

M.D. of Opportunity No. 17
RECREATION & CULTURE POLICY

TITLE: Recreation & Culture Policy

EFFECTIVE DATE: March 13, 2019

POLICY NUMBER: R.1

1. Philosophy

The Municipal District of Opportunity No. 17 is committed to providing quality recreational programming in well maintained facilities that are accessible to the general public.

2. Purpose of Policy

The intent of the policy is to establish guidelines for the use of recreational facilities.

Policy Statements

The Recreation & Culture Department recognizes that municipal facilities are integral to healthy communities and are intended for public use. The Municipal District of Opportunity No. 17 encourages community members to use municipal facilities for events that enhance community enjoyment, involvement, health and wellness. The Department encourages active living, social and other activities that enhance the well being, health and quality of life of residents, and acknowledges that use of municipally owned facilities directly aids in facilitating these activities.

Definitions:

- Facility Owner – Municipal District of Opportunity No. 17.
- Facilities – community halls, board rooms, sports and recreation centres, and arenas.
- Facility User – person or organization booking an MD facility.
- Adult – persons of legal age as defined by provincial law.
- Liability Insurance – \$5,000,000 minimum when alcohol is being served at the event (PAL).
- Church Groups, Fellowships - refers to groups organized around common spiritual ideals and interests.
- Community Events – means Non-profit events open to the public rather than only invitees or registrants.
- For-Profit - a person or organization with the primary goal of generating monetary profits from an event.
- Non-profit - a person or organization with the primary goal of promoting well-being of the community through events, and whose monetary goals are limited to supporting the organization's operations; includes trusts, cooperatives, charities, environmental and religious groups, advocates, etc.
- NC – no charge.
- Smoke and Smoking - the use of e-cigarettes (vapes), tobacco, and marijuana but excludes smudges and pipes used in ceremonies.
- Local rules – guidelines for playing golf.
- Pace of Play – speed at which golfers play.
- Approving Officer - the Chief Administrative Officer or his or her designate(s).
- Booking - entering into an agreement for exclusive use of an Outdoor Facility for a specified Event, period of time, and fee.

- Event - any party, festival, derby, carnival, rodeo, mud-bogger, rally, or race; any cultural activity such as a pow-wow or round dance; and any sport tournament, to which members of the public are invited or admitted either for a charge or for free, which is likely to attract 50 or more people in any twenty-four (24) hour period, and where professional or amateur persons may play, perform, or participate.
- Organizer - a person who has applied for and obtained a Booking or Registration on behalf of themselves, a group, or an organization to hold an Event in an Outdoor Facility in accordance with this Policy
- Outdoor Facility - any and all named and un-named parks, sport facilities, skateboard bowls, designated playgrounds, cultural grounds, skating rinks, parking lots, or other outdoor facility and property owned by the municipality.
- Children – refers to children ages 0 to 8 years.
- Community – refers to a social group of any size whose members reside in a specific locality.
- Family - refers to a basic social unit consisting of parents and their children.
- Parent/guardian visit - a parent or guardian visiting children on site of activities or services being provided.
- Patrons – refers to regular customers registered for the purpose of participating in programming opportunities.
- Physical abuse – causing bodily harm to a patron or an employee.
- Senior - refers to senior's ages 65 years and over.
- Verbal abuse – when a parent, guardian or a family member becomes aggressive in a detrimental manner to a patron or an employee.
- Volunteer - a person who actively assists in the supervision of all children on site of activities or services being provided.
- Youth – refers to youth ages 9 to 17 years.
- Program Partner- refers to non-MD community organizations who assist MD staff to design, deliver & direct Outreach program activities and events.

