



Town of Whitby Policy

Policy Title:	Ice Allocation Policy
Policy Number:	OPS 010
Reference:	Council Resolution #196-11 and #135-24
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Approval:	Council
Point of Contact:	Director of Recreation

Policy Statement

The Town of Whitby recognizes and promotes the value of an active and engaged community and encourages participation in ice sports and skating.

It is the policy of the Town of Whitby to provide for the equitable, reasonable and fair distribution of prime-time ice and to maintain a method of determining access to municipal facilities and allocating prime-time ice for community use.

The Community Services Department is responsible for the operation and management of the Town's arena facilities.

The Ice Allocation Policy has been developed to respond to current demand, projected growth, changing utilization patterns, shifting demographics, market supply and the successful management of the Town's prime-time inventory of ice.

Purpose

The purpose of this policy is to outline the allocation processes and responsibilities of the Town of Whitby and the community user organizations with respect to the fair and equitable distribution of prime-time ice.

This policy will also outline the decision-making criteria used for determining the weekly allocation of ice time and the permit administration processes involved.

Scope

The application of the ice allocation policy is limited to the weekly distribution of prime-time ice during the 23-week core ice season only and is not intended for the distribution of non-prime-time ice or for the non-core winter season ice time. Shoulder season and

summer season ice distribution will be allocated on an as needed and as available basis.

It is understood that some ice user organizations may be able to utilize non-prime ice available throughout the week to offer additional programming. Ice time utilized during the non-prime period is not factored into the calculations for the weekly prime-time ice allocations.

The core ice season is comprised of 23 consecutive weeks beginning on the third Saturday in September and ending on the last Friday in February.

Ice user organizations will be required to commit to the use of the allocated weekly ice time for the full 23-week core ice season.

It is the responsibility of the Community Services Department to ensure that the policy is followed to the fullest extent and to administer the ice rental permits accordingly. It is the responsibility of the ice user organizations to adhere to the policy, provide registration and program information to the Town, provide approved representatives to attend meetings and permit facilities on behalf of their organizations.

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1. Definitions

- 1.1. **Allocation** – Ice time assigned to an organization using the standard of play formula for each level of play
- 1.2. **Amendment** - a change made to one or more bookings on a permit to a different date, time or facility
- 1.3. **Commercial** means organizations or individuals that book facilities with the intent of generating positive net income (profit); businesses providing recreational opportunities for their employees;
- 1.4. **Core Ice Season** means 23 consecutive weeks beginning the third Saturday in September until the last Friday of February
- 1.5. **DCHA** means Durham Crusaders Hockey Association

- 1.6. **Facility Rental Permit** means a legal contract issued by the Town for exclusive use of designated municipal spaces/property for an agreed upon date and time
- 1.7. **Flood** means a designated period required to maintain the ice quality for user groups, within the permitted time
- 1.8. **Ice Distribution Matrix** means a weekly schedule of assigned ice blocks to an organization for the duration of the core season
- 1.9. **Municipal Programs/Leagues** means recreation programs (recreational skating, stick & puck, shinny, ticket ice) and Town-run leagues to provide an opportunity for community members to utilize indoor ice facilities
- 1.10. **Non-Resident** means youth and adult user groups that are comprised of non-Whitby Residents
- 1.11. **OMHA** means Ontario Minor Hockey Association
- 1.12. **OWHA** means Ontario Women's Hockey Association
- 1.13. **Resident** means anyone who lives permanently in Whitby or a non-resident who is the principal owner of a business in Whitby and thereby pays Whitby Business Taxes
- 1.14. **RO** means Ringette Ontario
- 1.15. **Special Event** means any prearranged organized activity that will be planned or facilitated with the support and expertise of Town staff
- 1.16. **Standard of Play** means a formula used to determine the total number of weekly hours an organization receives based on the previous season registration data
- 1.17. **Tournament** means a single sport event involving multiple teams arranged by a community sport organization
- 1.18. **Town** means the Corporation of the Town of Whitby
- 1.19. **Town of Whitby Affiliated Sports Partner** means a Whitby-based group sanctioned by the sport's governing body which provides organized league-based sport activities and/or services primarily to youth (21 and under)
- 1.20. **Weekday** means Monday to Friday
- 1.21. **Weekend** means Saturday and Sunday
- 1.22. **WFSC** means Whitby Figure Skating Club
- 1.23. **WGHA** means Whitby Girls Hockey Association

