

Policy Manual

1. Overview

(i) Constitution and Bylaws

The Outdoor Ice Oval Society of Prince George (“OIOS”) was formed in 2005 and is governed by the provisions of the Societies Act of British Columbia. In case of disagreement between the Constitution/Bylaws and the Policy Manual, the Constitution/Bylaws are the final authority.

(ii) Purposes (as per OIOS Constitution)

- a. To promote outdoor skating as a recreational, fitness and competitive sport in Prince George, in particular, and northern British Columbia in general
- b. To design, finance, construct and operate a refrigerated outdoor ice skating facility in Prince George that is also suitable for summer in-line roller skating

(iii) Mission Statement

“To promote a healthy, active lifestyle through the provision and maintenance of the outdoor ice oval for recreational skating for all ages. To enable the development of athletes at all levels including recreational, novice and high performance”.

(iv) Policy Manual

The OIOS Board of Directors will review the Policy Manual annually, normally before the Annual General Meeting, and major policy changes will be introduced to the membership at that time.

(v) Membership

Annual memberships to the OIOS are available at a cost of five dollars (\$5.00). As well, by purchasing a “season’s pass” a person will also become a member of the Society. The membership year is from November 1st to October 31st. An OIOS volunteer may become a member of the Society by paying annual membership dues (\$5.00) or by purchasing an annual season’s pass. In the case of a family season’s pass, a second person may also become a member of the Society. The costs of annual membership dues, day use fees and season passes costs will be determined at the Annual General Meeting of the Society.

(vi) Executive

Directors of the Board are elected yearly at the Society’s Annual General Meeting and meet at least quarterly to oversee the business of the OIOS. The Board of Directors appoints authorities to sign business cheques on behalf of the Society.

(vii) Annual General Meeting

The OIOS will hold an Annual General Meeting (AGM) as per the Societies Act of British Columbia. The date, time and location will be announced on the OIOS website as well as in the local newspaper.

2. Responsibilities of OIOS Members and Volunteers

(i) General

All members and volunteers of the OIOS must conduct themselves in a respectful manner in their dealings with the general public, community partners, other stakeholders and each other.

(ii) Abuse/Waste/Fraud

Members and volunteers of the OIOS will protect all Society assets and property from waste, loss and improper use. They will not take advantage of their position to seek a fraudulent personal gain through an improper use of OIOS assets.

(iii) Ethical Code of Conduct

Members and volunteers of the OIOS are expected to be familiar with, and adhere to, the Ethical Code of Conduct. Each individual has a responsibility to report suspected violations and OIOS adheres to a no-reprisal approach to those persons reporting.

OIOS Ethical Code of Conduct

- Treat others with respect and dignity, honoring choices and rights
- Communicate with non-labelling, easily understood language
- Advocate for fairness for all individuals
- Honor diversity and individualism. Share ideas and listen to others ideas. Look for ways to make ideas work
- Maintain confidentiality
- Support people to build and maintain healthy relationships
- Work in a cooperative and encouraging manner when collaborating with other organizations
- Take responsibility for your actions and act with integrity

Disputes or Concerns

Should an individual become concerned about safety, inappropriate conduct or an oval management issue, the President of the OIOS should be contacted as soon as possible. (pgoval@gmail.com)

In the case of a dispute between volunteers, the President and one other member of the executive selected by the President (or two members of the executive should the President be involved in the

dispute) will meet separately with each party and will attempt to negotiate an agreement between the parties. If an agreement cannot be reached, or if the dispute is damaging to the operations of the oval, the entire OIOS executive will meet to develop a plan that may include one or both parties relinquishing their volunteer positions.

(iv) Conflict of Interest

The affairs of the OIOS shall be carried out so as to promote the aim and purposes of the Society and the Society shall not carry out activities for the purpose of personal financial gain of its members. Members, volunteers and Board members are expected to conduct themselves with the greatest ethical standards and are responsible for disclosing a potential conflict to the President before embarking on activities that might be questionable. In the case of the President, such disclosure shall be made to the Board of Directors.

