup, unless other arrangements have been made, and should have a plan for cleaning up equipment, premises or streets after an event. Groups will be notified in writing if the cleanup is not satisfactory and the group would be billed for any cleanup costs incurred by the municipality. Any group requiring the use of dumpsters must rent their own dumpster for event. Contact the City of Dawson Creek at 784-3600 to book a dumpster. You will need the address and date of the event.

Traffic Control (if required)

In Conjunction with local Police, Emergency and Fire officials map out event site to avoid traffic problems, both for event attendees and non-participants who must travel through the area. Special care must be taken concerning the placement of barriers, cones, and temporary signs.

It is especially important to keep emergency routes open for ambulances, firetrucks, and other emergency vehicles.

Law enforcement and Safety

Consult with local police officers and other emergency personnel to ensure the safety of all participants. Determine costs, if any, to be incurred as a result of additional personnel requirements. If additional costs are to be incurred, advise organizers

Food Facilities

If food will be served or sold at the event, ensure that food handling, preparation and distribution procedures comply with guidelines from the Health Department. All user groups must have a Food Permit.

If your group is looking at other food being sold in the facility, you must approve this with the Recreation Facilities Manager (both Arenas) as well as the Leasee of the Memorial Arena Concession (Only Memorial Arena). For all user groups events you should speak with Memorial Arena Concession Leasee to ensure they know the time and date to expect the participants at the facilities.

The sale of food and drinks at a public event could expose your entity to products liability. If alcohol is served, take steps to control its distribution and to protect the municipality from liquor liability. If alcohol is going to be consumed or sold a Special Occasion Permit

must be approved by Council. The availability of alcohol may necessitate additional law enforcement or safety personnel.

Wi-Fi

Free Wi-Fi is available at both facilities for the convenience of our users during facility use. Please note it is only accessible during operational hours.

15. Extra Billings: Damage, Overtime, Nets and Glass

Vandalism/Building Damage

It is our goal to minimize unnecessary wear, tear and damage and expense to the facilities. By minimizing the amount of resources (both time and money) spent on repairs, we can maximize the amount of resources spent on improving the building and services available to all those using the facilities.

The facility encourages a commitment to that goal by holding user groups accountable for any expense incurred outside safe and responsible use of the facility. When actions of groups or individual members of a team damage the facility and/or require use of additional resources those expenses will be billed back to the user group.

It is our hope that all user groups will be committed to reducing/minimizing facility damage to keep costs as low as possible for everyone who pays for the facilities including taxpayers, those who pay admission to events and user groups.

The facility prefers the damage to be curbed, to billing for the repair. Staff time will be billed at full cost including benefits. Materials will be billed at cost. A 10% administrative fee will be added.

Overtime/extra staff time as a result of groups leaving dressing rooms late.

It is not our intent that everyone who pays for the facilities including taxpayers, those who pay admission to events and user groups have to cover the extra cost incurred when a user group is not cleared out of the dressing room on time.

Staff time will be billed at full cost including benefits. A 10% administrative fee will be added.

Nets and Glass

Requests to lift the nets must be submitted in writing to the Recreation Facilities Manager or designate at least one month prior to your event. The cost for net lifting is 2hr Youth Prime Ice Rental Fee (1hr prior and 1 hr post event). No pucks are permitted on the ice during any point the nets are lifted (unless approved by administration and proper signage in place). It is our goal to try to accommodate each request; however, safety is our top priority.

Requests to remove glass must be submitted in writing to the Recreation Facilities Manager or designate at least one month prior to your event. Cost for glass removal is a minimum 1hr Youth Prime Ice Rental Fee (30 minutes to remove and 30 minutes to install). This fee may increase if additional glass is requested to be removed. No pucks are permitted on the ice during any point the glass is removed. It is our goal to try to accommodate each request; however, safety is our top priority.

16. Approval for Modifications to Private/Assigned Space

All Changes made to the private/assigned spaces require approval from the Parks and Facilities Manager and must conform to building and fire codes based on the use and designation of the space. Any work performed on City property must ensure it meets the BC Safety regulations.

Do not start work or make change that do not have prior written approval from the City, the Fire Chief and the Building Inspector.

Space cannot be used for purposes which are not designated for that use.

The purpose of this notice is to ensure that groups are not making modifications in contravention of codes. Failure to comply with request will result in corrective work at the expense of the user group and may require closure of the space until changes are made.

Private/Assigned Space will not be sublet and/or rented for any fee or exchange without written approval from the City of Dawson Creek.

17. Ice User Meetings/Requests

There will be an Ice User Meeting the beginning of April prior to all ice requests for the upcoming season and a final meeting mid-June. It is expected that all groups have a representative at the Ice User Meetings. Failure to attend the meeting will result in that organizations Ice Request to be considered last.

