

# **Town of Halton Hills**



## **Team Official Manual For all Coaches, Managers, Trainers and Instructors**

**2020-21 SEASON**

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## **Introduction**

The Town of Halton Hills continually strives to improve the condition of facilities and level of service provided to our residents and user groups. Recognizing that the strength of our future is with our youth, we value all user groups as partners in the development of young people through healthy and active activity.

With this in mind we provide this document and ask that you read, understand, observe and then relay this information to your players, students, team officials and participants, both verbally and through your individual actions. This role modeling and positive reinforcement will enable participants to have a clear understanding of respect for each other including the Town of Halton Hills property and buildings to create a positive environment.

Should you wish clarification on any issue or would like to discuss any related matters please contact the respective Facility Supervisor.

## **Facility Contacts**

### **Acton Arena & Community Centre**

415 Queen Street  
Halton Hills (Acton), ON  
L7J 2N2

Joelle Middleton, Facility Supervisor  
905-873-2600 ext. 2400  
905-749-4708 (cell)

Facility Direct Line 519-853-0020

### **Mold-Masters SportsPlex**

221 Guelph Street  
Halton Hills (Georgetown), ON  
L7G 4A8

John Archibald, Facility Supervisor  
905-873-2600 ext. 2403  
905-693-5058 (cell)

Facility Direct Line 905-877-8488

## Safety in our Facilities

The facilities are a place to meet friends, get active and have fun. Remember though, the building lobbies, meeting rooms, change rooms, hallways and general congregation areas are not designed for hockey, lacrosse, football, soccer, horse play or any other sport. These activities must remain on the playing surfaces (rink floor or ice).

While the facilities are constructed to absorb a certain amount of heavy use, the constant shooting of balls, pucks, golf balls and other items will shorten the life expectancy of the building and cause extensive damage. It also, quite often, results in other things such as lights, glass, mirrors, cabinets, sprinkler heads, fire pull stations etc. being struck, damaged or broken. The net result of all this is that our costs go up and consequently the costs of renting the facilities go up. This cost is passed on to the user groups and local tax payers. These damages have also caused cancellation or delays in the rental activity. As well, the facilities will not be up to the standard we are attempting to provide.

Another major problem with this behavior is the potential of injury to an unsuspecting visitor or participant. Nobody expects to get hit while walking or standing in a lobby, change room corridor, hall or passageway by any projectile thrown or slapped by a stick. Given today's attitudes and penchant for litigation there is the possibility for legal action. Please think of others!

Due to the potential for serious injury to unsuspecting patrons as well as participants, all teams are advised that players are NOT permitted to run inside the facility other than on the playing surface for supervised activities. This has in the past been done as a pre-game or practice warm-up activity by teams and sport groups. Activities not permitted are running, jogging or stair climbing in the spectator areas, hallways, change room corridors, or other areas in the arena. Team Officials are asked to have their participants to perform these activities outside of the arena (exterior) away from vehicular and pedestrian traffic. Some facilities have soccer fields adjacent to the buildings that can be used. We have assigned small areas within our facilities for stretching.



## **Helmets**

Be aware that the Town of Halton Hills strongly recommends that all ice and floor users wear protective head gear. This is for players and coaches. Most sport governing bodies such as HC (Hockey Canada), OHF (Ontario Hockey Federation, OMHA (Ontario Minor Hockey Association), OWHA (Ontario Women's Hockey Association), OBHF (Ontario Ball Hockey Federation) and OLA (Ontario Lacrosse Association) mandate this practice. All coaches, instructors, trainers, referees and players are to wear helmets (protective head gear) while on the ice during ice rentals. This includes chin straps to be done up. For lacrosse coaches and players, keep in mind a lacrosse ball goes just as fast, is just as hard and creates the same damage as a hockey puck when it hits the head of a coach who turned away for a second to deal with another participant.

Any Team Official, coach or instructor on the ice who is not wearing a helmet will be informed by Town staff to put their helmet on. If they refuse, they will be reported to their association and governing body. If a second incident occurs they will be directed to leave the ice/floor surface.

