Neighbourhood Supported Outdoor Ice Rinks

Recreation and active living enhance overall well-being.

City of London
Community Services Department
Recreation Services Division

September 10, 2002
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Background and Scope

The information contained within this document outlines administrative and operational procedures regarding neighbourhood supported outdoor ice rinks formed and maintained on City property.

The procedures laid out are meant to assist civic minded citizens and groups in providing public skating opportunities in their neighbourhoods where such initiatives enhance recreational opportunities and are consistent with the interests of the City of London. The City of London appreciates such community initiatives. Through these procedures and outlines of responsibilities, we want to assist citizens in providing ice rinks that maximize positive experiences and usage for users, volunteers and the Corporation of the City of London. It is also intended to be a guide for City staff working with citizens interested in outdoor rinks.
How is an Outdoor Community Ice Rink Approved?

1. A letter of request outlining the request and the community benefits of the proposal is submitted to the appropriate Recreation Services Community Services Manager (CSM).

2. The Community Services Manager meets with signatory to:
   i) Assess the level of interest of the Corporation in an ice rink in the area proposed.
   ii) Determine need for rink on public lands (park site or open space) as opposed to alternate location.
   iii) Outline the procedures and steps for approval and/or support for the rink.

3. City staff (from Community Services, Environmental Services and Park Planning as required) designate/identify suitable site ensuring:
   i) Reasonable freedom from hazards.
   ii) Reasonably flat surface.
   iii) Suitable water source and storage.
   iv) Access for emergency vehicles.
   v) Accessibility for community users.
   vi) Avoidance of excessive number of rinks in a given area.

   Note: Natural ice formations (e.g. natural hollows, ponds, etc.) may not necessarily constitute suitable sites.

4. Signatory fulfills pre-conditions for approval by:
   i) In the case of incorporated group:
      • Indicating a willingness to attend training session(s) provided by the City and abide by procedures developed by the City.
      • Providing name and contact information of principal contact.
      • Providing a certificate of insurance in the amount of $2 million naming the Corporation of the City of London as co-insured.
ii) In the case of an ad hoc citizens group:

- Enlisting as City of London volunteer(s).
- Indicating a willingness to attend training session(s) provided by the City and abide by procedures developed by the City.
- Providing name and contact information of principal contact.
- Providing a list of at least six (6) citizens involved in ongoing and consistent support of rink.

**Note:** The principle difference between rinks under sponsorship of the City of London vs. an incorporated group is the elevated level of control and supervision to be exercised by the City in working with ad hoc groups as opposed to incorporated groups.
City Support of Outdoor Neighbourhood Ice Rinks

The City recognizes the value of local citizens volunteering to provide additional skating opportunities and the accompanying benefits to their neighbourhoods and will assist those efforts where activities are conducted with the consent of Recreation Services.

Though these supports are intended as good will gestures and not as means of full compensation, volunteers can expect the following kinds of assistance from the City:

1) Services in Kind:
   i) Expertise on rink location, construction, and maintenance.
   ii) Resource information on rink management.
   iii) Storage space for materials, where City space is available.
   iv) Source of water and other utilities where permanent City services are available and proximate to site.
   v) Garbage cans, garbage bags, hose and nozzle as necessary.

2. Financial Subsidy of Utilities:

   In the case where water source and storage is provided by a homeowner, the City will provide a partial subsidy of up to $200 to assist with utility charges.

   The amount of subsidy will be dependent upon the rink season (e.g., an unsuccessfully established rink or poor weather conditions would merit only a portion of the total possible subsidy).

   Statements/invoices for utilities totalling at least $200 must be submitted by the volunteer providing services to the rink in order to be eligible for consideration of subsidy.