General Provisions:

- a. Mutual respect will be demonstrated by both the Facility Owner and the Facility Users.
- b. Facilities will be managed in a cost-effective and efficient manner and shall be kept in good condition with regular maintenance and upgrades as required.
- c. The Facility Owner is not responsible for lost or stolen personal items, or any losses or injuries that may occur from the booking or use of a Facility.
- d. Notwithstanding any provisions contained herein, the Facility Owner has the right to cancel a Rental Agreement at any time whatsoever if, in its sole opinion, the performance of the Agreement would or could result in damage to the real or personal property of the Facility Owner; or if to allow the performance or continued performance of an Agreement would otherwise be dangerous or unsafe.
- e. Only Adults shall be allowed to book a Facility.
- f. The person signing an Agreement is ultimately responsible for the Facility User's performance of the Agreement.
- g. Agreements for School Event bookings must be signed by the principal of the school.
- h. Alcohol will be permitted only in the following facilities: Wabasca Arena (upstairs only), Wabasca Community Hall, Sandy Lake Community Hall, Red Earth Community Hall, Trout Lake Community Hall, Peerless Lake Community Hall, Calling Lake Community Complex Hall, Eagle Point Golf Course.
- i. Facility Users must, prior to the booking date, obtain all required licenses, permits, and insurance applicable to their event and required by the MD of Opportunity No. 17, Alberta Gaming and Lottery Commission, Alberta Liquor Control Board and Alberta Health Services.
- j. The Facility User must pay rental fees in full at least seven (7) days before the event or the booking is subject to cancellation without refund.

- k. Facility Users must provide adequate and identifiable security personnel for alcohol events to the satisfaction of the Facility Owner.
- l. Funeral and wake events do not take precedence over other community hall events if the other events have paid rental fee and deposit. Funerals and wakes will be primarily booked at community halls, other facilities can be used but restricted to one day for the wake and one day for the funeral.
- m. Adequate time for MD staff to clean, maintain or repair a facility will be allowed as required, and will take precedence over any request to book.
- n. "Supervision (Securities) Checklist" (Appendix E) must be completed and followed (attached to Facility Rental Agreement).
- o. "Facility User Check list" (Appendix D) must be followed (attached to Facility Rental Agreement).
- p. All events must be concluded by 2 am and the facility vacated by all event participants no later than 3 Am.
- q. Furniture, equipment, and/or janitorial equipment must not be removed from the facility at any time.
- r. It is the Facility User's responsibility to ensure that the event is conducted in accordance with all requirements in the *Alberta Gaming and Liquor Act*, the *Alberta Gaming and Liquor Regulations*, and the Alberta Gaming and Liquor Commission legislation and regulation.
- s. Violations of the Facility Rental Agreement, cancellations, insufficient cleaning, and Facility damage may result in the retention of part or all of an Organizer's Security Deposit.
- t. For the purpose of adult programming; individuals ages 14 and up are allowed to participate/attend adult programming.

Verbal Abuse:

Verbal abuse shall not be tolerated; patrons shall be asked to leave the site immediately.

An apology from the individual shall be required before they could return to the Recreation Facility.

Physical abuse shall not be tolerated, and the proper authorities shall be notified if this occurs or is observed.

Rule Enforcement:

The MD Recreation Facilities uses the 3 strike system when enforcing rules. Please use the following steps:

- a. Educate the patron of the rule they broke and why it is in place.
- b. Warn the patron what will happen if they break the rule again (third time).
- c. Ask the patron to leave. Depending on the patrons behavior (past and present) you may decide to tell the patron that they cannot attend again until they have talked to the manager. If this happens, an accident/incident report will have to be filled out.
- d. There is a suspension procedure in place at all MD Recreation Facilities but we prefer to have the patron know that the staff have the full support of management.
- e. Patrons 17 years of age and under, for whom staff have documented repeat offenses of rules infractions for behavior; and/or patrons with needs requiring specialized training and attention that staff do not possess; that without direct 1 on 1 supervision may create potential hazards to the safety and well being of all patrons and staff shall be supervised by a parent/guardian or a parent approved supervisor at all times.