Risk Management is a large part of what we do and it must be in your minds as well. The best thing is to eliminate the risk by not allowing the activity to take place.

## **Timekeepers**

Whether a volunteer or paid, timekeepers need to be aware of the following;

- a) No food or drink permitted in the timekeeper's box.
- b) No large groups in the timekeepers box at any given time.
- c) In Acton the timekeepers must cross part of the leisure pad to reach the box and they must avoid, if at all possible, crossing the ice during a rental. Typically the rental and game finish at the same time, 10 minutes to the hour, so this should not pose a problem. Timekeepers would then leave the box to hand over or retrieve game sheets and be back in place ready for the start of the next game and leisure pad rental. This will help ensure the safety of all involved.
- d) Graffiti and vandalism in the timekeeper's box is becoming an issue. Operators will be monitoring and any timekeepers found defacing any part of the timekeeper's box will be asked to leave the building and may be required to pay for damages.

## **Reporting of Incidents**

For the safety of all and as a professional courtesy, please advise facility staff when you have had to deal with an injury. Full time staff is all trained in first aid, CPR and the operation of the defibrillation unit. With their arena experience they have dealt with any number of on-ice/floor injuries and their assistance could be valuable. The pervasiveness of cell phones means there are likely multiple 911 calls for each incident. Staff must be made aware if emergency services have been contacted so they can coordinate access, traffic control, etc. There are also forms that must be filled out for all accidents/incidents for Town use.

**Cleanliness of Facilities**

We endeavor to provide you with a safe, clean sanitary facility. Should you discover any unsafe or unsanitary conditions at anytime, we ask that you inform the facility staff person on duty or CSR administration staff, who will contact an operator and have them remedy the situation. The second part of this is that you follow up and ensure that your participants put all their garbage (including tape etc.) in the proper receptacles and treat the facilities as they would their own property.

There are garbage receptacles throughout the building including each change room. Please use them and direct and encourage others to do likewise. If you notice a spill please alert facility staff of the situation so that we can clean it up before it becomes a more severe problem or potential hazard.

## **Damages in Facilities**

We recognize that due to the heavy use our facilities receive damage or breakage that may occur from time to time. While ongoing repairs are part of our business, occasionally some items may be overlooked. Should you see something that needs attention, please let us know so that we can attend to it or schedule the repair as quickly as possible. If damage should occur during your use of the building please advise facility staff immediately to enable them to take remedial action.

It is our policy that the user may be responsible for the costs of damages that occur during their use of the facility. If the damage is the result of wear or defect we would not expect compensation. If it were the result of inappropriate activity or actions by the user (especially in change rooms), the individual or team or association may be held responsible and would be required to pay compensation for the repair.

## **Abusive Behaviour**

This heading covers many types of abuse. This would include physical abuse, verbal abuse, abuse of facility, abuse of patrons, abuse of participants, abuse of staff, abuse of officials, etc. Any and all of these cannot and will not be tolerated. It is the responsibility of everyone to ensure this does not happen anywhere including our facilities and if it does occur it must be reported to the proper individuals immediately.

The Town of Halton Hills has a “Zero Tolerance Policy” adopted by Town Council. This policy is to provide you with a safe and enjoyable environment while attending or using one of our facilities.

Any person who behaves in a way that is judged to be, acting in an inappropriate or dangerous manner, or who is adversely affecting other peoples’ enjoyment of the facility, will be warned and may be evicted from the premises and a “Trespass Order” may be issued. More severe action could be taken if necessary in order to maintain an enjoyable atmosphere for all our patrons. The issuance of a “Trespass Order” could result in the individual being barred from all Town Facilities for a prolonged period of time and the individual could be charged under the Trespass Act should they enter Town Property while the order is in effect.

Spitting is one of the most disgusting practices that occasionally happen in our facilities. Not only is it inappropriate behaviour, it is also a leading carrier of sickness, viruses and disease. Should you see someone doing this, we expect you to correct them and advise them to spit in a toilet or sink and flush or wash it away. Spitting into the players bench area or in the player dressing room is every bit as bad or worse and should not be accepted practice.