   Approved subsidies will be issued by cheque to the principal community contact for rink at end of season.
Responsibilities of City of London Departments

Once site is approved the following will be in effect:

1. Community Services Manager will manage and co-ordinate ongoing contact with community members supporting the rink by:
   i) Assisting ad hoc groups to organize.
   ii) Providing letters of acknowledgement outlining responsibilities.
   iii) Receiving, monitoring and filing completed daily log sheets provided by volunteer and alerting appropriate persons in case of concerns (e.g., Environmental Services staff contact and/or volunteers).
   iv) Acting as point of contact between City and volunteers in case of concerns or emergencies.
   v) Providing manual outlining care and maintenance of an outdoor ice rink along with daily log sheets to be completed.
   vi) Contacting Environmental Services Operations.
   vii) Process City funding assistance for project at completion of season.

2. Environmental Services operative will support operation of the rink by:
   i) Providing water source and storage from a City facility if possible and advised.
   ii) Providing initial training to individuals volunteering to support the rink operations to include:
      a) Building a rink.
      b) Risk management.
      c) Completing the daily logs.
   iii) Providing garbage cans, garbage bags, hose and nozzle to support the rink operation as necessary.
   iv) Providing weekly inspection to ensure appropriate site conditions.
   v) Providing advice on maintenance as required.
vi) Providing and posting appropriate signage indicating that “Rink is unsupervised. Use at own risk.” (Sign to be removed at end of season.)

vii) Sending to Community Services Manager the records of weekly inspection to be filed with daily log sheets.
Responsibilities of Volunteer Teams Supporting the Rink

1. Adhere to procedures as established.

2. Undergo training by the City and sign off to acknowledge roles and responsibilities.

3. Ensure ongoing commitment of at least six (6) adults from the community who agree to support the rink.

4. Provide for daily maintenance, flooding and supervision of the rink to standards acceptable to the City.

5. Complete a daily log sheet for each day of rink season and submit these weekly to Community Services Manager.

6. Provide reasonable control and clean-up of garbage and litter.

7. Maintain open emergency access route.

8. Allow access to all members of the community, through a programming plan that is consistent with City policy.

9. Follow outlined procedures, in case of any serious accident or incident (See Appendices, pg. ??)

10. Return in good repair all tools/equipment loaned by City for support of ice rink. (Entails replacement of any damaged shovels, hoses, nozzles, etc.)

11. Provide own perimeter boards (if desired).

12. Submit statement of utility spending at end of rink season to Community Service Manager.
Dealing with Unauthorized Outdoor Ice Rinks on City Property

From time to time, City staff may become aware of outdoor neighbourhood ice rinks that have not been authorized or do not conform to the procedures and responsibilities outlined in this document.

Where these cases are brought to the attention of the Recreation Services Division, it is incumbent upon a manager from that Division to take action.

The recommended course of action is to:

i) Determine if, the rink could confirm if the appropriate procedures as outlined in this manual are followed. If not, then consultation with other staff will determine if any other action is necessary (e.g. closure of rink, etc.)

ii) Meet with a community contact to outline the fact that there are processes to be followed in order to protect users, the City and involved citizens.

iii) At that point of consultation, either:

- The usual process is invoked to meet the proper requirements for City support

or

- A decision is made to shut down the operation.

iv) Council/Committee of Council would be point of ultimate appeal.

Whenever possible, with a view to service and the safety of users, City staff will work with the community to preserve this service for the neighbourhood.
Appendices
# CITY OF LONDON

## OUTDOOR SKATING RINKS DAILY LOG SHEET

### Location | Outside Weather Conditions & Temperature | Time | Day of Week | Yr | Mo | Day
--- | --- | --- | --- | --- | --- | ---

### Daily Average Attendance

<table>
<thead>
<tr>
<th>Time</th>
<th>Day</th>
<th>Daily Total</th>
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<tbody>
<tr>
<td>Morning</td>
<td>Afternoon</td>
<td>Evening</td>
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</tbody>
</table>

### Inspected | Good (✓) | Fair (✓) | Poor (✓) | Corrective Action Taken | Operator (Please Print Name)
--- | --- | --- | --- | --- | ---
| Ice Surface | | | | |
| Rink Boards/Snow Banks | | | | |
| Perimeter of Rink | | | | |
| Storage Area | | | | |
| Equipment | | | | |
| Garbage Containers | | | | |
| Signs | | | | |
| Fencing | | | | |
| Parking Lot | | | | |
| Walkways | | | | |
| Emergency Vehicle Access | | | | |