Offense	Response
Swearing/Harassment/Discrimination/Repeated infractions/Rule breaking	minor - Educate - Warn and Educate - Ask to leave facility
Verbal Assault	- Educate - Ask to leave facility
Assault Physical Contact/Fighting	- Educate - Ask to leave facility - Contact Police if required
Sexual Assault	- Contact Police - Contact Manager
Voyeurism	- Contact Manager - Contact Police
Vandalism	- Contact Manager - Contact Police

Authority:

Position	Authority
Lifeguard/Reception/Fitness Attendants/ Gym Attendant/Outreach worker	- Can request to leave facility - May ban up to one week based on severity of incident
Supervisor/Coordinators	- Can request to leave facility - May ban up to one month based on severity of incident
Facility Manager	- Can request to leave facility - May ban up to 6 months based on severity of incident
CAO/Director	May ban up to one year or longer based on severity of incident

Discipline:

- Staff shall implement program rules and regulations.
- Staff shall provide program rules and regulations to patrons, parents/guardians.
- Staff shall post program rules and regulations in the facility.
- Staff shall enforce program rules and regulations through provision of suspension process as needed.

Volunteers:

- All Volunteers shall be required to provide their most recent Criminal Record Check and Child Youth intervention Module (CYIM).
- Volunteers assist with programs which can involve working with children, youth, families, seniors, and community.

Municipal District of Opportunity No. 17 - Indoor Facilities Policy

NOTE: Bookings for an MD function are exempt from any fees and deposits

NOTE: Any Recreation Facility Booking does NOT include catering, this includes for birthday parties

Fees, Security Deposits, and Damage:

- a. All applicable deposits are required in order to reserve the date at the time the facility is booked.
- b. Security Deposits will be reimbursed within 30 days of a satisfactory final walk-through inspection and report.
- c. The Facility User is responsible for any damages caused by those attending the event, including damages to the outside of the building, bathrooms, hallway, and broken glass in the parking lot.
- d. Except for Facility Users exempt by policy from paying a security deposit, security deposits cannot be waived regardless of the Facility User's intent or circumstances.

Facility Cleaning:

- a. Facility Users are responsible for set-up of the Facility for their event, and for post-event cleaning as per the checklists. Time to facilitate cleaning must be included at time of booking. Failure to complete cleaning within the time booked for the event may result in reduction or loss of the security deposit refund.
- b. The Facility User will participate in a pre- and post-event walk-through inspection of the facility with the Facility User's designate and both parties shall sign the "Damage and Refund Report" after each inspection. If the Facility User cannot attend the post-event inspection, the findings of the inspection completed by the Facility Owner's designate shall prevail.

Insurance:

- a. The Facility User must, at its sole cost, obtain and maintain in force during the period of the booking and event. Liability insurance coverage for alcohol events is \$5,000,000.
- b. The Facility User must furnish certificates of insurance and, if required by the Facility Owner, certified copies of the policy; and may be required to show evidence of the policy's continuation in force, if a booking is completed significantly in advance of the event.
- c. The Facility User's liability will not be limited, reduced or altered by this policy's requirement for insurance. Furthermore, the Facility User agrees that the Facility Owner will not join or share in any claims for damages arising out of or in any way related to an event or use of a facility.

Municipal District of Opportunity No. 17 - Outdoor Facilities Policy

Events:

- a. No person will operate, maintain, conduct or advertise an Event in an Outdoor Facility unless he/she has first obtained a Booking for it from the Approving Officer.
- b. Security Protection – Every Organizer shall provide, at his own expense, security protection. This shall include the provisions of, a minimum, one security officer for every 100 expected attendees.
- c. First Aid Facilities – Every Organizer shall provide first aid facilities at the event to satisfy the requirements of the health authority or ambulance service provider.
- d. The Approving Officer may impose such additional conditions as are reasonably necessary to protect the health, welfare and property of local residents and persons attending the events. For example, the Organizer may be required to provide letters of confirmation from the RCMP indicating satisfaction with policing arrangements and from the health service providers indicating satisfaction with first aid and ambulance service arrangements.

- e. An Organizer shall be responsible for all extraordinary expenses incurred by the municipality as a direct result of the event.
- f. An Organizer will comply with all applicable federal, provincial, and municipal law.