All user groups must submit an “Regular and Special Event Ice Request Form” by the deadline that has been set for each upcoming ice season. If requests are submitted late, they will only be considered after all other requests have been scheduled and if there are any ice slots left.

Ice Requests/Allocation will follow the approximate timeline below:

- April 30 – “Regular and Special Events” Ice Requests Due
- June 14 – Draft “Regular Week and Special Event” schedule sent to user groups
- July (third week) – Draft season schedule sent to user groups for review
- July 31 – Changes/feedback to draft schedule due from user groups
- August (second week) – Final season schedule ready
- February 1 – “Spring and Summer Ice” requests due

18. Ice Schedule Changes/Cancellations

All changes (additions and cancellations) of ice time must be done in writing through Community Services. No cancellations will be accepted over the phone.

Five working days advance (1 week) written notice is required on all cancellations of regular ice time.

Tournaments or special event cancellations require 30 days written notice.

If these requirements have not been met, and the time cannot be re-rented, the group cancelling will be charged for that ice time at the current rental rate in effect.

Email all changes to recreation@dawsoncreek.ca or fax 250-784-3692.

19. Arena Insurance Requirements

All User groups of the arena facilities are required to have insurance. This is mandatory. The certificate of insurance must include the following and a copy is due PRIOR to their first skate or they are not permitted on the ice:

- ✓ **Minimum of \$5,000,000 liability**
- ✓ **City to be named as Additional Insured**
- ✓ **An indemnification clause stating the City of Dawson Creek to be held and saved harmless**
- ✓ **30 day cancellation notice**

When serving alcohol in the arena facilities you are required to obtain Special Event Liability insurance which includes:

- ✓ **Minimum of \$5,000,000 liability**
- ✓ **City to be named as Additional Insured**
- ✓ **An indemnification clause stating the City of Dawson Creek to be held and saved harmless**
- ✓ **30 day cancellation notice**

Appendix I – Arena User Group Incident Report



Arena User Group Incident Report

Date: _____ 20____

Time of incident: _____ am / pm

Time of written report: _____ am / pm

Coach / Representative: _____ Date Incident Reported: _____

Person's name: _____

Age: _____ ☐ M ☐ F

Parent(s) name: _____ Phone #: _____

Parent(s) ☐ Present ☐ Phoned Mom ☐ Phoned Dad ☐ Were unable to contact

Witness name: _____ Phone #: _____

Witness name: _____ Phone #: _____

Ice Maker Name: _____ Notified at: _____ am / pm

Incident (Clear description of what you saw/heard and description of what you were told by whom, specify behavior, any damage done to equipment or facility, etc.):

- ☐ Unsafe behavior (i.e. running, pushing, hitting, etc.)
- ☐ Personal behavior (i.e... fighting, swearing, etc.)
- ☐ Other:

Injuries

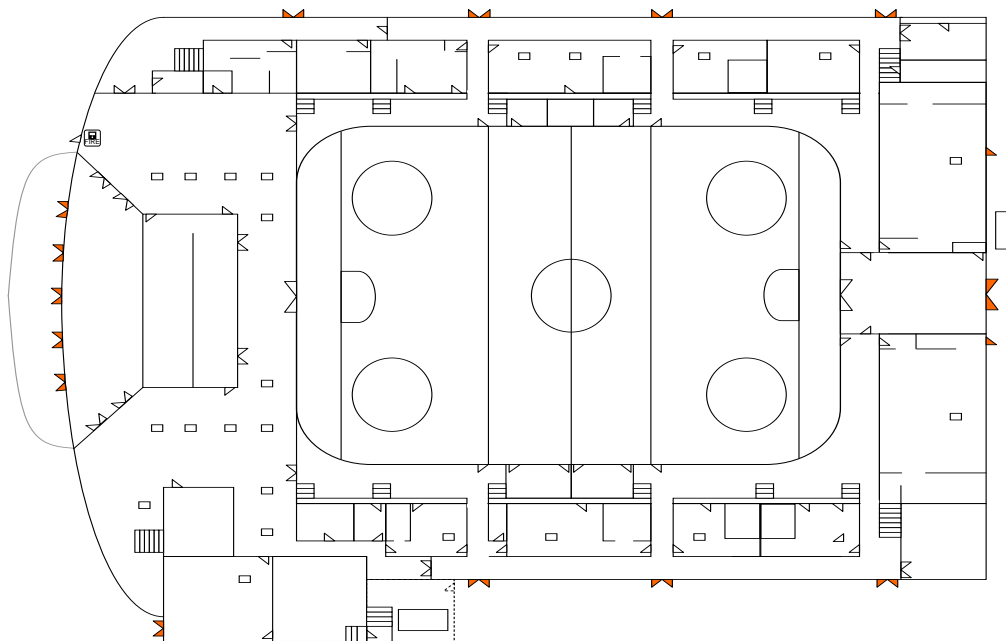
- ☐ Yes
- ☐ No

If yes please explain the injuries:

Severity of Incident (please check one):

- ☐ No First Aid Required
- ☐ First Aid Required
- ☐ Ambulance / Hospital Required
- ☐ Fatality

Mark on the Diagram with an X where the incident occurred:



Additional Information regarding Incident:

Follow-up review by Arena Foreman / Sport & Events Coordinator/ Facilities Manager:
Comments:

Date: _____ Signature: _____

Appendix II – Fire Drill Record



FIRE DRILL RECORD

USER GROUP: _____

<u>DATE</u>	<u>TIME</u>	<u>NOTES</u>

Please fill out according to the times and dates that you practice your fire drills. Each team coach or representative is responsible to practice this fire drill once a year. Within 48 hours of completing a drill return filled out form to Community Services or by emailing recreation@dawsoncreek.ca .

Thanks for your cooperation!

Appendix III - GENERAL EVACUATION PROCEDURES

1. All building evacuations will occur when an alarm sounds continuously and/or upon notification by the Emergency Response Team. Ensure all organizers and coaches understand that it is their responsibility to evacuate all players, parents, and spectators from the building.
2. Be aware of all the marked exits from your area and building. Know the routes from your work area as they are displayed in each room.
3. In case of an emergency or if directed to do so by Fire Department, activate the building alarms system. 911 will need to be called. (The alarm will call 911)
4. When the building alarms are sounded or when told to leave by Staff Member or Emergency Response Team, start to evacuate building. Ensuring that people remain calm.
 - Have the public walk quickly to the nearest marked exit (as per evacuation plan posted in each room) and meet at the Muster area (LP hockey Sticks) in the North Parking Lot.
 - As per User Guide – Responsibilities in Emergencies – Coaches should be advised to ensure that evacuation is carried out in an orderly manner and to account for their program participants
 - Advise patrons not to re-enter the building.
5. Assist persons with disabilities in exiting the building. If a person with disabilities is in building assign someone to assist them outside. Do not panic. Remain calm.
6. Once outside, move to an assigned clear area, the LP Hockey Stick in the North Parking Lot, which is at least 500 feet away from the affected building(s). Keep streets and walkways clear for emergency vehicles and personnel. Ensure all public and coaches stay with their group in assigned area and await further instructions. Get information on any reports of missing persons and advise Emergency Response Team
7. In the event of a declared emergency, an Emergency Center will be established. If you have important information to report, ensure you give to onsite commander.
8. **DO NOT RETURN TO AN EVACUATED BUILDING** unless directed to do so by Security/Event Staff.

Appendix IV – ARENA ICE SPECIAL EVENT CHECKLIST**Arena Ice Special Event Checklist**

This list must be provided to Arena Staff no later than **1 week prior to event**
(Community Services recreation@dawsoncreek.ca or fax: 250-784-3692)

Event organizer's name: _____

Contact number: _____

Team Name: _____

Event Name: _____ Event Dates: _____

FACILITY REQUIRED

Please select required locations and ensure they are BOOKED with Community Services
250.784.3604,
Recreation@dawsoncreek.ca

Note: the second meeting room in the Memorial (Alumni Room) must be booked through the Alumni Association (782-4510).

☐ **Memorial Arena:**

- ☐ Pad (rink surface)
- ☐ Meeting Room (1)
- ☐ Mezzanine
- ☐ Lobby
- ☐ Ref Room
- ☐ Dressing rooms (6) how many? _____

☐ **Kin Arena:**

- ☐ Pad (rink surface)
- ☐ Meeting Room (1)
- ☐ Lobby
- ☐ Ref Room
- ☐ Dressing rooms (4) how many? _____

Special Requests: _____

DATES AND TIMES (please indicate ALL DATES AND TIMES required):

TIMES:	Mon Date:	Tues Date:	Wed Date:	Thurs Date:	Fri Date:	Sat Date:	Sun Date:
Set Up (i.e. 7am-3pm):							
Event Starts at what time:							
Public access at what time:							

Event finishes at what time:							
Take Down (i.e. 7am-3pm)							

Initials

_____ I have read and understand the City of Dawson Creek Arena User Guide and informed all participants of the information it outlines.

_____ I have provided a certificate of insurance which includes: minimum of \$5,000,000 liability, City to be named as Additional Insured, an indemnification clause stating the City of Dawson Creek to be held and saved harmless and 30 day cancellation notice.