### Notes:

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### "Daily" Risk Maintenance Report

<table>
<thead>
<tr>
<th>Time</th>
<th>AM</th>
<th>PM</th>
<th>Identify Condition &amp; Corrective Action Taken</th>
<th>Operator (Please Print Name)</th>
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</thead>
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Comments: (Describe any extraordinary circumstances and action taken)
CITY OF LONDON

INITIAL TRAINING CHECKLIST
FOR USE OF INDIVIDUAL(S) CONDUCTING TRAINING

☐ Clearly outline responsibilities to involved citizens.

☐ Review contents of manual on how to build and maintain ice including the use of various tools and equipment.

☐ Review how to properly inspect ice and how to complete daily log sheets.

☐ Explain how and when to submit daily log sheets.

☐ Explain who to contact in emergencies or when major incidents occur.

☐ Ensure that all participants have signed training record and this is filed with Community Services.

<table>
<thead>
<tr>
<th>City Staff Conducting Training:</th>
<th>Training Session Attendees:</th>
</tr>
</thead>
<tbody>
<tr>
<td>Print Name</td>
<td>Signature</td>
</tr>
</tbody>
</table>

Date of Training:

Location of Training:
CITY OF LONDON
OUTDOOR ICE RINK SITE SELECTION CRITERIA

The selection of a site for your outdoor rink is very important. The following characteristics should be present:

- **Location** ... a flat, level surface of grass, soil, crushed stone, concrete or asphalt large enough to layout the total square footage of the rink. Locate the rink in a shaded area if possible as this will help to keep the ice from melting on mild days. Consider drainage pattern when the ice melts at end of season.

- **Water** ... a water source is very important and should be located as close as possible to the rink. Cold water will work fine for all aspects of flooding However, hot water if available is recommended as it will produce a better ice surface.

- **Storage** ... a place to properly store ice making equipment and supplies (shovels, scrappers, hoses, etc.) a heated storage area is best but not necessary.

- **Electricity** ... no temporary electric power or lighting connections are permitted on City property.

- **Safety** ... ensure that the rink is located in an area that is hazard free (no obstacles, poles, ditches, low tree limbs, close to roads, bottom of toboggan hills).

- **Emergency Access** ... to ensure safe entry for service and emergency vehicles.
Rink Size and Orientation

Generally speaking, rinks are traditionally rectangular or square in shape. Rectangular shape allows for a straight away and turning areas at the ends. Suggested ice surface sizes and pleasure skating capacities for outdoor rinks:

<table>
<thead>
<tr>
<th>Size</th>
<th>Size (Feet)</th>
<th>Size (Square Feet)</th>
<th>Capacities</th>
</tr>
</thead>
<tbody>
<tr>
<td>Small</td>
<td>24' x 40'</td>
<td>960 sq. ft.</td>
<td>allows for 20 skaters</td>
</tr>
<tr>
<td>Medium</td>
<td>32' x 64'</td>
<td>2048 sq. ft.</td>
<td>allows for 42 skaters</td>
</tr>
<tr>
<td>Large</td>
<td>40' x 80'</td>
<td>3200 sq. ft.</td>
<td>allows for 65 skaters</td>
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Where practical, the long axis of a rink should run in a north/south direction. This orientation will minimize the number of south facing rink boards (if rink boards are installed), which reflect the sun’s rays onto the ice surface. Note: The City of London does not supply perimeter boards for outdoor ice rinks.

