

September 21, 2020

Report To: Mayor and Council

From: Aaron Bisson, Manager of Recreation and Culture

RE: Fall 2020 Arena Ice in procedures and recommendations – updated information

The Community Services Division put forth a recommendation at the September 14, 2020 meeting and Council has asked to have more information provided before approving a recommendation.

The report showed 76 ice time slots available for use but realistically the users will fill closer to 65 of those time slots due to available times and blocks that are suitable for the groups needs. This will result in a reduced revenue compared to prior year of \$148,000 to \$181,000, based on a standard one hour charge which has been suggested.

The Town has received a grant worth \$463,100.00 under the Safe Restart Agreement. This funding is for the entire organization and is intended to be used to pay for items including but not limited to lost revenue and additional expenses. Within the Community Services Division alone there is between \$400,000 and \$500,000 of lost Revenue and additional expenses to date and we have not yet re-opened the Sister Kennedy Centre or the Museum at this time. The \$400,000 to \$500,000 figure does not include any subsidy to the ice users or other auditorium or pool users.

If a decision is made to not charge any additional fees to the ice user groups, the Community Services Division would need to remove the additional fees that are being charged to other user groups in the pool area and the auditorium who have been advised they will be required to pay for the cleaning costs associated with their areas.

Additional funding may not be available next year for COVID costs causing the tax base to shoulder the entire burden of these additional costs or lost revenues. A \$148,000 to \$181,000 reduction to revenues or increase to expenses is approximately a 1.5% to 1.8% increase to the tax base to cover the additional ice user costs.

In 2019, The Memorial Sports Centre had approximately 600 users between the three main ice user groups which relates directly to roughly 500 households in the Town. We have a total of 3835 taxable properties in the Town which means that the ice users represent approximately 13.04% of the taxable population.

The Town currently subsidizes the Ice Surfaces at a 60% level meaning we are only passing on approximately 40% of the true cost of operating the arenas to the users.

Respectfully Submitted,

Aaron Bisson

Aaron Bisson
Manager of Recreation and Culture

1.5 hour time blocks												
	Rate	Revenue at 65 Slots/ week	Revenue in 2019	Estimated Cleaning cost/Week including materials			Gain/Loss over 2019 numbers - Students	Gain/Loss over 2019 numbers - Caretaker	Gain/Loss over 2019 numbers - Facilities attendant	Total Impact over a 6 month or 26 week season - Student Arena attendant	Total Impact over a 6 month or 26 week season - Caretaker	Total Impact over a 6 month or 26 week season - Facilities Attendant
hours CHGed	\$ 103.41			Student Arena Attendant	Caretaker	Facilities Attendant						
1.5	\$ 155.12	\$10,082	\$11,405	\$1,000	\$1,900	\$2,300	-\$2,323	-\$3,223	-\$3,623	-\$60,386	-\$83,786	-\$94,186
1.25	\$ 129.26	\$8,402	\$11,405	\$1,000	\$1,900	\$2,300	-\$4,003	-\$4,903	-\$5,303	-\$104,076	-\$127,476	-\$137,876
1	\$ 103.41	\$6,722	\$11,405	\$1,000	\$1,900	\$2,300	-\$5,683	-\$6,583	-\$6,983	-\$147,767	-\$171,167	-\$181,567

September 8, 2020

Report To: Mayor and Council

From: Aaron Bisson, Manager of Recreation and Culture

RE: Fall 2020 Arena Ice in procedures and recommendations

The Community Services Division has put together the process of how a return to play/use of the ice facilities within the Memorial Sports Centre will be able to be facilitated. We are hoping to have a tentative ice in date of Monday October 5, 2020. A detailed document which will be provided to all ice users with the appropriate information on how they will enter and interact with our facility has been attached to this report for your information.

We have two options the first being blocking 2 hours of ice time for each regular 50 minute time block, and the users would be required to pay for two hours of ice time. The cost of an hour of ice is \$114.92 plus HST, under this scenario the cost to the organizations will essentially double. The user groups have indicated that they will not be able to operate under those circumstances as the financial burden would be too high.