(v) Confidentiality

“Personal Information” means information identifying individuals including their name, address, phone number(s) and email address.

The OIOS will collect and use personal information from its members and volunteers that directly relates to or is necessary for an OIOS activity. The OIOS will reasonably ensure the accuracy, privacy and security of personal information collected.

3. Volunteer Recruitment and Retention

The OIOS relies heavily on volunteers in conducting its business and activities. Without the support of dedicated volunteers, the OIOS would not exist and the Board of Directors is committed to providing a safe, supportive, collegial environment for all its volunteers.

(i) Orientation

Volunteers will be matched with the OIOS activity that best suits their interests, skills and abilities. All volunteers will be given a tour of the OIOS facility (equipment building, skate rental area, OIOS contact list location, Canfor House etc.) and will be provided with a Volunteer Handbook (Appendix A). All volunteers will be asked to sign an OIOS Volunteer Agreement (Appendix B).

(ii) Training

All volunteers will be informed on safety & security procedures/practices and will be provided with adequate training on any equipment before going solo on that equipment. Additional training and/or

safety instruction will be provided at the request of the volunteer. Volunteers will be scheduled for specific activities by mutual consent and appropriate supervision will be provided.

(iii) Disputes

Volunteers should be encouraged to attempt to resolve any disagreements with the person involved. If this proves unsatisfactory, they should follow the dispute mechanisms as outlined in this policy manual and the Volunteer Handbook.

4. Facility Safety and Security

The OIOS provides security for the buildings at the Ice Oval facility. The Society will ensure that all personnel are aware of the security measures in place as well as the procedures to follow on a daily basis while at the facility. All personnel contribute to ensuring that the OIOS equipment and the facility are kept in a well maintained, safe order and should ensure that any safety hazards are dealt with promptly. If the hazard requires specialized attention to be fixed, the President of the Board of Directors should be notified.

- Surveillance cameras will be utilized at the Outdoor Ice Oval facility.
- The Construction Association Building will be monitored by an alarm system. The alarm should be set to ready by the last person leaving the building. The doors to the building should also be kept locked when the building is not in use.
- The Canfor House will be opened in the morning and locked in the evening as per the ice oval's operating hours.
- A master key for the doors to the Construction Association building as well as the four digit alarm code for the building will be provided to individuals on an as needed basis.
- Padlocks will be used to maintain security at the oval fence gates.
- Keys for padlocks and the Construction Association building will be issued to volunteers on an "as needed" basis as approved by the Board of Directors and the Chief Icemaker. A record of all keys issued will be maintained by the Board of Directors.

5. Facility Use Fees

Once yearly, normally at the AGM, the OIOS Board of Directors will approve a fee schedule for public use of the oval. This fee schedule will include drop-in skating, season pass, school group, and society membership fees. The OIOS Board of Directors will also approve a schedule of skating times at the same meeting.

The operation and maintenance of the ice oval is performed by volunteer labour, but there are significant costs involved in making this recreation facility available to the public and to specific user groups, including insurance, fuel, equipment and building maintenance costs. Therefore, it is expected

that specific user groups, especially those who request exclusive use or limited access of the ice oval, will pay a fee for the privilege of using the ice oval. This fee will be negotiated by the user group and the OIOS Board of Directors and will depend on the number of hours of use and special requirements. For requirements other than ice preparation (e.g. marking lines for racing), it is expected that the user group will assist the ice oval maintenance crew with volunteer labour.

The OIOS encourages the use of the ice oval by school groups during normal school hours, and as such offers a discounted user fee for school groups. School group leaders will be asked to complete a form with the date of use and the number of skaters.

Appendixes

- A. Volunteer Handbook
- B. Volunteer Agreement
- C. Ice Maintenance Volunteer Application

Appendix A.

Welcome to the Outdoor Ice Oval Society of Prince George

Volunteer Handbook



Thank you for volunteering at the outdoor ice oval in Prince George. We look forward to a season of great ice and a facility that is well used by the public.