Municipal District of Opportunity No. 17 - Outreaches

Patron Supervision:

- a. Outreach Programs shall follow staff patron ratio of 20 patrons/1 staff for programs held in MD facilities.
- b. Off-site Outreach Programs shall follow a staff patron ratio of 30 patrons/1 staff/1 program partner staff or volunteer.
- c. Staff must complete program documentation for every patron participant.
- d. Patrons aged 8 and under must have parental/guardian authorized supervisors.
- e. Staff who has children attending programs must not directly supervise their own children.
- f. Staff shall complete waivers for all patrons.

Programs:

- a. Staff shall complete yearly work-plans. Monthly plans shall also be available to ensure continuity in the event regular staff is absent.
- b. Staff shall implement programs based on their work-plan and review.
- c. Staff shall complete a monthly staff schedule.
- d. Staff assisting in the design delivery & direction of programs shall have a minimum standard of training and knowledge in programs development processes.

Marion Wolitzki Arena – Back Lakes Arena – Jaybird Arena

Arena ice time must be booked at least three (3) days in advance of the event date, with the exception of tournaments which require minimum of seven (7) days.

General Rules and Regulations

- a. No tolerance rule for anyone found vandalizing the arena or its equipment.
- b. Persons possessing or under the influence of drugs and/or alcohol will not be permitted entry into the arena.
- c. No smoking permitted anywhere in the arena.
- d. No seeded snacks of any sort permitted in the arena.
- e. Obscene language will not be tolerated in the arena.
- f. Harassment of other users of the facility will not be tolerated.
- g. No running/loitering/horseplay in the arena.
- h. The management will not be held responsible for any lost or stolen articles "anywhere" in the facility.
- i. The use of hockey sticks and other objects to play games other than on the ice is prohibited.
- j. All users of the facility are asked to use the garbage receptacles and help keep the arena clean.
- k. No minor hockey players will be permitted on the ice unless a coach is present.
- l. Only players and coaches are allowed in the player's box during regular hockey practice and games.
- m. The player box doors must be closed prior to the start and during regular program sessions.
- n. All children age 8 and under at the arena must be accompanied by an adult.
- o. The chain to close off the ice surface area must be used when the Zamboni is in operation.
- p. Children from the age of 1 (One) To 17 (Seventeen) must wear a helmet during public skating and while on the ice surface.

- q. The arena operators have the authority to remove anyone not complying with the rules and regulations stated above.
- r. The arena operators also have the authority to request the assistance of the R.C.M.P. in enforcing any of the above rules and regulations.
- s. These general rules & regulations are applicable to all outdoor rinks operated by The Municipal District of Opportunity.

Wabasca Water World & Fitness Centre, Red Earth Creek and Calling Lake Fitness Centres

The government of Alberta publishes the Pool Standards for swimming pools, wading pool and water spray park, regulations, under the authority of the Public Health Act. The Pool Standards states that all aquatic facilities need to have written policies on the following five area schedules:

- a. Safety and Supervision Requirements
- b. Notices for Public Safety
- c. Public Education
- d. Water Quality Issues/Sanitation

General Facility Rules:

- 1. Must be 8 years old or older to use the pool alone.
- 2. 7 years and under must be accompanied by a 16 year old or guardian/parent.
- 3. Walking only on pool deck.
- 4. Shower before using the swimming pool or hot tub.
- 5. All infants 3 years old or younger must wear protective swimmers.
- 6. No children under the age of 5 may use the hot tub.
- 7. Limited use to 15 minutes for hot tub, steam room and sauna.
- 8. Must be 16 and older during adult swim.

Safety and Supervision Requirements

The Single Lifeguard to Patron Ratio

15 year old Lifeguard	-With NL (National Lifeguard Certification) Lifeguard on deck (shadow)	1-10
16 year old Lifeguard	-Bronze Cross only (worked 2 months or 1-20 shifts)	1-25
	-Bronze Cross only (experienced)	1-35
	-NLS Rookie (worked 1 day-2 months/1-20 shift)	1-40
	-NLS (experienced)	1-40

Multi Lifeguard to Patron Ratio

1-40 patrons	1 Lifeguard
41-80 patrons	2 Lifeguards
81-140 patrons	3 Lifeguards
141-188 patrons	4 Lifeguards

Whistle Use

Whistles are for emergencies, try to limit using them for other reasons or the public becomes immune to the sound.

- 1 Whistle blow for pool clear – “swim is over” should be said right after blowing whistle – only do if too many to walk around and tell or to yell over
- 2 Whistle blows for emergency – “everyone please move to the closest edge” should be said right after blowing whistle
- The whistle is not a toy do not twirl, swing, or throw the whistle
- Must always have 1 when ever on deck

SCHOOLS ARE 1 LIFEGUARD TO 25 STUDENTS ALWAYS

Supervision**Rotation**

The Wabasca Water World and Fitness Centre has four rotation times. Mutual verbal agreement between staff working or by the number of patrons in the pool determines the one to be used. Please note that the guard on deck should be concentrating on the patrons and their activities and not if the next guard is late, therefore watch the clock when off deck.

The rotation times are:

- 30 min – 1 lifeguard on deck, less than 10 people in pool, usually noon, lane swim, rentals, late evening while others are cleaning.
- 20 min – 1 to 2 lifeguards on deck, less than 80 people in pool.
- 15 min – 1 to 3 lifeguards on deck, less than 100 people in pool.
- 10 min – 2 to 3 to 5 lifeguards on deck, 101-181 people in pool.

Notices for Public Safety

The Wabasca Water World and Fitness Centre has the following for public safety:

- a. Lifeguards that are certified to government regulations.
- b. All staff has updated standard first aid.
- c. Twice a month we provide staff in-services with a safety component.
- d. Log books on all pool operations.
- e. Daily public notification on levels and temperature of the pool.
- f. A public safety board provided in the lobby to notify public of all hazards.
- g. Signage throughout the facility.
- h. Seasonal brochures, posters, and pamphlets provided by mail, website, and in house.
- i. Procedure manuals and training for all staff in emergency situations.
- j. Proper chemical storage, MSDS sheets, abbreviated MSDS sheets for quick reference, and pictured signage personal protective equipment.

Patron Education and Notification

We provide signage throughout the building, staff interaction with the patron to discuss rules upon entry to the pool and we provide a safety board of information regarding bodies of water etc...

We provide the following notifications; rules for pool use, pool safety information, water quality information, and provide staff with an in depth contamination training.

Programs like swim lessons for the public and schools are provided year round which teaches all water safety training. Schools will provide teachers to be on deck or in the pool with students.

Brochures and public websites are updated seasonally and our staff are trained to answer any questions the public might ask.

Water Quality Issues/Sanitation

The policy states that we as the Municipal District of Opportunity has a water quality incident response plan that is appropriate of our Wabasca Water World & Fitness Centre.

We follow the following steps to ensure our water quality is met or exceeded:

- a. Standards for microbiology, ORP, free chlorine, muriatic acid, pH, and clarity in our public swimming pool.
- b. Blood, food, or chemicals can foul the water and we have a procedure to be followed in the WWW&FC's Supervisor Guidelines Manual.
- c. Fecal material or vomit, foul the water and we have a contamination protocol we follow from the Public Health Act.

An in depth general sanitation manual is provided to each staff member and they are trained on how to complete each job which includes but not limited to:

- a. Walls, floors, and decks.
- b. Washrooms and change rooms.
- c. Showers.
- d. Steam rooms, saunas.
- e. Any other equipment in contact with patrons of the pool.

Our contamination Management for Public Swimming Pools includes but not limited to:

- a. In the event of blood, vomit or fecal contamination, the pool operator shall immediately close the public swimming pool until the remediation procedures are complete, this includes the affected water feature (e.g. Water slide) and other features that share the same recirculation system.
- b. To avoid cross contamination, a bather must take a shower, using soap, and prior to re-entering our public swimming pool.
- c. Contaminating material must be removed (e.g. using a net, scoop, or bucket and disposed of in a sanitary manner.
- d. Aquatic vacuum cleaners must not be used for removal of contaminations from the vacuum equipment can be adequately cleaned and disinfected.