Fifteen minutes are required on each side of the ice users using the ice for intake and departure requirements. The remaining time will be used for cleaning and sanitizing the facility to ensure a safe/secure return to arena use. We will stagger bookings by 30 minutes between the two ice surfaces to allow for intake and departure of the groups without having them interact with each other. Based on the demand from our ice users we are able to reasonably utilize both of our ice surfaces.

In 2019 the facility generated \$209,471 of revenue for the ice season. The potential impact is as follows: in 2019 we had 99.25 hours/week of ice time booked, 16.5 hours of that time was during the day or off peak. That would leave 82.75 hours of peak hours that was utilized in 2019. With our 2 hour blocks we would be able to offer 58 time slots during peak times which means we would not be able to accommodate 24.75 hours of time that had been traditionally booked by users, thus each user would receive less ice time than they generally would be getting. Three of our regular users cannot commit to ice time in 2020 and are hoping to be able to operate their programs beginning 2021. This would affect 7.5 hours of ice time during peak time in 2020, which means that the ice time we would not be able to satisfy would be reduced to 17.25 hours. The user groups have indicated they cannot pay for 2 hours of ice and get only 1 actual hour of ice time.

In order to facilitate the cleaning and maintenance of our ice plants and arena areas there will be a requirement for additional cleaning staff. This additional staff will be an increased cost over our budgeted amounts thus driving up the cost to operate the ice surfaces. In order to complete our cleaning, we require a new dedicated staff member during the time we have users in the building. We are hoping to hire additional rink attendants (students) to fill part of the cleaning role. There are an additional 58 hours per week for the peak ice time cleaning. Ideally we would like to fill this cleaning time with rink attendants, this will add an additional cost of \$800 per week plus cleaning materials which we expect to cost approximately \$200 per week. We have in the past had a very difficult time hiring rink attendants, currently we have two committed to returning and need two more for our regular rink duties so we essentially will be looking to hire four more which may be a difficult if not impossible task. We may be required to hire a caretaker position or two to cover the additional 58 hours of cleaning required. The caretaker position if we needed to hire this position would cost an additional \$1700 per week plus cleaning materials. The caretaker position has also been difficult to hire

traditionally so it is possible we may have to hire an attendant to do the additional cleaning above the additional attendant we are seeking which would add an additional cost of \$2,100 per week plus cleaning materials.

For the 2 hour time slots as seen in the table attached to this report the potential best case scenario ranges from a profit of \$926/week over prior year to a loss of \$7,040/week. Over a 26 week season we would be looking at a range of \$24,069 profit to a loss of \$183,031. These are best case scenario's based on all 58 time slots being utilized every week. Under this scenario we know that we are unable to satisfy the demand we are seeing from our users.

Option 2 would be if we have two people doing the cleaning duties we could cut the time down to 1:30 minutes blocks allowing additional time slots to be opened up and the arena to satisfy more of the demand we are seeing. It would also increase the revenue potentially which could offset some of our additional costs of operating under COVID. The 30 minute savings represents approximately a 25% savings in time which could potentially add 18 time blocks for our users for a total of 76 per week.

For the 1.5 hour time slots as seen in the table attached the potential best case scenario ranges from a profit of \$696/week over prior year to a loss of \$4,971/week. Over a 26 week season we would be looking at a range of \$18,093 profit to a loss of \$129,248. These are best case scenario's based on all 76 time slots being utilized every week.

The health unit has been provided a copy of our Ice In plan and participation requirements and has given us comments back on this document. Based on their comments we will be able to operate under their guidelines and provide the required level of sanitation/disinfection with a 1.5 hour time slot.

Recommendation

The Recreation and Culture Manager recommends to Mayor & Council to accept the Fall 2020 Arena Ice in procedures and recommendations as outlined in this report and for the CSEC committee to recommend one of the fee blocks outlined in this report.

Respectfully Submitted,

Aaron Bisson

Aaron Bisson
Manager of Recreation and Culture

Council approval of this report will agree to the recommendation of the Community Services Executive Committee to approval of the Fall 2020 Arena Ice in Procedures, recommending to the user groups to delay the start of the U9 and younger programs and to charge 1.5 hours of ice time for each 50 minute ice time period. It is understood that the fee's being charged and the "no spectators" rule will be revisited two weeks into the ice season.