The safety and sustainability of volunteers is a primary concern of the Outdoor Ice Oval Society of Prince George (OIOS) Board of Directors. This handbook is meant to provide information regarding the limitations of insurance coverage, and to provide a set of operating procedures that we require all of our volunteers to follow for their own safety.

1. Insurance

It is important for volunteers to be fully aware that in the event they are injured while performing ice maintenance or other volunteer duties, the OIOS has no insurance coverage for medical problems or lost time at work.

Should a skater be injured and sue the OIOS and/or its volunteers, the City's liability insurance policy will cover you as a volunteer.

2. Equipment operation

2.1 Personal Protective Equipment (PPE)

All volunteers working in the vicinity of heavy equipment (water truck, zamboni, bobcats) must wear high visibility safety vests and use hearing protection. Vests, ear protection and ice grippers are available in the Construction Association Equipment Building – please return after each use. Ice grippers must be worn when working on the ice, or anywhere outside where ice may build up on sidewalks and other surfaces. Volunteers should wear clothing appropriate for the weather conditions, including gloves.

2.2 Heavy equipment use and training

The current heavy equipment owned by the OIOS includes:

- Two bobcats with loader, brush, blade and blower attachments.
- One three ton water truck.
- One Zamboni.

Volunteers operating the hydrant to fill the water truck must be certified through the City of Prince George hydrant certification program.

Volunteers using the Zamboni should attend the practical training session organized by the OIOS, and work with an experienced operator prior to operating the Zamboni on their own.

Volunteers using the bobcat should attend the practical training session organized by the OIOS. Instruction in safe and efficient use of the blade, snow thrower and brush attachments will be provided.

The following safety guidelines apply to work around heavy equipment:

- The ice oval will be closed to all skaters during any flooding and heavy equipment snow clearing operations. Skaters are not allowed on the ice when heavy equipment is operating. Skaters may wait in the Canfor House during ice maintenance, if the maintenance occurs when the gate to the oval is open.
- All ice maintenance volunteers will work in groups of 2 or more.
- The lights are programmed to turn off at 10:30 pm nightly. For ice maintenance, lights must be turned to manual operation then returned to auto on completion of the maintenance.
- Accidents or near-misses must be reported to the OIOS President (pgoval@gmail.com) as soon as possible.
- Equipment is to be completely turned off prior to any maintenance work, including removal of clumped snow.
- Equipment is never to be left running while unattended.

3. Ice Making

3.1 Chief Ice Maker

A "Chief Ice Maker" will be named by the OIOS executive at the start of each season. This person will have experience with equipment operation, best ice making practices, and will be willing to organize and lead teams of volunteer ice makers. The Chief Ice Maker will have the final word on daily ice maintenance techniques and approaches, but should consult with other ice makers.

3.2 General Ice Making Procedures

Generally, applying light sprays of water that quickly freeze is the best maintenance method. Applying vast amounts of standing water should be avoided as this water will trap air during the freezing process creating a less dense sheet of ice that will not endure a warm spell. Additionally, too much water will also create "shale ice" - ice on top trapping air beneath. Attention to ambient temperature is important, as applying too much water in extreme cold conditions will create "ice boils" that cause cracks and heaves as the water freezes too quickly.

Uneven spots on the oval surface can be removed by shaving with the Zamboni.

Maintenance work will be conducted on a regular schedule and as needed basis based on the following factors:

- Temperature: Optimal flooding temperatures range from -7° to -17° C. Periods of thaw require careful diligence to ensure the safety of skaters and protection of the ice surface. Allowing access to poor ice conditions poses serious risk to skater safety.
- Snowfall: Minor or trace amounts of snowfall will not require removal until regularly scheduled maintenance times. Snow banks at the outer perimeter should not be allowed to

become too high, although a small snow bank is desired for the protection of skaters.

