

# Community Outdoor Rinks

## Manual and User Guide



**City of Quinte West**

Community Services & Strategic Partnership  
Public Works Department

[facilitybookings@quintewest.ca](mailto:facilitybookings@quintewest.ca)

613-392-2841

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## Purpose of the this Guide

This guide provides:

1. Instructions and forms for making an application to the City to establish a community outdoor rink
2. Instructions to an approved Volunteer Team to build and maintain a community outdoor rink on municipal land, including standard operating procedures, training, and health and safety standards

## Section One: Getting Started

1. Establish a Volunteer Team consisting of a minimum of four adults. Designate a principal contact to be the liaison between the Volunteer Team and the City.
2. Complete page 1 of the **Community Outdoor Rink Application Form** and submit it to the City by email to [facilitybookings@quintewest.ca](mailto:facilitybookings@quintewest.ca) no later than November 1.
3. Location of the outdoor rink needs to meet the criteria outlined in the Outdoor Rinks Policy.
4. Once a tentative outdoor rink location has been agreed between the City and the Volunteer Team via the principal contact, the City will post a notice of the proposed outdoor rink on site with the City and Volunteer Team contact for a minimum of 2 weeks.
5. If no major objection received, the applicant shall sign provide liability waivers, provide a Police Record Check for all members of Volunteer Team, provides insurance coverage.
  - o For insurance coverage, the applicant may either purchase an insurance coverage through the City by contacting [facilitybookings@quintewest.ca](mailto:facilitybookings@quintewest.ca) or call 613-392-2841 x4910 or alternatively provide insurance coverage in which the City is added as an insurer for \$5 million general liability insurance.

**Please note:** insurance coverage will need to be purchased yearly prior to the season start to renew the same community outdoor rink location.

6. Schedule time with the City to receive the initial training on how to operate a rink including how to build and maintain ice surface.
7. Review the remainder of the user guide for inspection and log requirements, how to report an incident and other health and safety procedures.
8. The Volunteer Team will be responsible for operating the approved community outdoor rink, including building and maintaining the rink through the season (i.e. clearing snow and flooding ice surface).

Signage will be posted by the City at the beginning of the season to use the rink at own risk and any prohibited use.

Any other equipment required such as shovel(s), hose(s), and spray nozzle(s) may be loaned



from the City (if available), but returned at the end of the season in the same condition as received, taking into account normal wear and tear.

## Section Two: Standard Operating Procedures

### Rink Size

See Outdoor Rinks Policy for details.

### Site Surface

Outdoor rinks are not permitted on:

- Any type of sports field
- Any type of sports courts (tennis, basketball, etc.)
- Any body of water (ponds, lakes, rivers or other)
- An area that may pose a risk of flooding the parkland or neighbouring residences

### Ice Building and Maintenance

#### How to Apply the First Sheet of Ice

1. Do not begin before there is sufficient frost on the ground, which typically requires 7 to 10 consecutive days of minus 10 degree Celsius or lower.  
The rink may not be opened before the third week of December (weather permitting).
2. Make sure you are wearing all the proper safety gear needed for this task, including safety boots, safety glasses, gloves, ice cleats and safety helmet.
3. Clear the surface thoroughly of all snow and allow the ground to freeze.
4. Initial floods should be applied heavily, allowing water to pool slightly in lower areas.
5. Once these pooled areas have frozen sufficiently, start flooding again. You should be able to walk on pools without cracking or breaking the ice.
6. Water should now be applied evenly to the entire surface, spreading water from side to side, walking backwards away from fresh floods.
7. Allow each flood to sufficiently freeze so that walking on it does not crack or break it.
8. Continue to apply water in light even sheets, until sufficient thickness is achieved. Ensure there are no dark areas where you can still see ground (surface must be white). Once the area is covered properly with ice, skating will help to smooth out little bumps.