## **Change (Dressing) Rooms**

We all dislike going into a change room that isn’t clean. Your assistance in making the rooms available for us to clean will make for a better environment for everyone. Participants have 30 minutes before their permitted use and then 30 minutes after their permitted use to vacate the room.

While we do our best to get into the change rooms to clean and disinfect them after every use, there are times due to schedules and other activities in the building that this is impossible. If you can alert facility staff that the room needs cleaning, they will get to it as soon as possible. In many cases one team is leaving and the next team is moving right in and we don't get the opportunity to clean it. If you cannot wait for facility staff, we would be more than happy to get you a broom or mop to take care of the problem.

Generally the dressing rooms should be locked when you arrive at the Arena. The change room(s) you have been allocated is the one you use. Each facility has a change room assignment board located in the lobbies as you enter the building.

To access the change room, you may obtain a key from the Customer Service Representative (CSR) or the Facility Operator with the deposit of a set of car keys. The rooms will only be opened for the Coach or other adult team representative. If no coach or adult representative is present, the change room will not be unlocked until they arrive.

The change room should be inspected by an authorized team representative and Town staff upon your arrival for any problems or damages. Should there be any problem it should be reported to Facility Staff at this time. Please report any damages or problems you find immediately.

The coach or team representative who holds the key should be the last person to leave the change room. The reasons for this are;

- a) Any articles left behind by members of your team, you can pick up and return to the owner at the next game or practice.
- b) You can ensure that the change room is clean and that no damage has been done.
- c) You can lock the room to ensure that nobody else gets in and does damage to it that you might be blamed and held accountable for.
- d) You can report any problems or damages to facility staff.

Remember, as team official or coach you are responsible for the actions and behavior of your team members. Supervision is very important so please have a system in place (e.g. two person system).

### **Rink Boards and Rink Glass**

The rink boards and glass is installed for two reasons. One is to protect the players and activity being played, and two, for spectator safety. The boards and glass are not installed for coaches to use as a marker board. If any coach or team official is found to be using any type of marker on the boards or glass they will be required to pay for the clean-up and may be issued discipline or suspension. Please provide your own portable marker board for on ice use.

### **Pucks Placed On Ice Surface to Get Cold**

At no time should a team official (coach, manager, trainer, instructor or player) dump pucks on the ice surface to get cold while the ice resurfacers are flooding/resurfacing the ice. This is dangerous as a puck could slide and get caught in the ice resurfacers augers. When this happens, the operator must stop the flooding process immediately and take the ice resurfacers to the garage for repairs. This action will cause the program to be delayed or canceled and could force all programs to be cancelled for the remainder of the day. This could include cancellations on two ice surfaces. Please do not put pucks on the ice surface until the ice resurfacers are off the ice and all doors are closed.



### **Ice Times**

Please be advised that every rental includes a "Flood Time" for the last 10 minutes of the rental. The Town of Halton Hills operates on a 50 minute hour. As Minor groups tend to schedule floods within their allotted block of ice times they must provide Town staff with a "Flood Schedule". NOTE: Your specific activity may require additional time for staff to repair or finish the ice. You will be notified of this requirement.

In order to keep our schedules on time we are initiating the following practice:

Two (2) minutes prior to your practice ending we will sound the buzzer. This is your cue to wrap up the practice, have that last quick skate and pick up pucks and other equipment from the ice by the time the ice resurfacers doors open. Delaying your exit from the ice will reduce others ice time later. Please be considerate of them. One day it will be you who suffers the shortened practice.

**NOTE: No players, team officials or coaches are allowed on the ice surface until the ice resurfacers are off the ice and the machine doors are closed. For the safety of all please keep the players gates closed and monitor your participants.**

**Team officials and coaches should not be dumping pucks on the ice while the ice resurfacers are resurfacing the ice. If a puck slides or rolls into the path of the ice resurfacers conditioner and gets caught in the auger, the ice resurfacers could be down for hours which means we will need to cancel the ice rentals for the remainder of the evening.**

Game times are dictated by the amount of ice time assigned to your team by your organization. You must play your game in the time allotted. The arena staff will make every effort to avoid having to curfew a game. We must however, be courteous and fulfill our commitment to our later contracted facility users that they will start on time. Should we observe a misuse of ice time, a game not starting on time, or continual unnecessary disruptions in the game, we will curfew it.