- 1.24. **WMHA** means Whitby Minor Hockey Association
- 1.25. **WRA** means Whitby Ringette Association
- 1.26. **WSST** means Whitby Synchronized Skating Team

2. Responsibilities

- 2.1. The Community Services Department is responsible for the administration of this policy.
- 2.2. The Manager, Recreation Client Services is responsible for implementing and overseeing the procedures identified in this policy.
- 2.3. It is the responsibility of the Director of Recreation to regularly monitor the effectiveness of this policy.

3. Procedure

To be formally recognized as a Town of Whitby Affiliated organization, ice user groups must file the following information based on the previous season annually by April 1 each year with the Town:

- Complete list of players noting level of play and player residency
- Executive list
- Annual financial statement
- Copies of minutes from the most recent Annual General Meeting
- Maintain Commercial General Liability Insurance for a minimum of two million dollars naming the Town as additionally insured
- Proof of not-for-profit status
- Account balance with the Town of Whitby in good standing

4. Prime-Time Ice Allocation and Distribution Process

- 4.1. On an annual basis the Community Services Department will develop a weekly allocation using historical usage data and an Ice Distribution Matrix that reflects the requirements of each user as prescribed by this allocation policy. The draft weekly allocation will be provided to the user groups during the annual ice meeting in May of each year. Ice user organizations can request changes (turn back ice) to the weekly allocation until August 1 each year. Any ice removed from an organization's matrix will be offered to existing users, or offered to groups lower in the priority listing.

- 4.2. The allocation of ice time for each organization will be based on the previous year's actual registration figures for the number of teams and/or the number of participants. The Town reserves the right to re-assign ice annually as required to respond to changes in registration patterns.

5. Prime-Time Ice and Core Ice Season

- 5.1. Additional prime-time and non-prime-time ice requirements outside of the defined core ice season will not be included in the weekly allocations identified by the Ice Distribution Matrix.

Fall/Winter/Spring Prime-Time is defined as follows:

Monday to Friday 5:00 p.m. – 11:00 p.m.

Saturday and Sunday 7:00 a.m. – 11:00 p.m.

Fall/Winter/Spring Non Prime-Time is defined as follows:

Monday – Friday Open to 5:00 p.m. and 11:00 p.m. to close

Saturday and Sunday - 11:00 p.m. to close

Summer Prime Time (July 2 to Aug 31) is defined as follows:

Monday to Friday 5:00 p.m. -11:00 p.m.

Summer Non Prime-Time (July 2 to Aug 31) is defined as follows:

Monday to Friday Open to 5:00 p.m. and 11:00 p.m. to close

Saturday – Sunday 7:00 a.m. to close

6. Allocation Priorities

- 6.1. Prime-time ice at Town of Whitby Arenas will be allocated according to the following priority levels:
- A. Town of Whitby programs, leagues, general community use and Town of Whitby run special events.
 - B. Town of Whitby Affiliated Minor Ice Sport Partners
 - C. Junior/Senior Level Hockey Organizations/Hockey Development School Programs
 - D. Whitby High School Hockey Programs/Teams
 - E. Affiliated Adult Associations, Organizations and Groups.
 - F. Residents (weekly rental contracts and casual use).

G. Commercial and Non-Resident Users.

- 6.2. The Town of Whitby recognizes the following affiliated community ice user organizations in Attachment 3 - Town of Whitby Affiliated Sports Partner Listing – MS 010.

7. Ice Allocation Process for Whitby's Minor Sports Organizations

- 7.1. The number of weekly hours of ice permitted to each of the community sport organizations will be provided on the basis of a justified need.