## **Flooding and Maintaining the Ice Surface**

1. Scrape and clean snow, ice chips, flakes and dirt before flooding. The cleaner the ice surface, the smoother the surface when flooding.
2. Pull hose to the far end of the rink, then flood moving backward.
3. Flood as often as possible, ideally when the weather is coldest. Make sure that each layer is frozen before flooding again. The more floods the better, to sustain ice during mild periods.
4. Make sure the rink surface is thick enough to withstand the sun exposing patches of earth on milder days.
5. Do not allow the snow banks to get too high. Lower them by pushing the snow from the top away from the surface.
6. If using boards, check to make sure they do not become loose, especially during mild weather. Freeze them in place as soon as possible.
7. Volunteers may use motorized snow blowers to clear snow from the ice.

## **Repairing a Crack, Chip, or Hole**

If the ice becomes chipped or cracked or develops a hole, follow these repair instructions:

- a. Sweep or clean the hole of snow or ice chips
- b. Prepare a slush mixture (snow and water)
- c. Pack the slush in the hole
- d. Level the slush with a shovel
- e. Sprinkle lightly with water
- f. Protect this area from skaters until frozen



## **Repairing Shell Ice**

Shell ice can occur when an air bubble freezes to the ice surface and appears as a white, thin layer of ice that can be easily broken. To repair the shell ice, break and remove it and follow the instructions for *repairing a crack, chip or hole* above.

## **Assistance and Advice provided by the City**

The City will provide reasonable assistance and advice during work hours on the following:

- a. Problems with nozzles and hoses
- b. Ice maintenance and weekly inspections
- c. Snow clearing as needed when snowfall accumulation is 15 cm or more and after all other municipal snow clearing priorities have been addressed
- d. Vandalism to ice surface or storage area

## Section Three: Rink Rules

### Rink Access

1. Outdoor rinks must be made available to all those who wish to use them, in accordance with the specified rink type (pleasure skating or hockey), during allowable hours.
2. The City encourages Volunteer Teams to post a rink schedule, including opening and closure dates and times.
3. Volunteer Team members should prevent people from skating on the ice when it is mild in order to preserve the surface. If the ice is unsafe for use, the Volunteer Team members are responsible to close the rink and notify the City of the ice closure, condition and post signage to warn other potential users.
4. Access to a rink may only be denied by the City to an individual or group for conduct that includes, but is not limited to:
  - a. Abuse or harassment of park visitors, City staff or volunteers
  - b. Destruction or vandalism of property
  - c. Unsafe practices or behaviour that is in violation of law

### Rink Tidiness

1. Volunteer Teams have a responsibility to keep rink sites clean by picking up garbage and debris as part of their maintenance activities.
2. No smoking, alcohol or foul language is permitted on the ice or in the change room and/or washroom.

### Rink Inspections

1. Volunteer Teams will conduct weekly inspections of ice surface and change rooms and/or washrooms (if applicable) to identify deficiencies, hazards and damages and to ensure site cleanliness and security.
2. Weekly inspection log sheets must be completed and submitted to the City (Schedule A).
3. The City will conduct weekly inspections to check rink quality and overall tidiness and care.

## Section Four: Equipment

### Care of Equipment

1. All equipment must be kept in a secure place when not in use. Never leave equipment out overnight. Never allow shovels or brooms to be left lying around. A light snowfall will hide them and increase the probability of loss or breakage.
2. Elevate the hose near the tap and drain excess water from the hose to minimize ice build-up near or in the storage area. While waiting between floods, place the hose in the snow bank away from surfaces.
3. Turn off the water completely when not in use.

4. Keep the storage area tidy at all times.
5. Turn off any lights in the skating or storage area, if equipped.
6. Do not leave the storage room unattended and lock it at the end of the evening or upon leaving the area.
7. Periodically check all equipment for damages and repair as required.
8. If the rink has been designated for hockey use, the Volunteers must supply, store and secure hockey nets and other related equipment. Don't allow them to be abused and when not in use, they should be removed from the ice surface. Place them in storage every night. The City is not responsible for this equipment.
9. If the rink is to be flooded from a private source, please ensure hoses, nozzles and any other equipment are not left in the park after flooding. Store the equipment in a warm environment after use to reduce the risk of frozen water clogging the equipment.

## Equipment Provided by the City

The City may provide the following services and loan the following equipment to Volunteer Teams, if available, provided that it is returned to the City in the same condition, recognizing normal wear and tear.