Option 1 - 2 hour time blocks												
	Rate	Revenue at 58 Slots/ week	Revenue in 2019	Estimated Cleaning cost/Week including materials						Total Impact over a 6 month or 26 week season - Student Arena attendant	Total Impact over a 6 month or 26 week season - Caretaker	Total Impact over a 6 month or 26 week season - Facilities Attendant
hours CHGed				Student Arena Attendant	Caretaker	Facilities Attendant	Gain/Loss over 2019 numbers - Students	Gain/Loss over 2019 numbers - Caretaker	Gain/Loss over 2019 numbers - Facilities attendant			
2	\$ 229.84	\$13,331	\$11,405	\$1,000	\$1,900	\$2,300	\$926	\$26	-\$374	\$24,069	\$669	-\$9,731
1.75	\$ 201.11	\$11,664	\$11,405	\$1,000	\$1,900	\$2,300	-\$741	-\$1,641	-\$2,041	-\$19,256	-\$42,656	-\$53,056
1.5	\$ 172.38	\$9,998	\$11,405	\$1,000	\$1,900	\$2,300	-\$2,407	-\$3,307	-\$3,707	-\$62,581	-\$85,981	-\$96,381
1.25	\$ 143.65	\$8,332	\$11,405	\$1,000	\$1,900	\$2,300	-\$4,073	-\$4,973	-\$5,373	-\$105,906	-\$129,306	-\$139,706
1	\$ 114.92	\$6,665	\$11,405	\$1,000	\$1,900	\$2,300	-\$5,740	-\$6,640	-\$7,040	-\$149,231	-\$172,631	-\$183,031
Option 2 - 1.5 hour time blocks												
	Rate	Revenue at 76 Slots/ week	Revenue in 2019	Estimated Cleaning cost/Week including materials						Impact over a 6 month or 26 week season - Student Arena attendant	Total Impact over a 6 month or 26 week season - Caretaker	Total Impact over a 6 month or 26 week season - Facilities Attendant
hours CHGed				Student Arena Attendant	Caretaker	Facilities Attendant	Gain/Loss over 2019 numbers - Students	Gain/Loss over 2019 numbers - Caretaker	Gain/Loss over 2019 numbers - Facilities attendant			
1.5	\$ 172.38	\$13,101	\$11,405	\$1,000	\$1,900	\$2,300	\$696	-\$204	-\$604	\$18,093	-\$5,307	-\$15,707
1.25	\$ 143.65	\$10,917	\$11,405	\$1,000	\$1,900	\$2,300	-\$1,488	-\$2,388	-\$2,788	-\$38,678	-\$62,078	-\$72,478
1	\$ 114.92	\$8,734	\$11,405	\$1,000	\$1,900	\$2,300	-\$3,671	-\$4,571	-\$4,971	-\$95,448	-\$118,848	-\$129,248



Ice In Plan and Participation Requirements

The Town of Fort Frances continues to monitor and adapt to the guidelines and recommendations of the Northwestern Health Unit, Province of Ontario and Federal Government. Our operating guidelines may be adjusted and/or changed as required at any time.