Registration levels from the previous season will be used to determine the initial allocation for the next season. User organizations are required to provide a copy of the previous year's registration indicating participant numbers and distribution between house league, minor development, development stream and representative level teams.

- 7.2. For the purposes of identifying the total number of teams from the registration numbers provided, a minimum number of 17 players per team will be used.
- 7.3. Consideration will be given to the previous year's permit holder for the same ice time.
- 7.4. The Town of Whitby recognizes the potential for up to four (4) levels of play for youth (boys and girls) Hockey and Ringette, with each level requiring a different allocation of ice time. Weekly allocations will be based on the following standard provisions identified for the various levels of play:

Hockey -OMHA

- a) House League Level – 1 hour /team/week = 2 Whitby teams on the ice twice per week
- b) Select Level Play – 1.5 hours/team/week = 1 Whitby team on the ice for 1.5 hours per week. Practice or game
- c) Rep Level Play – U10-U13 – 4 hours/team/week = 1 Whitby team on the ice for 4 hours per week, practices/games
- d) Rep Level Play – U14-U18 – 4.5 hours/team/week = 1 Whitby team on the ice for 4.5 hours per week, practices/games

Hockey- OWHA

- a) House League (HL) Level – 1 hour /team/week = 2 Whitby teams on the ice twice per week

- b) Development Stream (DS) Level Play – 1.5 hours/team/week = 1 Whitby team on the ice for 1.5 hours per week. Practice or game
- c) Rep Level Play – U9-U15 (excluding U13AA, U15AA/A) – 4 hours/team/week = 1 Whitby team on the ice for 4 hours per week, practices/games
- d) High Performance (HP) Rep Level Play – U13-U18 (excluding U13A/BB/B – 4.5 hours/team/week = 1 Whitby team on the ice for 4.5 hours per week, practices/games

Ringette

- a) House League Level – 1 hour/team/week - 2 Whitby teams on the ice twice per week
- b) Regional Level Play – 2 hours/team/week - 1 Whitby team on the ice twice per week
- c) Rep Level Play - A Level — 2 hours/team/week = 1 Whitby team on the ice twice per week
- d) Rep Level Play – AA Level – 2.5 hours/team/week = 1 Whitby team on the ice for 2.5 hours per week

7.5. The provision of the skating only arena at the McKinney Centre has provided the opportunity to accommodate the total prime ice time requirements of the Whitby Figure Skating Club and the Whitby Synchronized Skating Team on one ice surface. The weekly allocation of ice time for the Whitby Figure Skating Club, and Whitby Synchronized Skating Team will be based on total registration numbers and historical usage patterns. The skating clubs are also able to schedule additional ice time on the other arenas during the non-prime time periods.

7.6. The following will illustrate the application of the ice allocation matrix to determine the weekly allocation of prime-time ice for Whitby's Minor Ice Sports Organizations:

Level of Participation	Age Qualifier	Players per Team	Weekly Entitlement
House League Level Hockey	All ages/levels of the House League program	17	1 hour per team
Select League Level/Development Stream Hockey OMHA/OWHA	All ages (Select League is comprised of House League Players)	17	1.5 hours per team

Regional Level Ringette	All ages (Regional League is comprised of House League Players)	17	2 hours per team
Representative Level Ringette	Ringette - A Level	17	2 hours per team
	Ringette - AA Level	17	2.5 hours per team
Representative Level Hockey – OMHA (A, AA, AAA)	U10-U13	17	4 hours per team
	U14-U18	17	4.5 hours per team
Representative Level Hockey – OWHA	U9-U15 (excluding U13AA, U15AA/A)	17	4 hours per team
	U13-U18 (Excluding U13A/BB/B)	17	4.5 hours per team