- a. Rink boards (only for hockey rinks and a level 1 type community outdoor rink)
- b. Hose and nozzle
- c. Garbage cans and bags
- d. Signage (skate at own risk, or other)



## Section Five: Training

### Training Checklist

The City will provide training to Volunteer Teams to clearly outline responsibilities of the City and the Volunteer Team and to review forms and instructions in this guide, including:

- a. How to properly build and inspect ice (including how to install rink boards, if applicable)
- b. How to complete weekly inspections and log sheets
- c. How to report an accident/incident
- d. How to contact the City for assistance

## Health and Safety Procedures

The primary function of a risk management program is to prevent accidents while providing a safe environment for Volunteers and the general public. Volunteers are required to identify, correct (where possible) and report potential hazards to the City. In order to maintain the safety of the public the following is recommended:

- a. The general public should not be on or using the ice while Volunteer Team members are flooding, clearing snow from or repairing the ice.
- b. Volunteers should wear appropriate clothing for winter temperatures, including safety boots, safety glasses, gloves and safety helmet.
- c. Volunteers should not work alone in the interest of their personal safety.



## Working in Cold Temperatures

1. Working under cold conditions can lead to various injuries or health effects, which are collectively known as cold stress. The hazardous effects of cold on the body may include dehydration, numbness, shivering, frostbite, immersion foot (trench foot), and hypothermia. Hazards associated with cold stress are categorized into systemic and local effects. Local effects impact the part of the body where the exposure to cold is the greatest.
2. How to recognize cold stress: Shivering is the body's response to cold stress and serves as a protection mechanism by increasing the rate of metabolism. Be on guard for cold stress if volunteers or members of the public are shivering because it's a good sign of cold stress and possible hypothermia.
3. If cold stress is observed, get to a warm environment, drink warm non-alcoholic liquids and seek medical attention as needed.

## Lifting Techniques

Improper lifting techniques can lead to back, leg and arm pain. Poor technique can cause both acute injury, and serious chronic effects. The following lifting techniques will help you avoid these problems:

- a. Size up load. Determine the appropriate weight by tipping the container or lifting one end of the item. If you think the item is too heavy to lift or too difficult to handle, obtain additional help. If help is unavailable, leave the item and report the incident to the City.
- b. Take a good stance. Ensure that you are standing on solid footing, legs shoulder width apart, with one foot further back than the other.
- c. Get a firm grip. Ensure that you have a secure hold on the item. Use your whole hand not your fingertips to grasp the item.
- d. Keep your back straight. If you must bend, bend at the hips. Do not bend your back.
- e. Tuck in your arms and elbows. This gives your arms as much strength as possible.
- f. Use leg muscles to lift. Push with the rear foot as you lift.
- g. Hold the load close to your body. This will help to maintain proper balance.
- h. Do not twist the body. To change direction, shift the foot position and turn the whole body.



## Section Six: Accidents and Property Damage

### When to Report an Accident

1. Whenever a member of the public or volunteer is injured or hurt. The form should be filled out and emailed to [facilitybookings@quintewest.ca](mailto:facilitybookings@quintewest.ca), or a copy given to, the City
2. In any situation where there is property damage
3. If in doubt, complete the form (Schedule B)

### Submitting an Accident / Incident Form

Submit the completed form to the City by email: [facilitybookings@quintewest.ca](mailto:facilitybookings@quintewest.ca). The City will send you an email to confirm receipt of the form. See Schedule B for Incident Form.

### Reporting Serious Accidents or Major Property Damage

1. In the case of any serious accident, injury or death call 911
2. In the case of major damage to property contact the City's customer service line: 613-392-2841.

Complete and submit the accident/incident form.

## Schedule A: Weekly Inspection and Log Sheet

Park Name / Rink Location:	Date of Inspection:	Time:
Weather conditions:	Current temperature:	No. of users:

Inspected	Acceptable Condition	Poor	Corrective Action Taken
Ice Surface condition			
Signage			
Emergency access			
Notes:			

Inspected by: \_\_\_\_\_

(print name)

Email inspection and log sheet to [facilitybookings@quintwest.ca](mailto:facilitybookings@quintwest.ca)

## Schedule B: Incident Form

CITY OF Quinte West  
Incident Report Form (non-employee)

Complete this form within 72 hours of an incident on City property that resulted in injury to a non-employee or damage to City property. Email [facilitybookings@quintewest.ca](mailto:facilitybookings@quintewest.ca).