General Arena Guidelines

- Participants/parents/guardians/coaches/instructors will be required to complete a self-screening check before entering the facility. If you are feeling unwell, have symptoms of COVID-19, are waiting for a COVID-19 result, or have been in contact with someone who has symptoms or has tested positive for COVID-19, you will not be permitted to enter the facility. These procedures will be posted as you enter the facility.
- Participants/parents/guardians/coaches/instructors must practice physical distancing of 2 meters (6 feet).
- Participants/parents/guardians/coaches/instructors must sanitize hands upon entering and exiting the facility. Frequent hand washing and sanitizing while in the facility is highly recommended.
- Participants/parents/guardians/coaches/instructors must follow traffic flow and spacing instructions that are clearly marked with stickers and signs.
- Masks must be worn in the lobby and seating area by all facility users.
- Participants/users must come to the arena dressed and ready to play/skate. Skates, helmets and gloves can be put on upon arrival in the designated areas. Face masks can be removed when helmets are put on and must be put back on once helmets are removed. Hockey goalies are permitted to put on their chest protectors and goalie pads on in the designated areas. No equipment/hockey bags will be allowed in the facility.
- If accessing a child or youth program, only 1 parent/guardian per child will be permitted to enter the building, to assist with donning of skates, once this is complete the parent will be asked to leave the building and return to pick the child up at the end of their scheduled ice time. Siblings will not be allowed to accompany the 1 parent/guardian.
- Participants must have their own clearly marked water bottles.
- The sharing of equipment or sticks is not permitted.
- The user group or ice renter will be responsible for screening participants and tracking attendance and contact information using templates provided by the Town, this information must be available upon request.
- Frequently touched surfaces and washrooms are cleaned and sanitized regularly by Town of Fort Frances staff, specific washrooms will be designated and clearly indicated for each ice surface.
- At this time dressing rooms will be closed for use unless specifically indicated within this document. Dedicated dressing rooms used by the user groups in years past will not be permitted at this time.
- Any games that are played will be non-contact – physical contact between players is prohibited.
- At this time showers will be closed for use.
- At this time spectators will not be allowed in the facility to watch events.

- No gathering or loitering in parking areas or public areas before, during, or after your activity.
- Water fountains and canteen are not available.
- Each user group will provide the Town with plans on their “Response” if someone shows sign, develops signs or tests positive for COVID-19, and on “Communication” on how the organization will inform all official departments.

General Ice Usage Guidelines

- A maximum of 30 skaters/players will be allowed on the ice at any time (plus coaches). If a team or user group requires more than the 30 person limit an application in writing must be made and approved by the Recreation and Culture Manager.
- Participants are to arrive at the facility no more than 15 minutes before their designated ice time, they are expected to be fully dressed when they enter the facility with the exception of skates, helmets and gloves. The other exception being goalies who are also able to put their pads and chest protector on within the facility.
- Users are expected to bring an equipment they will be using with them each time they practice/play. You will not be allowed to store items at the facility.
- No spitting on the bench or on the ice will be permitted.
- Players are not allowed to take their helmets or gloves off while on the ice.
- There will be no shaking of hands before or after any game.
- There will be no ‘contact or battle drills’ practiced. Only skill drills are permitted.
- Players/skaters on-ice behavior is the responsibility of the coach/instructor.
- Participants are to leave the facility promptly (within 15 minutes) after their designated ice time.
- Score keepers/penalty box attendants must wear a mask while in these areas.
- The press box if used will be limited to two individuals who must maintain physical distancing.

Entering the building Guidelines - for practice on the 52 Canadians Arena

- A designate from the team/organization will make an appointment to be let into the building with front desk staff at the MSC. All other participants/coaches/parents/members will enter the building through the 52 Canadians doors and not the main MSC doors.
- The designate will be responsible for screening the individuals at the 52 Canadians Entrance and ensure Contact tracing forms have been obtained from every person who enters the Building.
- The designate will be required to ensure that they are not letting anyone into the building prior to the designated time. (if the ice time is scheduled for 7:00, admittance

into the building will happen no sooner than 15 minutes prior to the scheduled ice time or beginning at 6:45 in this instance.)

- The participants will be allowed to put on their skates, helmets and gloves in the 52 Canadians change room LOBBY where there will be chairs set out to aid in putting on skates and adhere to social distancing requirements.
- Once a parent/guardian has assisted in lacing up the skates if required, they must immediately leave the facility through the main lobby and out the front doors of the MSC.
- All users will exit the building through the 52 Canadians lobby and then through the front doors of the Memorial Sports Centre.