- Cracks or other tripping hazards: Ongoing repair to cracks, holes or other surface irregularities should be done as soon as the crack or hole is identified by a volunteer. Small cracks and chipped out holes can be repaired with a mixture of snow and warm water. Tools and a bucket are available in the Construction Association Equipment Building.
- Clean ice: Dirt, litter or other foreign objects should be removed as soon as possible to enhance safety, prevent ice deterioration, and to not damage skate blades.
- Usage: Periods of increased utilization, for example during the Prince George Iceman, or speed skating meets, will require greater maintenance. A maintenance plan for these events will be developed by the Chief Icemaker.

3.3 Decisions about ice maintenance and opening the oval to public access during marginal weather conditions

Under normal winter weather conditions where the temperature is significantly below zero, especially at night, ice maintenance including truck floods and conditioning with the Zamboni leads to high quality ice and maintenance or enhancement of ice volume. However, under marginal weather conditions, where the temperature comes above zero for most of the day, and often part or all of the night, some ice maintenance approaches intended to produce a better quality ice, can result in reduction of long term ice volume. The intent of these guidelines is to outline priorities for ice making and maintenance to assist ice makers with making decisions during marginal weather conditions.

The priorities for ice making and maintenance should be aligned with the mission of the Outdoor Ice Oval, which is as follows:

To promote a healthy, active lifestyle, through the provision and maintenance of the outdoor ice oval for recreational skating at all ages. To enable the development of athletes at all levels including recreational, novice and high performance.

In fulfilling this mission the OIOS has the goal of making the “best ice possible” (see considerations below) without compromising total ice volume and longevity of the skating season.

Similarly, the OIOS desires to make the oval available for public use as much as possible, providing that opening for public use will not significantly compromise ice volume and longevity of the skating season.

3.4 Considerations for “best ice possible”

The following should be considered in order to make the “best ice possible” during marginal weather conditions.

- a) The “best ice possible” for public use may be less than ideal (e.g., rough) if, given warm temperatures, it is unwise to flood with either the Zamboni or the water truck;
- b) It may be unwise to flood when the ambient temperature is insufficient to freeze the water quickly and when the temperature differential may cause too much cold to be drawn from the ice itself;

- c) As a general rule, if water applied to the ice surface is expected to take longer than one hour to freeze then flooding should be avoided.

The one exception to these guidelines is when the OIOS is involved in a sanctioned competition, in which case ice quality will take precedent over maintenance of volume and longevity of the skating season, but this reversal of priorities should only last for the duration of the competition.

4. Skate Rentals and Skate Host

Skate rentals are available to the public when volunteers are available to run the rentals. The OIOS will attempt to have rentals available for specified periods on the weekends.

Duties of rental shop volunteers include:

- Assisting renters with sizing
- Ensuring the skate rental form is completed fully
- Reviewing the check boxes on the form with each renter
- Selling season passes
- Checking skates for sharpness once returned, and marking skates that need to be sharpened

In addition, volunteers may:

- Sharpen skates if properly trained and willing
- Perform any cleanup that needs to be done
- Interact with the public, encouraging participation

Procedures for taking money and completing forms are available on the rental table.

Should skate rental/host volunteers observe unsafe activities (e.g. skating in the wrong direction, jumping into snow banks with rental skates) or prohibited activities (e.g. hockey, smoking), the volunteer is encouraged to politely inform the person that their conduct is either not allowed or not safe. Volunteers are not expected to police behavior. If a volunteer has a significant concern about a person's behavior, they should contact the OIOS President or other executive member as soon as possible. Contact information is posted by the telephone in the office. In situations where there is immediate risk to a person's safety, 911 should be called.

5. Special Events

5.1 Special Events Coordinator

A Special Events Coordinator will be named by the executive of the society at the beginning of each skating season. The person may be a society member or board member and will be responsible for coordination of OIOS activities that are needed for special events such as the Prince George Iceman and long track skating meets. The Coordinator should have knowledge of, or be willing to learn, the ice oval requirements for speed skating meets and the Iceman, with regard to line marking on the ice as well as facility layout and set up. The Coordinator will be responsible for any OIOS special event and will have the authority to make decisions necessary for event preparation, including closure of the ice oval. Decisions to close the oval will be in consultation with the Chief Ice Maker. The Coordinator will work in

partnership with the City of Prince George, Blizzard Speed Skating Club and other groups involved with special events.