8. Supplementary Requests/Pilot Programs/Emerging Sports

- 8.1. As previously stated, the Town of Whitby will allocate ice time on the basis of the registration levels from the previous season. In this regard, the Town and the organization can begin the early planning for subsequent seasons with the assurance of having the same access to the ice. This initial allocation information is provided to the organization at the annual ice user meeting in May.
- 8.2. The Town of Whitby may adjust initial allocations after the current year's registration is complete in order to respond to annual growth or reductions.
- 8.3. The Town of Whitby recognizes that some ice user organizations may from time to time require additional ice to offer extended programming or league expansion. Organizations interested in obtaining additional ice time for new program initiatives or emerging sports must provide supplementary requests in writing to the Town, prior to accepting registration for the new program or league expansion.
- 8.4. Similarly, organizations wishing to alter their program (i.e. game time duration) from the initial allocation standards may do so in consultation with the Town. Approval for such requests will not be unreasonably withheld, subject to the request having no, or minimal impact on the programming of the ice user immediately preceding or following the ice time involved.

Notification of any anticipated change in ice usage will be provided to the Town of Whitby at the annual ice user meeting.

9. Residency

- 9.1. The Town of Whitby recognizes the tax-based contributions of Whitby residents toward the development, operation and ongoing capital maintenance of the Town's arena facilities and as such Whitby residents have been identified with a higher priority for access to prime-time ice.
- 9.2. The Town of Whitby acknowledges that the vast majority of the registrants for each of the community user organizations are Whitby residents; however, for the purposes of supporting the development of all of Whitby's user organizations, the Town of Whitby will acknowledge and accept the residency requirements established by each individual organization and those identified by the sport's governing body (OMHA, OWHA, Skate Ontario and RO).
- 9.3. The Town of Whitby does reserve the right to impose more stringent residency requirements and/or limit the allocation of prime-time ice to organizations whose registrant composition does not reflect a Whitby resident majority of 80%.
- 9.4. The Town will accommodate non-resident applications for use of ice facilities during the non-prime-time periods or at other times when the availability exists and resident demand has been satisfied. Non-resident user group applications will be considered only on an "as available" basis and any accommodation will not form a historical precedence.

10. Non-Affiliated Adult Rental Clients

- 10.1. The Town of Whitby wishes to recognize the long-term relationship with a limited number of non-affiliated adult rental clients that have ice time allocated during the prime-time period (prior to 11:00pm). These clients will be regarded with a status that will permit the continued use of the allocated ice time until such time as the rental client group disbands or fails to re-apply for the ice permit in future years.
- 10.2. The Town of Whitby acknowledges that the 5:00pm -11:00pm prime-time period may not be fully utilized by the community user organizations and there may be opportunities annually for non-affiliated rental clients to apply for and gain access to prime-time ice. This access does not entitle the permit holder to future consideration for the same time period each year. Opportunities for adult rental clients will be reviewed annually and on an as available basis.

11. Flood Times

- 11.1. The ice users acknowledge that the time required to resurface the ice at the beginning of or during any portion of the permitted use will be included within the hours of ice time permitted. Resurfacing operations (whether a flood or a scrape) will require 8-10 minutes and will be provided primarily on a scheduled basis or as required by the program needs.
- 11.2. The Town of Whitby will at all times provide a re-surfaced ice sheet at the beginning of each new program. Ice users may opt to not have the ice re-surfaced provided that, in the sole opinion of the Town of Whitby, the ice surface condition is acceptable.
- 11.3. The Town of Whitby has established program start times and flood schedules for each ice surface to ensure efficiency in operations and to try and mitigate flood conflicts on pads with shared ice resurfaces.
- 11.4. An additional flood after the second period will be available for 2 hour ice slots. Requests for a second flood outside of the 2 hour slot will be granted if communicated seven (7) days minimum ahead of the ice time and the additional flood does not disrupt the flood on an adjoining arena.

