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# HALDIMAND COUNTY

## Report CDP-07-2022 Facility Rental and Ice Allocation Policy Updates For Consideration by Council in Committee on May 10, 2022

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### OBJECTIVE:

To obtain Council approval for updates to the Facility Booking and Ice Allocation Policy.

### RECOMMENDATIONS:

1. THAT Report CDP-07-2022 Facility Rental and Ice Allocation Policy Updates be received;
2. AND THAT the Facility Booking and Ice Allocation Policy 2007-01 be amended as outlined in Report CDP-07-2022;
3. AND THAT the revised Facility Booking and Ice Allocation Policy be approved and implemented by staff.

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**Reviewed by:** Katrina Schmitz, Manager, Community Development & Partnerships

**Respectfully submitted:** Mike Evers, MCIP, RPP, BES, General Manager of Community & Development Services

**Approved:** Craig Manley, MCIP, RPP, Chief Administrative Officer

### EXECUTIVE SUMMARY:

The last review of the Facility Rental and Ice Allocation Policy was completed in 2013. Staff identified the need to review and revise the policy in 2019, and initiated community engagement and consultation; however, the pandemic delayed this process. The review work, including the consultation component, is now complete and has led to the proposed policy changes and this report.

At this time, staff recommend the following updates to reflect:

- Current and projected utilization of County facilities booked by users including arena ice, arena floor, community rooms, ball diamonds, outdoor pools, park spaces and other amenities;
- Enhancements that have been implemented by the governing bodies of a variety of minor sport groups; and
- Facility booking guidelines that have been developed to provide a set of consistent guidelines designed to ensure a fair and equitable facility booking process.

### BACKGROUND:

The purpose of the Facility Booking and Ice Allocation Policy is to assist the County in the process of facility booking and the allocation of ice time at all municipally-owned recreational facilities including arenas, community rooms, ball diamonds, outdoor pools, park spaces and amenities such as gazebos and pavilions.

Through report PED-COM-24-2013, Council passed a resolution approving revisions to the original Facility Booking and Ice Allocation Policy #2007-01. This version of the policy has been in effect since the 2013/2014 fall and winter ice season.

Since 2013, Community Development & Partnerships (CDP) staff have monitored the feedback received by facility/ice users and other County staff in regards to this policy and are recommending the updates and points of clarification (outlined below and in Attachment 1) to the Facility Rental and Ice Allocation Policy.

## ANALYSIS:

With a few exceptions, the current Facility Booking and Ice Allocation Policy has been well received by the various groups and individuals that rent the County's recreational facilities.

Beginning in 2020, staff hosted several community consultation meetings with a variety of facility/ice users and have shared the feedback gathered during the consultation process with the Regular User Groups that rent facilities on a weekly basis for their applicable sport season.

As a result of County organizational changes, several housekeeping amendments have been made to the policy including:

1. Replacing references to the Planning and Economic Department to the new departmental name of Community and Development Services;
2. Changing references to the Facility Booking Office to the Facility Booking Clerk;
3. Replacing the word 'contract' to 'permit' to reflect the terminology used by the County's reservation software;
4. Replacing references to the For Sake of Sport Policy to reflect the current Public Conduct on Haldimand County Policy; and
5. The inclusion of the option to purchase coverage through the County's Facility Users Insurance Program.

Based on feedback received from the Regular User Groups and County staff, the following points of clarification are recommended (proposed amendments in bold):

### Booking Requirements:

To streamline the process of facility booking, the need for applicants to return a signed tentative contract has been eliminated.

- All facility rentals must be made through the Facility Booking Clerk and applicants must complete a Facility Rental Application for each rental. **Once an application has been reviewed and a permit created, the rental is considered firm and subject to the cancellation restrictions in this Policy.**

The following is the final stage of the permitting process.