5.2 Event Organizer

The Special Events Coordinator will have the authority to appoint an Event Organizer for any individual event that requires additional work by volunteers of the OIOS to assist with the actual organization of activities for the event.

6. Disputes or Concerns

Should a volunteer become concerned about a safety, ice maintenance, or oval management issue, the President of the OIOS should be contacted as soon as possible (pgoval@gmail.com).

In the case of a dispute between volunteers, the President and one other member of the executive selected by the President (or two members of the executive should the President be involved in the dispute), will meet separately with each party to determine what happened and to hear each side. Following these meetings, the two executive members will attempt to negotiate an agreement between the two parties. If an agreement cannot be reached, or if the dispute continues and is damaging to the operations of the oval, the entire OIOS executive will meet to develop a plan that could include requiring one or more volunteers to relinquish their volunteer position.

Appendix B.

Volunteer Agreement

_____ (name of volunteer) and the Outdoor Ice Oval Society of Prince George have agreed to enter into a voluntary relationship. The intention of this agreement is to assure that we appreciate you're volunteering with us and to indicate our commitment to do the best we can to make your volunteer experience with us a positive and rewarding one.

The Outdoor Ice Oval Society accepts your voluntary service beginning _____ (Date).

Your role as a volunteer will be:

_____ Ice Maintenance

_____ Equipment Maintenance/Repair

_____ Skate Rentals

_____ Other (Please specify) _____

This volunteer work is designed to assist the Outdoor Oval Society of Prince George with fulfilling its mission which is *"to promote a healthy, active lifestyle through the provision and maintenance of the outdoor ice oval for recreational skating at all ages and to enable the development of athletes of all ages including recreational, novice and high performance"*.

Responsibilities of Outdoor Ice Oval Society of Price George

- To provide the training necessary to assist you in meeting the responsibilities of your volunteering role (The Volunteer Handbook provides details of the OIOS).
- To define appropriate standards of our service, to communicate them to you and to encourage you to achieve and maintain them as a part of your voluntary work.
- To do our best to help you develop your volunteering role with us and to be flexible in how we use your volunteering
- To endeavor to resolve in a fair and just manner any problems, disputes or difficulties which may be encountered while you volunteer with us in accordance with the procedures set out in the Volunteer Handbook.

Responsibilities of Volunteer

- To perform my volunteering role to the best of my ability.
- To abide by the policies, procedures and rules of the Outdoor Ice Oval Society of Price George
- To comply with the following expected standard of ethical conduct at all times while volunteering with the Outdoor Ice Oval Society of Prince George:
 - Treat others with respect and refrain from negative/disparaging remarks or conduct
 - Refrain from any behavior that constitutes harassment or sexual harassment
 - Adhere to all Federal, Provincial and Municipal laws

The parties acknowledge that this agreement is not intended to be legally binding and may be cancelled at any time at the discretion of either party. Neither of us intends any employment relationship to be created either now or at any time in the future.

Agreed to: _____
Volunteer Signature

_____ On Behalf of OIOS

Date: _____

Appendix C



Ice Maintenance Volunteer Application

Name: _____

Email Address: _____

Home Phone: _____

Cell Phone: _____

Skills/Experience/Interest:

Preferred Shift(s):

Monday: ___ 9:00 – 11:00 a.m. ___ 8:30 – 10:00 p.m.

Tuesday: ___ 9:00 – 11:00 a.m. ___ 8:30 – 10:00 p.m.

Wednesday: ___ 9:00 – 11:00 a.m. ___ *6:00 p.m. (Blizzards)

Thursday: ___ 9:00 – 11:00 a.m. ___ 8:30 - 10:00 p.m.

Friday: ___ 9:00 – 11:00 a.m. ___ 8:30 – 10:00 p.m.

Saturday: ___ 8:00 – 10:00 a.m.

Sunday: ___ 8:00 – 10:00 a.m.

Comments:
