

	Recreation & Culture Level of Service Policy
	Council Approved
	Community Services (CS) #7203
	Approved: September 3, 2024
	Last Revised: September, 2024
	Next Review Date: September, 2029

1. **POLICY STATEMENT**

- 1.1 The Parks, Recreation and Culture (PRC) Service Branch strives to maximize the quality of life and opportunities of Patrons and User Groups by providing a Facility with Recreation and Culture Services that facilitate leisure, skill development, social and creative stimulation, accessibility, and interpersonal connections.

2. **PURPOSE**

- 2.1 To identify a Council-approved Level of Service (LOS) for the Recreation and Culture Services of the Facility.
- 2.2 To define the role of the Town in supporting community-based Events and Culture projects that celebrate the diversity of Hinton's communities and encourage access to Recreation, Events and Culture.

3. **SCOPE**

- 3.1 This Policy pertains to the amenities of the Facility as inventoried herein as well as the Recreation, Events, and Culture Services provided by the Town.
- 3.2 The LOS of the Facility aligns with the Town's Strategic Plan, tactical plans, and pertinent legislation in a cost-effective manner with consideration for recreation standards, identified Patron and User Group needs, funding limitations, and safety.

4. **RECREATION CENTRE AND CULTURE SERVICE DELIVERY**

- 4.1 The Facility offers External Operations in the form of:
- 4.1.1 Public Services, such as customer-facing administrative and operating support; including lifeguarding and customer service; accommodation of Patrons and User Groups, and drop-in opportunities; and

- 4.1.2 Programming, such as Events, Private Rentals, swimming lessons, User Group initiatives, and the obligations of the Town under the Joint Use Planning Agreement.
- 4.2 To support the former, the Facility must ensure ongoing Internal Operations in the form of:
 - 4.2.1 Operational Maintenance, such as training, internal accounting and administration; including inspections and inventorying; chemical testing, amenity cleanliness and maintenance, and other general care that supports the function and safety of the amenities and Events; and
 - 4.2.2 Programming Maintenance, such as arena flooding, swimming lesson administration, and Event planning support that all occur in response to the Programming requirements of Recreation and Culture Services.

5. DEFINITIONS

- 5.1 **Arena Storage:** storage lockers and rooms available for rent meant for team equipment and personal sporting equipment located off the Bill Thomson Arena (BTA) and Steve Hotchkiss Arena (SHA).
- 5.2 **Aqua Fitness:** is a form of exercise and physical activity that takes place in a pool.
- 5.3 **Aquatic Staff:** are responsible for oversight of all Aquatic amenities in the Facility in adherence with the National Lifeguard standards and are classified as Customer Service and Operating Staff.
- 5.4 **Bouldering:** a style of climbing done close to the ground without the use of ropes and harnesses, and with crash matting for protection.
- 5.5 **Culture:** the distinct expression of a society comprised of multifaceted meaningful activities including art, heritage, history, language, lifestyle, with other traits and elements such as identity and values, often shaped by necessity, preferences, environment, and the larger culture(s) in which the society is nested.
- 5.6 **Customer Service Staff:** refers to the Employees stationed in the Facility that interface directly with Patrons for Recreation and Culture Services, including administrators.
- 5.7 **Drop-In Hockey:** an informal game of hockey.

- 5.8 **Event:** includes (without limitation) concerts, shows, plays, activities, exhibitions, parades, festivals, displays, and tournaments.
- 5.9 **Events Checklist:** a process undertaken by Customer Service Staff with Patrons and User Groups to ensure amenities and Events assets are maximized in the promotion of Culture initiatives that may take place in the Facility.
- 5.10 **External Operations:** Services, Programs, and Events delivered to and experienced by the customer (patrons, user groups, operators) which can be broken into two distinct categories: Public Services and Programming.
- 5.11 **Facility:** refers to the Dr. Duncan Murray Recreation Centre and all amenities named herein, located at 805 Switzer Drive, 1619 MC 40.
- 5.12 **Ice Season:** pertains to mid-August through to mid-April annually and is established in accordance with the Agreement between the Town and the Hinton Timberwolves.
- 5.13 **Internal Operations:** Actions taken by staff that are necessitated in support of the delivery of External Operations which can be broken into two distinct categories: Operational Maintenance and Programming Maintenance.
- 5.14 **Joint Use Planning Agreement (JUPA):** a cost-sharing agreement betwixt the Town and, in this instance, the local school board(s) to ensure community access and infrastructural efficiencies in accordance with the *Municipal Government Act, c. M-26 R.S.A. 2000, 17.2 Intermunicipal Collaboration Framework*.
- 5.15 **Junior Lifeguard Club (JLC):** is a youth program aimed at teaching young individuals essential water safety and lifeguarding skills.
- 5.16 **Lighting and Sound Workshops:** are initiatives undertaken by Customer Service Staff with Patrons and User Groups to ensure Rental Inventory clients are equipped to protect the Town's assets and ensure the success of Public Services and Programming that rely on such.
- 5.17 **Off Season:** refers to the timeframe which is outside of the Ice Season, during which the BTA and SHA are without ice.
- 5.18 **Operator(s):** includes user group representatives or independent contractors who use or access spaces/amenities based on the parameters of a lease or operating agreement.

- 5.19 **Operating Staff:** refers to the Employees regularly stationed at the Facility that ensure maintenance of amenities is undertaken to enable Patron and User Group access and safety.
- 5.20 **Patron:** refers to any private individual that does not include Town Employees, contractors, volunteers, and agents.
- 5.21 **Parent 'n' Tot (Arenas):** parents / caregivers take their toddlers or preschool ages kids to learn how to skate.
- 5.22 **Private Rental:** the arrangement wherein a Patron or User Group rents a specific area or amenity within the Facility for their exclusive use and enjoyment.
- 5.23 **Programming:** are private and User Group rentals, or classes, events, and activities available for a registration/participation/rental fee.
- 5.24 **Public Services:** available at the cost of facility admission are a range of activities, classes, and services that are open to all Patrons and provided by the Facility to promote physical fitness, leisure, Culture, and community engagement.
- 5.25 **Public Skating:** all ages and skill levels can enjoy skating on the ice, whether for fun, exercise, or learning. Skate aids are mobile assets supplied to provide support for Patrons.
- 5.26 **Recreation & Leisure Guides:** released quarterly in accordance with the seasons. Contain information and promotions on Public Services and Programming pertaining to the community as it relates to the "learning and leisure corridor" and community at large of Hinton.
- 5.27 **Rental Inventory:** includes but is not limited to the Showmobile, audio, lighting, staging, tents, piping and drapery belonging to the Town available for rent to Patrons and User Groups for their Event purposes.
- 5.28 **Shut-down:** a period of time where parts of the Facility may be closed to allow for Internal Operations and Facility Maintenance to be completed.
- 5.29 **Stick & Puck:** Patrons can utilize hockey or ringette sticks and do not require full equipment.
- 5.30 **Treadwall:** vertical moving climbing wall.

5.31 **User Group:** an organization/board with a particular purpose such as a corporation, society, association, etc. In this Policy, it usually refers to groups comprised of members that pertain to sports, recreation, Culture, and leisure initiatives.

5.32 **W.O.W. it's a Non-School Day:** are days when large aquatic assets are installed and scheduled on teacher Professional Development (PD) Days.

6. RESPONSIBILITIES

6.1 Council is responsible to:

- 6.1.1 Approve this Policy and subsequent amendments as necessary,
- 6.1.2 Authorize the scope of Facility-related operations and capital projects as part of the annual budget process and individual project approval submissions from the PRC Service Branch that may occur throughout the year, and
- 6.1.3 Periodically review and amend the LOS for the Facility.