_____ I will ensure safety people are in place for my event as required by The City of Dawson Creek.

_____ I will ensure adequate security is in place for my event as required by The City of Dawson Creek.

_____ I understand that smoking and drinking is not permitted in the facility and I have made all participants in the event aware of this bylaw.

_____ A schedule has been provided to the Arena Staff for dressing room assignments and flood schedules.

_____ I will ensure that a "User Group Incident Report" is filled out for **ANY and ALL** injuries (on or off the ice) incurred during the course of our tournament.

Please confirm:

- Will your event be photographed or videotaped? _____Yes _____No
 - If yes, your group agrees to display signage notifying the public _____ initial
- Number of teams in your tournament: ____ Will your event require a separate female change room? ____Yes ____No
- I am requesting alcohol at my event: ____Yes ____No
 - If yes, you will need to complete the following:
 - Complete a Special Event Permit application
 - New Events - will be required to submit a request to Council for approval to have alcohol at your event (we recommend 2 months prior to your event)
 - Returning Events – may not be required to submit a request to Council
 - New & returning events must submit a request to the Recreation Manager minimum 2 months prior to your event

- I understand patrons must be out of the building @ 12:00am, clean up to be completed by 12:30am _____ initials
- Flood schedule (remember: each flood is **15 minutes** long): (e.g.: after every 2 periods of play):
- Are you using run-time, stop-time, or a combination? _____ (e.g.: stop-time for last 5 minutes of third period/run-time for the remainder of the game)
- Does your schedule timing allow for **ALL** aspects of the tournament?
(Warm-ups / injuries / fights / floods / stop-time / overtime / shoot-outs / awards)
_____ Yes _____ No
- I understand patrons must be out of the building @ 12:00am, clean up to be completed by 12:30am _____ initials
- I understand each event is reviewed and I may be required to submit an Emergency Action Plan as well as onsite safety people _____ initials

Vendors

If your event will have vendors set up they are required to obtain Vendors Insurance. It is the Event Organizers responsibility to ensure each vendor obtains this and provides a copy one week prior to the event. The certificate of insurance must include:

- written on a comprehensive basis with inclusive limits of not less than **\$2,000,000 per occurrence and not more than \$5,000,000 (depending on nature product or service)**
- contain a clause providing that the insurer will give the City thirty (30) days' prior written notice in the event of cancellation or material change
- an indemnification clause stating the City of Dawson Creek to be held and saved harmless
- The City is to be "named as an additional insured"
- The Applicant shall provide the City with a copy of the insurance certificate in a form satisfactory to the City at least ten (10) days prior to the Event.

We will have vendors set up at our event: _____ Yes _____ No If yes, please provide a complete list of Vendors

CONCESSION

If you wish to have a concession available at the Memorial Arena, you are required to contact Donna Davidson with Dee's Kitchen @ 250.784.5383. For the **Encana Events Centre** please contact Alisha Patterson 250-795-3318.

If you wish to open your own concession, you are required to provide a copy of a Temporary Food Permit to the department.

1. Will there be a concession: _____ Yes _____ No

2. Choose one of the following:

- ☐ Called concession and they: ☐ will open concession ☐ will not open concession
- ☐ Other concession will be opening (with Minor Hockey's permission)

NOTES TO USERS:

- No access to electrical rooms and or panels by anyone, without an “Entertainment Electrical Permit”.
- Electrical contractor must be a City licensed electrical contractor.
- If sub panel is required, they will be supplied by group renting facility.
- Electrical cord not permitted across walkways unless they do not create a trip hazard.
- If dressing room key is not returned, re-keying charge of \$50 per dressing room applies.
- Nothing strung or hung from rafters without protection to ensure that paint is not marred. Any damage will be repaired at expense of user group.
- **Must have insurance. Minimum of \$5,000,000 liability, City to be named as Additional Insured, and 30 day cancellation notice. Must send or bring in a copy of insurance to the Community Services Department.**
- **An arrangement for a dumpster to be placed at the facility for removal of animal waste and/or excess garbage is the responsibility of the user.** Arrangements can be made by contacting Canadian Waste at (250) 782-6488.
- If serving **Alcohol** you must have a **Special Occasion Permit** from Mayor and Council and Certified Security
- Drapes, Curtains and Decorative Material need to be "Flame tests of Flame - Resistant Fabrics and Films and conform to CAN/ULC-S109". All items must be approved by an authority having jurisdiction.

User Guide Acknowledgement Form

By signing the following, I _____

(First and last name)

Hereby acknowledge that I have read and understand, the City of Dawson Creek Arena User Guide and understand what is expected of us as a User Group. I also acknowledge that if I have any questions I will ask the Sport and Events Coordinator or the Recreation Manager.

User Group Signature

Date

Witness Signature

Date