- **The Facility Booking Clerk will prepare a permit outlining the rental details. The permit must be signed by the applicant and returned by the date specified by the Facility Booking Clerk. Failure to return the signed permit will result in access to facilities being denied.**

The following section has been removed from the policy and added to the Terms and Conditions included in the permit:

- **Failure to vacate the premises as specified in the applicable rental contract will result in additional charges being added to the contract.**
  - **First Occurrence – Contract holder will receive a written warning.**

- **Second Occurrence – Contract holder will be invoiced in the amount of the applicable rental fee equal to one hour.**
- **Third Occurrence – Contract holder will be invoiced in the amount of the applicable rental fee equal to two hours.**
- **And so on.**

### **Payment Terms:**

The following sections have been simplified to make it easier to understand. The intent of this section has not been changed:

- **The following applies to applicants with permits that indicate charges are due on the last day of the month. For example:**
  - **Balance due November 30<sup>th</sup> but not paid within 30 days (i.e. by the end of December): Interest charges will be applied on account on January 1<sup>st</sup> and a statement will be issued;**
  - **If the balance due is not then paid within 10 days (by January 10<sup>th</sup>), services will be discontinued;**
  - **If the balance due remains unpaid 30 days after the statement is issued (i.e. end of January), the contract will be cancelled and, as per the User Fees and Service Charges By-law:**
    - The balance due, including interest, for an applicant will be applied to the property taxes of the individual who assumed personal responsibility for the contract if they own property in the County and, if not, it will be sent to collections.
    - The balance due for a Minor or Junior sports association will be sent to collections.
- **Prior to the start of a season, all seasonal user group accounts will be reviewed. If an account has not remained in good standing in the prior year, the group may be required to prepay monthly for future bookings.**

### **Seasonal Ice Allocation:**

The following sections have been added:

- **Whenever possible, community user groups will be allocated ice at the arena that denotes their affiliation.**
- **All regular user groups will be required to absorb non-prime time in order to ensure that all groups have an equal share in prime time ice. This percentage of reduction would be calculated after the base allocation formula has been calculated.**

### **Cancellation and Rescheduling of Rentals:**

#### **Staffed Facilities**

Currently, once a permit has been firmed up it can only be cancelled as a result of inclement weather. Based on increased demand by Regular User Groups and other renters, staff recommend that the following cancellation policy be implemented:

- **Cancellations and reschedules will be subject to operational requirements such as maintaining minimum rental hours and avoiding large gaps in scheduling;**
- **Tournaments and Special Events will be subject to a cancellation fee equal to 20% of the rental charges in cases where bookings are cancelled with a minimum of 30 days' notice. If less than 30 days' notice is provided, cancellations are not permitted.**

- **For all other rentals, a cancellation fee equal to 20% of the rental charges will apply to bookings cancelled with a minimum five (5) business days' notice (not including date of booking). If less than 5 days' notice is provided, cancellations are not permitted.**

Due to the impracticality of managing the following clause, it will be removed from the policy:

- **Any open ice time that is created after a cancellation by a Youth Group will be available for rental at the applicable non-prime rate. All such rentals must be for additional ice, not a substitution for ice previously booked.**

#### Staffed Outdoor Facilities

Currently, once a permit has been firmed up it can only be cancelled as a result of inclement weather. Based on increased demand by renters, staff recommend that the following cancellation policy be implemented:

- **Pool rentals will be subject to a cancellation fee equal to 20% of the rental charges, provided a minimum of five (5) days' notice is provided. Cancellations are not permitted with less than five (5) days' notice.**

#### Non-Staffed Facilities

Currently, once a permit has been firmed up it can only be cancelled as a result of inclement weather. Based on increased demand by renters, staff are recommending that the following cancellation policy be implemented:

- **Park facilities (i.e. picnic shelters, gazebos, etc.) will be subject to a cancellation fee equal to 20% of the rental charges, provided a minimum of 30 days' notice is provided. Cancellations with less than 30 days' notice are not permitted.**

#### Rescheduling

The following clause reflects a current practice not included in the existing policy:

- **If an applicant wishes to reschedule a rental, they must contact the Facility Booking Clerk to make these arrangements. Reschedules are to be considered on a "case by case" basis and approval is not guaranteed due to advanced scheduling and availability of staff. A rescheduled booking must take place within the same booking season as the original booking.**

#### **Arena Ice:**

Below is an updated definition of Prime Ice. Of note, the hours are very similar to that set in place back in 2013. The lone change is that Saturday and Sunday prime would end at 10 p.m., whereas, it presently ends at 11 p.m.