Rink Surfaces

Grass or Soil

This is one of the least expensive surfaces but also the least stable. With the ice acting as a magnifying glass, the grass usually burns in the spring. To reduce the risk of damaging the turf try the following:

a) Spreading an organic fertilizer will cut down this magnifying effect and help fertilize the grass at the same time.

b) Wait for 3 – 4 weeks of freezing weather to allow grass to go dormant prior to making the ice surface.

c) Have a layer of snow at least 15 centimetres (6 inches) deep.

d) Start with a fine mist of water and gradually increase the water to a spray. This will prevent the snow from compacting on the grass.

Concrete

As found in parking lots can be a good surface to use and provides for good drainage of water when the ice melts at the end of the season. However, remember safety when selecting a site! Automobiles, slippery surfaces and ice skaters in the same area could be dangerous. This type of surface is very rough and loose. Make sure that a good base of ice has formed over the stones before skating is allowed. If there is very little snow cover loose stones beside the rink
could be tracked onto the ice surface. **Note:** Environmental Services does not maintain parking lots during the winter.

**Asphalt**

Is one of the most used surfaces when communities combine the sport of tennis and skating. The major problem with asphalt is that the dark colour absorbs the sun’s heat, making the ice soft on warm days. This can be overcome either by painting the asphalt with white wash paint or by packing down 2 inches of snow cover before the ice is made. Insufficient ice covering will allow skate blades to break through the ice and damage the surface of the asphalt. This may be important where the rink doubles as a tennis surface and where colour coatings are used. The freeze-thaw action of the ice also causes premature deterioration of the asphalt surface.

**How to Lay the First Sheet of Ice**

**Option A**

1. The temperature must be consistently below freezing. Recommended temperature is between -7° and -17° Celsius.

2. The ground must be frozen. Ideally there should e a blanket of snow 5-6 inches thick.

3. Level the snow and pack with shovel, snowshoes, scrapers, etc. This can be done by "back dragging" or patting the surface. As the ground is not always flat where rinks are erected, take the time now to level out the surface, even if it means carrying snow to level it off.

4. Now you are ready for your water. Pick a time when it is the coldest, late in the evening as opposed to mid-afternoon. Be prepared to spend considerable time at this stage as it is the most important one. Use a 1” diameter hose equipped with a nozzle capable of producing a fairly fine spray. Without the spray capability, ice production will be poor. Turn the nozzle to a fine spray and systematically begin to sprinkle the packed snow. Don’t put too much water on the first pass, just enough to dampen the surface.

Keep the hose moving. Don’t ever stop or stand still. After giving the complete area a preliminary sprinkle, stop. Return to your starting point. If it’s frozen, you are ready for another fine coat. If not, wait until the area is frozen.

**Note:** Try not to walk on the rink until a solid sheet is obtained. The snow has a tendency to crystallize and form “channels” if the snow is very light or if too much water is added at one time. If this occurs, fill the “channels” and sprinkle light with water. Continuous sprinkling with the fine coats of water will eventually give you a solid surface of ice that may be walked on. However, it will be rather rough and not suitable for
skating. At this time determine if the preliminary sheet of ice has adhered to the rink boards. If it hasn’t sprinkle lightly, adding snow as required, making sure that the water is applied to the side of the board as well as to the snow. After a solid crust has been obtained and bonding with the boards is firm, it is now time to flood.

5. Flooding is done only when it is cold enough to freeze. Start at one end of the rink and apply an even spray across the width. Spray a strip 6’ - 6½” wide. Work progressively down the rink until the entire rink has been sprayed. The flooding pattern should allow you to apply water to the complete surface of the rink without overlapping or causing you to walk on freshly watered surface (this might cause slush to build up). **Note:** If slush builds up remove it immediately.

6. After the first flood is frozen, continue adding floods until you have a 2” base of ice and the rink is somewhat flat and level. Water seeks its own level. Eventually if sufficient number of floods are applied, the rink will become flat, level and ready for skating.

**Option B**

1. The temperature must be below freezing point. Recommended temperature is between -7° and -17° Celsius.

2. The ground must be frozen. Ideally there should be a blanket of snow 5-6 inches thick.

3. Level the snow and pack. As the ground is not always flat where rinks are erected, take the time now to level out the surface, even if it means carrying snow to level it off.