12. Tournament/Special Events

- 12.1. The Town of Whitby acknowledges the following historical special events and tournaments:
 - WMHA Silver Stick Tournament
 - WGHA Tournament of Heroes
 - WRA Ringette Tournament
 - WFSC/WSST - Skating Competitions
 - OMHA Championships
- 12.2. Organizations wishing to introduce a new tournament or special event must submit a request in writing by March 1 for the upcoming Fall/Winter ice season to the Town and the request will be reviewed at the annual ice users meeting. New events will be considered after consultation with Whitby Minor Sports and Town Staff review. Similarly, and unless otherwise agreed, existing events that do not operate for two consecutive seasons, will be deemed cancelled and the ice time will be reallocated to the regular weekly user. An application to re-start the event will be required to following the procedures outlined above.
- 12.3. Organizations wishing to make changes to the tournament schedule (either reducing or increasing the number of hours) must provide written notification identifying all of the changes to the Town of Whitby's Permitting Coordinator within sixty (60) days of the scheduled event, in order to provide adequate

- time to re-allocate hours not required or secure additional hours of ice time as needed. No changes in the tournament schedule will be made within sixty (60) days of the event.
- 12.4. Host organizations that choose to start tournament activity later than the start of prime-time on the weekend will be expected to fully utilize all ice time that would ordinarily be allocated to the organization during a non- tournament weekend, but would not be expected to permit the time that would not be ordinarily allocated to the organization.
 - 12.5. Tournament and special ice events will be restricted to Friday, Saturday and Sunday ice slots. The WMHA Silverstick event will be grandfathered. Monday to Thursday tournament or special ice events will be considered if there is little to no seasonal impact to existing ice users or if approved at the annual ice users meeting.
 - 12.6. A maximum of two weekend tournaments or special ice events per month will be scheduled on non-consecutive weekends between September and March inclusive. The exception to this is the historic WMHA Silver Stick Tournament and the WGHA Tournament of Heroes.

13. Limited Public Skating Cancellations

- 13.1. As the number one priority for the allocation of ice time in the Town of Whitby's arenas, the general public use of the ice for public skating will be made available during all special events and tournaments. Regularly scheduled Public Skating Sessions at the McKinney Centre and the Luther Vipond Memorial Arena will be maintained as scheduled.

14. Permit Requirements

- 14.1. All permitted ice activity requires a signed valid facility rental permit. The permit must be signed by the permit holder and a Town of Whitby staff representative.
- 14.2. By signing the permit, the applicant is acknowledging that they and/or the organization they represent agrees with the policies, procedures, by-laws, rules and regulations, terms and conditions on the permit and shall be referred to as the Permit Holder.
- 14.3. Monthly account statements will be shared with permit holders for monthly amounts due. Payment must be made within thirty (30) days of the receipt of the monthly account statement.
- 14.4. Affiliated groups with outstanding payment from the previous season, will not be given an allocation moving forward until the overdue balance is paid in full.
- 14.5. Ice fees and surcharges are council approved on an annual basis.

15. Facility Rental Permit Amendments, Cancellations and Unused Ice Time

- 15.1. The Town of Whitby reserves the right to control all ice distribution and use at Town owned facilities for the duration of the ice contract.
- 15.2. Ice user organizations will be required to commit to the use of the allocated weekly ice time for the full 23 week core ice season.
- 15.3. Every effort will be made to minimize the negative impacts that unused, returned, amended and cancelled ice can have on the Town and its users. As such the Town will apply all the following guidelines to reasonably and responsibly manage unused ice or changing ice needs once permits have been issued.

16. Permit Amendments

16.1. Returned Ice (Temporary)

Due to unforeseen circumstances, ice user organizations may be unable to fulfill their entire permitted ice allocation for the core season. In the event that this occurs, the Town of Whitby will make every attempt to temporarily 'loan' out the hours not required to another ice user organization. If another buyer cannot be found, the contract holder is responsible for the payment.

The unused hours will then revert back to the original user for an option to retain the hours for the next ice season. This 'temporary loan' process can be repeated for a second season, if required. If the original permit holder is unable to utilize the hours in the third season, the hours will be returned to the "available pool" for reallocation.

The Town reserves the right to accept only hours that hold the greatest potential for reallocation.