Prime Ice is defined as follows:

- Monday to Friday (5:00 p.m. to 11:00 p.m.)
- Saturday and Sunday (7:00 a.m. to **10:00 p.m.**)
- Statutory Holidays (24 hours/all day) – Requires a four-hour minimum booking; refers to all recognized statutory holidays.

#### **Tournaments and Special Events:**

The following section has been updated to reflect the current practice of rescheduling a public skate to help adult tournament organizers coordinate schedules and referees.

- Haldimand County supports tournaments and special events. Priority will be given to these events and they will be scheduled in the ice allocation calendar first (after public skates have

been scheduled). **Public skates will not be cancelled during adult tournaments; rescheduling may be possible.** Public skates may be cancelled for youth tournaments and special events.

The following is an updated list of grandfathered tournaments.

- Existing tournaments as of the 2019/20 ice season will be grandfathered (i.e. those that have happened over the last 2 years) based on their historical dates. The tournaments grandfathered are as follows:

Organization	Tournament
Caledonia Minor Hockey	Challenge Cup
Caledonia Skating Club	Carnival
Cayuga Minor Hockey	Rep Tournament Local League Tournament
Dunnville Figure Skating	Carnival
Dunnville Jr. C Mudcats	Adult Tournament
Dunnville Minor Hockey	Midget LL Tournament Novice/Atom LL Tournament
Hagersville Skating Club	Carnival
Hagersville Minor Hockey	Murray Johnson Tournament
Hagersville Oldtimers	Rock City Adult Tournament
Hootersville Hockey	Adult Tournament
Sunday Morning Hockey	Canuck Tournament

### Skill Development:

The following section has been deleted as a result of the enhancements made by the governing bodies for Minor Hockey and Ringette:

- Each Minor Hockey and Ringette association (excluding Junior Clubs) will be provided with skill development hours for the following age groups:**
  - Minor Hockey: Tyke, Novice, Atom and Pee Wee**
  - Ringette: Bunnies, Novice, Petite and Tween**

**The skill development allocation will be 5% of the annual base entitlement per organization.**

The following section has been updated as a result of the enhancements made by the governing bodies for Minor Hockey and Ringette:

- The age groupings are defined as follows:

### HOCKEY:

U5	U14
U6	U15
U7	U16
U8	U18
U9	U21
U10	
U11	
U12	
U13	

### RINGETTE:

FUN 1 & 2 (ages 4-7)  
U7  
U9  
U11  
U13  
U15  
U18  
Open (18+)

## Ice Allocation Formulas:

The changes in the Ice Allocation Formulas reflect:

- the updates in the programming model of the minor sport governing bodies (e.g. removal of former division categories – Tyke, Peewee, etc.; align with local associations' recommended time on ice for each age group); and
- the historical ice usage by the minor sport groups (e.g. based on previous allocation formula, figure skating consistently was under allocation and new formula meets their needs).

The ice allocation formulas that will be used to calculate ice time entitlement have been updated as follows:

- Local League Hockey:**

<b>U5</b>	<b>Development – 1 hour/30 participants</b>
<b>U6-U7</b>	<b>1 x 60 minute shared ice game and 1 x 60 minute shared practice/week</b>
<b>U8-U13</b>	<b>1 x 60 minute game, 1 shared ice 60 minute practice/week</b>
<b>U15-U21</b>	<b>1 x 75 minute game, 1 shared ice 75 minute practice/week</b>
<b>Other</b>	<b>1 hour/week will be allocated to accommodate the on ice set-up now required for the U5 and U6-U7 age groups where applicable</b>