With the use of rink dividers for the younger age groups, it is the responsibility of the organizations and leagues to set the dividers up and remove them from the ice after use so Town staff can resurface the ice. The Town does not have the manpower to set up or remove the equipment for the ice users. This is your responsibility.

We also require members of your organization to move rink dividers and place them back to the proper location if resurfacing is required between various rentals that use the dividers. If we do not have this cooperation and assistance, the dividers will not be put on the ice or no floods/ice resurfacing will take place.

The Town of Halton Hills has adopted the game length procedure developed by the OMHA for all leagues and organizations playing at Town owned facilities. This includes all rental groups (HHMH, NHGHA, AHLH, Halton Hurricanes, and Raiders etc.)

The following is an excerpt from the OMHA rule book of which the Town of Halton Hills has adopted.

Ice Time	Warm Up	1 <sup>st</sup> Per.	Rest	2 <sup>nd</sup> Per.	Rest	3 <sup>rd</sup> Per.
50	5	10		10		10
60	5	10		10		15
1:15	5	10		15		15
1:30	5	15		15	10	15
1:45	5	15		15	10	20
2:00	5	15		20	10	20
2:15	5	20	10	20	10	20
2:30	10	20	10	20	10	20



## **Rentals**

All team Facility Rentals should be made through your organization Contact Person. This allows for your association to be aware of your use and may entitle you to the Minor Rate for such rentals. You may, of course, book ice time on your own at any time.

Please be aware of who is covered on your group insurance policy to avoid any personal litigation. Non-Team members and officials may not be covered. Please see the insurance section below.

If you are planning a tournament, special event or wish to have a vendor present please consult with the Facility Supervisor. Some vendors such as food vendors may not be allowed. There may also be special requirements or fees that have to be addressed. To have a vendor present on a regular day of program operation, also, please consult with Facility Supervisor. Some facilities have requirements where vendors can be set up, i.e. lobby vs. dedicated room.

## **Alcohol**

There is no alcohol allowed on Town of Halton Hills property or buildings unless an approved SOP (Special Occasion Permit) is received by the Town through the LCBO (Liquor Control Board of Ontario) and the appropriate rental fees have been paid. This includes change rooms, parking lot, etc. If an individual or team is found to have alcohol without the approved SOP permit, the individual or team/league will be issued financial penalties and/or their rental permit could be revoked. The Halton Regional Police will also be contacted and charges may be issued.

The Town of Halton Hills facilities are for public enjoyment and for recreational activities. They are also considered work sites. All regulations and rules must be followed. Drinking in the parking lot (tail gate party) while your child/youth is playing or practicing is not appropriate adult behavior.

## **Insurance**

All groups or individuals using Town of Halton Hills Facilities must provide proof of insurance for an amount not less than \$2,000,000 naming the Town of Halton Hills as additional insured. To assist you, the Town has an agreement with insurance brokers to provide coverage to groups or individuals accessing facilities owned and controlled by the municipality who do not have coverage through a "parent body" or independent provider. Insurance request forms may be obtained on our web site at [www.haltonhills.ca](http://www.haltonhills.ca). All approved alcohol events with an SOP will require \$5,000,000 insurance coverage naming the Town of Halton Hills as additional insured.

## **Music**

The Town supports and encourages fun in all activities. When it comes to music being played in our facilities and/or Town parks, people must show Respect. This would include the type of music being played and also the volume (how loud). Please keep volume to a level that is not heard throughout the building. We will not permit music to

be played that has foul language or racism comments in the lyrics. Team Officials, Coaches, players and parents must respect this otherwise music will be turned off.

**CO-OPERATION**

We want to make your experience at our facility a good one. This can only occur when we work together. We need to understand and respect each other's needs and why certain rules and procedures are put in place.