4. Now you are ready for water. Pick a time when it is the coldest, late in the evening as opposed to mid afternoon. This stage is time consuming but should not be rushed. As in Option A, begin to sprinkle (a fine spray is not necessary) and systematically begin to “soak” the packed snow. As the snow is “soaked” you may begin to pack the “slush”. This is best done with a lawn roller but can also be achieved with shovels and scrapers. Working backwards, continue “soaking” the snow and packing the “slush”, being sure to cover all foot prints, etc. as well as rolling a flat even surface.

5. After the “slushing and rolling” is all finished, be sure that no one walks on the surface until it is completely frozen. Once frozen, begin flooding the surface to develop a flat, smooth sheet of ice necessary for skating. It might be necessary at this stage to chip away bumps or ridges caused by the roller, etc. Do it carefully so no to break off large chunks of your base.

6. Make sure that your ice is creating a good bond with your boards.

7. Refer to step 6 in Option A.
Maintaining a Good Skating Surface

Flood as often as possible. In this area, the time that ice will freeze properly are numbered, so when it does turn cold ... FLOOD, FLOOD, FLOOD. Build up the sheet’s thickness so that on mild days the rink can withstand the sun without patches of earth showing through and chunks breaking off the surface.

Caution: Make certain that each flood is frozen solid prior to adding another.

- The ice surface must be scraped clean of all snow, ice chips, flakes and dirt before flooding. A steel scraper is recommended. (Make sure the edge of the scraper is straight.)

- With a broom (use a good, stiff corn broom or stable broom) sweep around the boards removing snow that the scraper has left behind. This part of the ice is seldom skated on and every precaution must be taken to ensure that is does not build up into a ridge. By sweeping, you are allowing the water to form a good bond with the boards. If you don't sweep, chances of a gap or space between your boards and the ice surface forming is greatly increased.

- It is very important, when removing the snow for the ice surface, not to block the entrance used by the vehicles. Throw the snow clear of this entrance. The entrance for emergency access must be kept clear at all times.

- Good ice is clean ice, not covered by dirt or litter. This is primarily a participant concern, however, proper supervision will increase awareness and lessen the maintenance frustrations.

- Smoking on the ice surface should be discouraged as a lit cigarette butt can melt and mar a good skating surface.

- Be aware that many individuals using the rink will be wearing boots or rubbers rather than skates. Restrict the use of salt or sand in areas such as walkways, the equipment storage area, parking lot, etc. otherwise this salt or sand will eventually end up on your rink causing you maintenance problems.

- "An Ounce of Prevention" ... Ongoing repairs to cracks and chips in the ice surface is more desirable than attempting to repair damages to the ice surface through flooding alone.

The Steps for Repairing a Crack, Chip or Hole are:

1. Sweep or clean the hole of all snow or ice chips.
2. Mix a slush mixture of snow and water.
3. Pack the slush in the hole.
4. Level off the slush with a shovel, trowel, hockey stick or puck, etc.
5. (Optional) Sprinkle with a light flood of water.
6. Keep people from skating on the spot until frozen (see diagram).
• Water Run Off ... Sometimes, due to the nature of the terrain on which the rink is built; the water is continually seeping through the snow, under the boards and "running off". This occurs when there is a marked slope in the ground or where the boards do not sit flush to the earth.

• Shell Ice ... During your flooding, whether it be on your initial sheet or ongoing throughout the winter, be aware of shell ice. Shell ice occurs when for some reason or another, an air bubble is frozen into the surface. Shell ice is characterized by a white patch of thin brittle ice that is easily broken. When broken, the layer of ice underneath is exposed.

**How do you Deal with Shell Ice?**

1. Break the surface.
2. Remove the brittle ice completely.
3. Pack solid with a mixture of snow and water.
4. Level with shovel, trowel, hockey stick, etc. and remove excess slush.
5. Avoid stepping or skating on this area until frozen solid (see diagram).