- Rep Hockey:**

<b>U10-U11</b>	<b>1 x 70 minute game, 1 x 70 minute practice/week</b>
<b>U12-U15</b>	<b>1 x 75 minute game, 1 x 75 minute practice/week</b>
<b>U16</b>	<b>1 x 85 minute game. 1 x 85 minute practice/week</b>
<b>U18-U21</b>	<b>1 x 90 minute game, 1 x 90 minute practice/week</b>

- Ringette (All Local League):**

<b>FUN1</b>	<b>Development – 1 hour/30 participants</b>
<b>FUN2</b>	<b>Development – 1 hour/30 participants</b>
<b>U7-U18</b>	<b>1 x 60 minute game, 1 shared ice 60 minute practice/week</b>
<b>U21</b>	<b>1 x 60 minute game/week (no practice)</b>

*\*Note: Time for game/practice includes 10-minute flood.*

- Junior Teams:**

- A team will have 6.0 hours allocated.

- Adult Groups/Leagues:**

- A group will have 1.0 hour allocated; and
- A league will have 1.0 hour allocated per two team.

- Ice Allocation Formula for Figure Skating:**

<b>Pre Canskate &amp; Canskate</b>	<b>1 hour/30 participants/week</b>
<b>Pre Star Skate and Star Skate Junior</b>	<b>2.5 hours allocated/week</b>
<b>Star Skate Senior</b>	<b>3.5 hours allocated/week</b>
<b>Pre Power, Power levels 1 – 2, Power levels 3 – 6</b>	<b>1 hour/25 participants/week</b>

## **Community Arena Access & Ice Shortages:**

This section has been updated to include the following information:

- **Whenever possible, community user groups will be allocated ice at the Arena that denotes their affiliation.**
- **All Regular User Groups will be required to absorb non-prime time in order to ensure that all groups have an equal share in prime time ice. This percentage of reduction would be calculated after the base allocation formula has been calculated.**

## **Conflict Resolution:**

The following clause outlines the conflict resolution model and practice currently utilized during the ice allocation process and has been added to the policy for transparency:

**Conflicts that arise during the ice allocation process will be evaluated by the Facility Booking Clerk. The conflicts identified will be shared with the groups affected. Individual discussion will occur between the Facility Booking Clerk and each user group to find a resolution to the situation. The Facility Booking Clerk will act as a mediator to monitor the discussions. In the event that no resolution can be reached with mediation, each group will submit, in writing, the rationale for the requirements of the conflicted ice time. Along with the information provided, consideration will be given to the following factors:**

- **The success in which the user group ice time requests have been met, apart from the ice request in conflict;**
- **Sport(s) requirements for the groups involved, including requirements of the governing sports bodies and logistics involved;**
- **User group historical ice allocation;**
- **The age of the user groups as it relates to the period of ice time in conflict; and**
- **In the event that the conflict cannot be resolved, the final decision will fall to the Supervisor of Community Programs & Events or the Manager of Community Development & Partnerships.**

## **FINANCIAL/LEGAL IMPLICATIONS:**

Staff do not anticipate any significant financial impacts or legal implications as a result of the recommended changes to Facility Booking and Ice Allocation Policy #2007-01.

## **STAKEHOLDER IMPACTS:**

Throughout the engagement and consultation process, the Regular User Groups had the opportunity to make recommendations and discuss all of the proposed updates. The Regular User Groups support the suggested updates to the Facility Rental and Ice Allocation Policy.

The policy updates have been reviewed by the Facilities, Parks, and Cemeteries & Forestry Operations Division.

## **REPORT IMPACTS:**

Agreement: No

By-law: No

Budget Amendment: No

Policy: Yes

## **REFERENCES:**

1. [Policy No. 2007-01 Facility Booking and Ice Allocation Policy](#)

## **ATTACHMENTS:**

1. Proposed Revised Policy No. 2007-01 Facility Booking and Ice Allocation Policy.