16.2. Returned Ice (Permanent)

If the ice user organization is unable to fulfill its seasonal core ice allocation commitment and feels that a permanent readjustment of the ice allocation is required, the Town will negotiate a permanent return of specific hours of ice time that will be removed from the organization's facility rental permit and returned to the available pool of hours for reallocation. Modifications to a permit must be requested in writing prior to the signing of the permit or August 1st, whichever comes first.

The Town reserves the right to select hours that hold the greatest potential for reallocation.

16.3. Added Ice (Temporary or Permanent)

As previously stated, the Town of Whitby will allocate ice time based on the registration numbers from the previous season to respond to a justified need.

This process is required to prevent an over-subscription of ice by one organization, when an unmet demand for ice time exists in another organization.

- 16.4. Prime-time ice may be added to the organization's facility rental permit on an "as needed" and "as available" basis. In the event that multiple organizations have a justified need for additional ice to respond to the unmet demands of its base programming then ice time, as available, will be allocated to each organization on a pro-rata basis – whereas between two or more organizations requiring an aggregate total number of hours exceeding the total number of available hours, those available hours will be offered on a shared and pro-rata basis, based on the number of hours required by each organization.

All ice hours added to an existing contract will be final on the date issued and accepted. No further changes will be considered.

16.5. Transferred Ice/Ice Trades/Sub-Leased Ice

The Town of Whitby is the sole permit authority for the allocation of all ice time. The Town must be aware of and be able to control the intended use of all ice permitted within its facilities at all times. The practice of occasionally transferring ice, trading ice or sub-leasing ice between contract holders is strictly prohibited and may lead to future ice allocation reductions.

Changing the intended use of the ice time within the organization's contract is acceptable upon advance written notification and forwarding of related schedule updates to the Permitting Coordinator.

16.6. Permit Cancellations by the Contract Holder

Once a contract is signed, single or occasional ice use cancellations will be permitted only if initiated by the contract holder's designated ice scheduler(s) with ten (10) days written notice to the Town of Whitby.

The Town will make every effort to secure another ice user for the available ice time. If a buyer cannot be found for the hours returned, the contract holder is responsible to pay the full cost for unsold hours.

16.7. Permitted But Unused Ice

Ice user organizations are not permitted to book ice that will go unused except for the purpose of ensuring that sufficient ice time is available, as a contingency, to prevent a curfew situation for tournaments or league games.

Unused ice (no shows) reflects badly on the contract holder and on the Town's administration of the ice time and is not acceptable. The guidelines detailed in the Ice Allocation Policy for managing unused ice will be strictly applied.

17. Vendor, Concession Services, and Fundraising

- 17.1. Permit holders must receive written permission to host any vendors, and concession sales within Town of Whitby arenas. Both during Tournaments, special events, and regular season ice. All requests must be submitted in writing to the Permit Coordinator fourteen (14) days prior to the booking.
- 17.2. Permission will be granted at the sole discretion of the Town. Vendors will not be permitted if there is conflict with existing building vendors. (i.e. Concessions, Restaurant and Pro Shop).
- 17.3. Fundraising by individual teams within an organization is not permitted inside Town of Whitby facilities. Fundraising efforts for the whole of the organization may be granted on a request basis ensuring all lottery and raffle licensing requirements are met.

18. Town of Whitby Public Code of Conduct

- 18.1. The Town of Whitby will not tolerate violence, bullying or vandalism in its programs, facilities or properties and will take appropriate action where necessary to deal with these incidents.
- 18.2. Conduct that violates the Public Code of Conduct will result in appropriate action against the person(s) responsible, user group and/or the permit holder. This includes, without limitation, immediate suspension or termination of privileges to use Town facilities and properties. Appropriate disciplinary or legal action may occur.
- 18.3. The Public Code of Conduct applies to all users of Town of Whitby facilities, programs and properties including but not limited to residents, visitors, guests, spectators, coaches, parents, volunteers and vendors. It covers structured and unstructured activities.

This Policy is hereby approved by Council Resolution #135-24 on this 24th day of June, 2024.