We have a contamination response log which includes the following:

- a. The date time of the event.
- b. Type of incident.
- c. The concentration of chlorine, pH, and ORP at the time of the incident.
- d. The procedures.
- e. The name of the person(s) conducting the procedures.

Eagle Point Golf Course Policy

Policy Statements

1. Registration- all golfers and non-golfers must register at the Pro-Shop prior to commencing play. Players must not tee-off prior to opening of the Pro-Shop.
2. Rules of Play- Except for local rules, all play is governed by the current regulations of the RGCA (Royal Canadian Golf Association). For local rules, please consult your scorecard.
3. Pace of Play- Eagle Point will extend every effort to ensure that 9-holes of golf does not exceed two hours and fifteen minutes and 18-holes does not exceed four hours and thirty minutes. Players failing to maintain their pace of play by dropping more than a hole from those in front will be given a warning by staff or the golf course marshal. If they have failed to close the gap by the next hole, they must pick-up their balls and proceed to the next tee. This program is necessitated for the enjoyment of all golfers on the course.
4. Daily Play- Normal daily play will consist of four people in a golfing group and two power carts. Additional non-golfers and carts may be allowed to join a golfing group at the discretion of staff based on the pace of play that day.
5. Tournament / Event Play- Larger groups of golfers may play together depending on the event and event rules.
6. Beginner Golfers- Eagle Point golf course recommends individuals who have never played golf before, develop skills first at the driving range before attempting to play golf on the course.
7. Golf Course Marshal- The purpose of the Golf Marshal is to: assist players, ensure the correct flow and pace of play, enforce power cart regulations and club policies, and enforce the overall golfing experience for all golfing at Eagle Point.
8. Golf Footwear- Eagle Point is a mandatory soft-spike golf course, metal spikes or cleats of any kind will not be permitted on the golf course. No cowboy boots or heeled footwear is permitted.
9. Power Carts- In accordance with golf cart manufacturer's safe operations, only two riders per cart. Renters of power carts and annual pass holders must fill out a Waiver form before use.
 - Four Seat Golf Carts are for Family use only.

10. Power Carts- You must have a valid driver's license (16 years of age) to operate a rental power cart or personally owned power cart. Personally owned power carts may be stored seasonally at the golf course subject to payment of applicable fee and waiver of liability.
11. Season Pass- Each purchaser must fill out an application form, provide valid identification stating date of birth and pay the necessary fee unless the fee is waived. An annual Pass is Valid from January 1st to December 31st of each calendar year.
12. Golf Club Equipment- Each golfer playing at Eagle Point is required to have his or her own set of golf clubs.
13. Dress Code- Only proper attired players will be permitted on the golf course.
 - **Ladies** (including juniors) - no tank tops, halter tops, spaghetti strap tops or bathing suits.
 - **Gentlemen** (including juniors) - no tank tops, muscle shirts or half shirts. Only proper attired players will be permitted on the golf course.
14. Alcohol & Substance abuse- Absolutely no outside alcohol or drug substances are permitted on Eagle Point Golf Course Grounds. Any individual with outside alcohol or drug related items on the premises will have the items confiscated and may be asked to leave the golf course with no refunds or reimbursement. All golfers agree to be bound by the terms and conditions of this policy.
15. Rain Check- Rain Checks will be issued to golfers on the course when unplayable condition or emergencies occur in the amount of holes not played (example- golfer paid for 18-holes completed 9-holes, heavy rain occurs, golfer receives rain check for nine holes).
16. No pets are allowed on the golf course.
17. Minimum Age Requirement- Children under the age of six are not permitted to play on the golf course and they must be supervised by their parent or guardian. A waiver for children under 6 must be signed by parent/guardian before permitted on the Golf Course.
18. Suspension I Banishment from Grounds- Eagle Point reserve the right to suspend season pass holder's privileges or banish green fee players with just cause.
19. Damage- It is the responsibility of the individual to repair or replace items damaged by that individual.
20. The MD is not responsible for lost or stolen articles, or injury incurred.

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