### A. Incident/accident information

Date: \_\_\_\_\_ Time: \_\_\_\_\_ Location: \_\_\_\_\_

Were the police present at the scene?  
If yes, name of officer: \_\_\_\_\_

### B. Who is reporting the incident/accident?

Name: \_\_\_\_\_ Phone number: \_\_\_\_\_  
Department: \_\_\_\_\_ Extension: \_\_\_\_\_

### C. Did anyone witness the accident?

Name: \_\_\_\_\_ Phone number: \_\_\_\_\_  
Name: \_\_\_\_\_ Phone number: \_\_\_\_\_  
Name: \_\_\_\_\_ Phone number: \_\_\_\_\_

### D. Complete this section if there was a personal injury

Name of person(s) injured: \_\_\_\_\_ Type of injury: \_\_\_\_\_  
Describe what happened that caused the injury. Provide as much detail as possible:

Was the person(s) given emergency medical attention?  Yes  No

If yes, by whom? \_\_\_\_\_

Describe treatment: \_\_\_\_\_

Did an ambulance attend the scene?  Yes  No

Was the person taken to a hospital or clinic?  Yes  No

If yes, where was the person taken? \_\_\_\_\_

By whom? \_\_\_\_\_

### E. Complete this section if there was damage to City property

Type of property:  Park  Building  Vehicle  Sidewalk  Street

What was damaged?

Describe what happened that caused the property damage. Provide as much detail as possible.

## Schedule C: Volunteer Agreement / Release and Waiver Form

Name of Outdoor Rink:

### THE CITY OF QUINTE WEST Volunteer Agreement/Release and Waiver Form

I, \_\_\_\_\_ (full name) am applying to perform duties for the Corporation of the City of Quinte West as a volunteer for a **community outdoor rink** as per the Outdoor Rinks Policy. **I fully understand my responsibilities to maintain the rink during the season and agree to the following:**

- i. That I will not be participating in volunteer activities in the capacity of a City employee or independent contractor.
- ii. That I will not receive any remuneration, salary, wage or payment or any employee benefit whatsoever, or be covered by Work Place Safety and Insurance Act.
- iii. That except as authorized, I will not use City facilities and equipment or divulge or make any use of confidential information.
- iv. That I will immediately notify the appropriate City supervisor of any incident that involves personal injury or property damage during my volunteer duties.
- v. That either the City or myself may terminate my volunteer activities at any time.
- vi. I acknowledge that volunteer activity may involve personal risk of damage or injury. Notwithstanding this acknowledgement, I hereby release the City, its councilors, employees and agents from all claims for damage or injury to myself resulting from my participation as a volunteer, unless such damage or injury is caused solely by the gross negligence of the City.
- vii. I have read and understand the Community Outdoor Rinks Manual and User Guide and Outdoor Rink Policy.
- viii. Allow all members of the community free and unlimited access to the rink during regular operating hours in accordance with policy standards unless otherwise determined by the City.
- ix. Maintain the rink base at the size approved by the City.

**BY SIGNING THIS FORM, I ACKNOWLEDGE HAVING READ, UNDERSTOOD AND AGREED TO THE ABOVE CONDITIONS, RELEASE AND WAIVER, FOR THE VOLUNTEER ROLE THAT I AGREE TO PERFORM FOR THE CITY OF QUINTE WEST.**

Volunteer Signature \_\_\_\_\_ Date \_\_\_\_\_

Witness Signature \_\_\_\_\_ Date \_\_\_\_\_

To the extent that the foregoing information constitutes person information as defined in the Municipal Freedom of Information and Protection of Privacy Act, R.S.O. 1990, Chapter M.56, as amended, the information is subject to the provisions of the Act and will be used for the purposes indicated or implied by this form.