Entering the building Guidelines - for games on the 52 Canadians Arena

- A designate from each team/organization will make an appointment to be let into the building with front desk staff at the MSC. All other participants/coaches/parents/members will enter the building through the 52 Canadians doors and not the main MSC doors.
- The designate(s) will be responsible for screening their teams/group at the 52 Canadians Entrance and ensure Contact tracing forms have been obtained from every person who enters the Building.
- The “home” team for a game will be required to have the referees and time keepers on their list of screened individuals and ensure they are asked the screening questions in accordance with the COVID guidelines.
- The designate will be required to ensure that they are not letting anyone into the building prior to the designated time. (if the ice time is scheduled for 7:00, admittance into the building will happen no sooner than 15 minutes prior to the scheduled ice time or beginning at 6:45 in this instance.)
- One team will be assigned the 52 Canadians change room LOBBY and the second team will be assigned the 52 Canadians main lobby area. The participants will be allowed to put on their skates, helmets and gloves on in these areas and there will be chairs set out to aid in putting on skates and adhere to social distancing requirements.
- Once a parent/guardian has assisted in lacing up the skates if required, they must immediately leave the facility through the main lobby and out the front doors of the MSC.
- All users will exit the building through the 52 Canadians lobby and then through the front doors of the Memorial Sports Centre.

Entering the building Guidelines - for practice on the Ice for Kids Arena

- A designate from the team/organization will make an appointment to be let into the building with front desk staff at the MSC. All other

participants/coaches/parents/members will enter the building through the 52 Canadians doors and not the main MSC doors.

- The designate will be responsible for screening the individuals at the 52 Canadians Entrance and ensure Contact tracing forms have been obtained from every person who enters the Building.
- The designate will be required to ensure that they are not letting anyone into the building prior to the designated time. (if the ice time is scheduled for 7:00, admittance into the building will happen no sooner than 15 minutes prior to the scheduled ice time or beginning at 6:45 in this instance.)
- The participants will be allowed to put on their skates, helmets and gloves in the Lakers hallway. There will be chairs set out to aid in putting on skates and adhere to social distancing requirements.
- Once a parent/guardian has assisted in lacing up the skates if required, they must immediately leave the facility through the main lobby and out the front doors of the MSC.
- All users will exit the building through the front doors of the Memorial Sports Centre.

Entering the building Guidelines - for games on the Ice for Kids Arena

- A designate from each team/organization will make an appointment to be let into the building with front desk staff at the MSC. All other participants/coaches/parents/members will enter the building through the 52 Canadians doors and not the main MSC doors.
- The designate(s) will be responsible for screening their teams/group at the 52 Canadians Entrance and ensure Contact tracing forms have been obtained from every person who enters the Building.
- The “home” team for a game will be required to have the referees and time keepers on their list of screened individuals and ensure they are asked the screening questions in accordance with the COVID guidelines.
- The designate will be required to ensure that they are not letting anyone into the building prior to the designated time. (if the ice time is scheduled for 7:00, admittance into the building will happen no sooner than 15 minutes prior to the scheduled ice time or beginning at 6:45 in this instance.)
- One team will be assigned the Lakers hallway and the second team will be assigned the borderland skating hallway. The participants will be allowed to put on their skates, helmets and gloves on in these areas and there will be chairs set out to aid in putting on skates and adhere to social distancing requirements.
- Once a parent/guardian has assisted in lacing up the skates if required, they must immediately leave the facility through the main lobby and out the front doors of the MSC.

- All users will exit the building through the front doors of the Memorial Sports Centre.

Entering the building Guidelines - for referees/linesmen/scorekeepers/penalty box operators

- Referees/linesmen/scorekeepers/penalty box operators will all enter the building through the 52 Canadians entrance. They will not be allowed to enter the facility any earlier than 15 minutes prior to the scheduled ice time.
- Referees/linesmen/scorekeepers/penalty box operators must have their information provided to the home team and will be part of the home teams intake process. They must complete their screening prior to entering the building.
- scorekeepers/penalty box operators will be required to leave the facility within 15 minutes after the conclusion of the game and exit through the main Memorial Sports Centre Doors.
- Referees/linesmen will be required to leave the facility within 15 minutes after the conclusion of the game and exit through the 52 Canadian's Hallway north exit door. Please be advised that you must be mindful of Zamboni traffic in this area.
- Referees/linesmen must come dressed and ready for the games. They will be allowed to put their skates/helmets on in the building but must be otherwise dressed for the game.
- Referees/linesmen will use the referee's room in the Lakers hallway area between the two ice surfaces.

Failure to follow these guidelines may result in contract cancellation and removal from the facility. The Town of Fort Frances reserves this right at all times.