• Don’t allow the snow banks to become too high. Periodically lower them by pushing the snow, from the top, farther away from the surface. This will lessen the amount being dragged back onto the surface by participants as well as facilitate easier cleaning.

• During mild spells, boards sometimes come loose. Freeze them into place as soon as possible. This will insure the rink’s shape being constant and also reduce the operating cost of replacing boards that disappear.

**Care of Equipment**

There is nothing more frustrating than attempting to do a proper job at anything with equipment that is broken, without the proper equipment or with insufficient equipment. This definitely applies to ice rink maintenance. The proper care of equipment will insure that when it is required, it will be available. Consider the following hints or suggestions on proper maintenance:

• Never leave any equipment out overnight.

• Every piece of equipment should have a place in the storage room and when not in use should be returned to it.

• Never allow shovels or brooms to be left lying around. By elevating the hose nearest the tap and walking towards the nozzle, any water remaining within the hose will drain. This will minimize excess water or ice build up near or in the storage area.

• Be certain that the water is shut off completely after every use.
• Keep the storage area clean and tidy at all times. Proper care of the storage area and equipment not only increases the life expectancy but is contagious as well. If the participant sees that the rink storage area and equipment are properly cared for, chances are they will also treat it in the same manner.

• If smoking is allowed in your storage area, make sure proper containers are supplied for ashes and butts. Clean these containers periodically, but not by dumping them outside the storage area. Use the containers that are provided for refuse.

• Before you leave for the evening, make sure all the lights are out; both on the ice surface and in the storage area.

• Don’t leave the storage area unlocked and unattended. If the rink has been cleaned, the nets in place, etc., there is no reason for the equipment storage area to be accessible. Your judgement on this point is important.

• If you have hockey nets at your rink, make sure they are treated like all other pieces of equipment. Don’t allow them to be abused and when not in use, should be removed from the ice surface. Place them in storage every night.

• Periodically check all equipment for damages, especially the hockey nets. If caught in time, a minor repair is preferable and less expensive than a major one.

• If you use straw brooms for sweeping around the edges, remember that they do not last forever. Eventually they will begin losing their straw. The presence of large amounts of straw when flooding will reduce the quality of your ice. Change your brooms when this begins to occur.

• Rink signs announcing rules and hours of operation should be fastened securely out of reach of participants. Eight to ten feet above the ground is the minimum height recommended.

Problems

Some of the more common problems are:

1. Your nozzle doesn’t fit, doesn’t work or is leaking.
2. Your hose leaks or has a split.
3. Your water line is frozen or has burst.
4. Your scraper or shovel handle gets broken.
5. The storage area or ice surface has been vandalized.

Outdoor Operations Division will provide reasonable assistance and advice during normal day-time work hours (Monday – Friday). This does not extend to replacement or repair of damaged equipment that is not from the City.
HOW TO REPAIR HOLES, CRACKS, OR SHELL ICE

OH OH

Clean

Pack Slush

Level

Sprinkle

NO Skating
PEBBLING

1st layer

3rd-4th layer

final layer
FLOODING

1. Keep nozzle close to surface
2. Very little water pressure
3. A yard/pass

Water Flow

→ → →
pattern utilized by individual flooding
Dear __________________:

Thank you for volunteering to support the neighbourhood outdoor ice rink located at

(Park/Open Space Name and Address)

In an effort to help you in your efforts and to minimize risks to yourself, the City and users, the City has established procedures for authorizing, establishing, maintaining and supervising community supported outdoor ice rinks.

The attachments to this letter outline the responsibilities you and the City will need to fulfill in order to ensure a successful project. Issuance of this letter acknowledges the City supports the project provided the required conditions are met.

These responsibilities will be reviewed in a training session City staff will provide you. Signed acknowledgement of attendance at that training session will indicate your agreement to the required conditions.

At the training session you will be provided with a package containing the tools and information to make your project success and minimize risk.

Best of luck on the project. I am your contact should you have further questions or require assistance.

Sincerely

Manager of Community Services

cc:  Outdoor Operations Division
     Facility Services Division
     Parks Planning Division
     Risk Management Division
     Area Manager

The Corporation of the City of London
Office 519.661.1234
Fax 519.661.1234
manager@city.london.on.ca
www.city.london.on.ca
INCORPORATED GROUP VOLUNTEER FORM
OUTDOOR COMMUNITY ICE RINK SUPPORT

Re: Outdoor Community Ice Rink at: ____________________________
(Location of Rink)

By signature of the authorized signing officer below,

__________________________________
(Name of Incorporated Organization)

(__________________________) agrees with respect to the above mentioned rink to:
(Incorporation Number)

1. Follow all City of London instructions and procedures relative to safety.
2. Notify the City of London if unable to continue the volunteer service.
3. Release the City of London from any liability related to activities of club members in support of the rink.
4. Inform all project members of all orientation and/or training sessions offered and have at least six (6) group members in attendance.
5. Fulfill responsibilities regarding the rink as outlined in the training manual provided and as confirmed in the Letter of Acknowledgement issued.

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<tr>
<th>Name of Organization</th>
<th>Mailing Address</th>
<th>Phone No.</th>
<th>Fax No.</th>
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For the organization:

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<th>Name</th>
<th>Phone No.</th>
<th>Mailing Address</th>
<th>Position in Organization</th>
<th>Signature</th>
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<tbody>
<tr>
<td>Last</td>
<td>First</td>
<td>Home Bus.</td>
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Witnessed by:

______________________________  ____________________________
City Representative            Date
AD HOC GROUP VOLUNTEER FORM
OUTDOOR COMMUNITY ICE RINK SUPPORT

Re: Outdoor Community Ice Rink at: ____________________________________________
(Location of Rink)

By provision of the information and signatures below, the signatories agree with respect to the above mentioned rink, to:

1. Follow all City of London instructions and procedures relative to safety.
2. Notify the City of London if unable to continue the volunteer service.
3. Attend all orientation and/or training sessions offered.
4. Fulfill responsibilities regarding the outdoor community ice rink as outlined in the training manual provided and as confirmed in the Letter of Acknowledgement issued to each volunteer.

Principal contact for volunteer group, who agrees to act as communication liaison:

<table>
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<tr>
<th>Last Name</th>
<th>First Name</th>
<th>Home Phone No.</th>
<th>Business Phone No.</th>
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Mailing Address: ____________________________________________

Signature: ____________________________ Date: ________________

Other Volunteers:

<table>
<thead>
<tr>
<th>Name</th>
<th>Phone Number</th>
<th>Mailing Address</th>
<th>Signature</th>
</tr>
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<td>Last</td>
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<td>Home</td>
<td>Bus.</td>
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Witnessed by:

_____________________________ ____________________________
City Representative Date

Date Equipment Loaned: ________________ Date Returned: ________________
Loaned out: __________________________ Returned: __________________________

_____________________________ ____________________________
Receiver City Employee's Signature
CITY OF LONDON

WHAT TO DO IN CASE OF ACCIDENT OR INCIDENT

If a problem arises during business hours, volunteers should call the appropriate Recreation Services office:

West Office 661-5913  East Office 661-2362

Deal with medical emergencies immediately by calling “911” from the nearest phone. (Pay phones do not require 25¢ to call 911).

If the problem arises during the evening or on weekends, please call the City’s emergency dispatch number at 661-4965 and ask for a Recreation Services Community Services Manager to be notified. This number is to be used in extreme situations only (e.g. first aid emergencies). If the situation can wait until the next business day, please do so.

In all cases, be prepared to give the following information:

1. Your name and phone number.
2. The name and location of the park site.
3. The problem – as you see it.

Note: It is important that all persons involved in maintaining, flooding and operating the rink carefully complete the daily log sheets documenting the work performed. The log sheets you provide to the Community Services Manager will be kept in City files. This documentation, along with completed, signed accident/incident report forms will be maintained for reference should any injury become the basis of a future law suit.