6.2 The Director of Community Services, or their designate, is responsible to:

- 6.2.1 Guide and support the PRC Service Branch to deliver the LOS outlined in this Policy,
- 6.2.2 Report to the Chief Administrative Officer (CAO) and Council as necessary regarding any amendments to the LOS, recommending revisions as necessary, and
- 6.2.3 Ensure compliance and the support of human resources, occupational health and safety, and corporate services of the Town.

6.3 The Parks, Recreation & Culture (PRC) Manager, or their designate, is responsible to:

- 6.3.1 Institute procedures to ensure the Facility's Recreation and Culture Services are maintained in accordance with the approved LOS,
- 6.3.2 Determine how to initiate and perform Recreation and Culture Services activities in accordance with the approved LOS,
- 6.3.3 Allocate and schedule municipal resources in consideration of alternative revenue streams,
- 6.3.4 Obtain, allocate, and schedule third-party as well as internal resources,
- 6.3.5 Address public concerns and safety issues,
- 6.3.6 Manage the PRC Service Branch's capital and operating budgets,
- 6.3.7 Recommend revisions of this Policy as required, and
- 6.3.8 Ensure compliance by delegating the responsibilities above to their designate(s) in the PRC Service Branch.

RECREATION CENTRE AND CULTURE SERVICES – GENERAL LOS

7. OPERATIONS

- 7.1 During Ice Season the Facility is generally available for External Operations for 119 hours per week with different schedules in each of the Service Areas.
- 7.2 During Off Season the Facility is generally available for External Operations for 98 hours per week with different schedules in each of the Service Areas.
- 7.3 Joint Use Planning Agreement (JUPA):
 - 7.3.1 In accordance with the JUPAs between the Evergreens Catholic School Division, the Town of Hinton, and the Grand Yellowhead School Division, the Facility provides:
 - i. Up to 140 hours per month of arena use (per arena),
 - ii. Up to 140 hours per month of court/bouldering wall use (per amenity); and
 - iii. Up to 50 hours of pool use per month.
- 7.4 Statutory Holidays:
 - 7.4.1 The Facility is open for Public Services for 3 hours MST on:
 - i. Thanksgiving, the second Monday of October; and
 - ii. Family Day, the third Monday of February.
 - 7.4.2 The Facility is closed for all other Statutory Holidays recognized in the Province of Alberta.
 - 7.4.3 The Facility may be opened for scheduled Events or rentals on Statutory Holidays in accordance with the Recreation and Parks User Fee Policy CS 7200.
- 7.5 The Facility is open for reduced External Operations annually on:
 - 7.5.1 December 24th, Christmas Eve, until 12:00 PM.
 - 7.5.2 December 31st, New Year's Eve, until 4:00 PM.
- 7.6 Annually, the Facility will reduce External Operations the day of the Town Employee Holiday Party to ensure all Customer Service and Operating Staff have the opportunity to attend.
- 7.7 The Facility may close periodically to accommodate necessary Occupational Health and Safety training or drills.

8. CONSIDERATIONS

8.1 Alternative Revenue Streams:

- 8.1.1 Bolster PRC initiatives and Programming through targeted corporate sponsorship, private leases, advertising, grants, enhanced program registration, passive revenue generation, and revenue sharing.
- 8.1.2 Community programming is enhanced through collaboration with community groups, non-profits, and Civic Agencies as applicable to maximize value to ratepayers, reducing the burden of direct user cost recovery.

8.2 Accessibility:

- 8.2.1 PRC strives to provide financial accessibility to Public Services via the Recreation and Parks User Fee Policy CS-7200.
- 8.2.2 PRC strives to provide financial accessibility to Programming by ensuring comparable regional pricing and cost recovery.
- 8.2.3 PRC strives to reduce physical barriers to Public Services and Programming participation.
- 8.2.4 PRC strives to promote Public Services and Programming suitable for all ages, stages, and abilities.

8.3 Capital Replacement: in accordance with the Asset Management Program, approved budget, and Reserve Policy (once in force).

8.4 Growth Trigger: trends in the recreation/leisure and culture industries, increased programming demands, safety, increased need to accommodate accessibility concerns where feasible, and developments in the vicinity.

8.5 Training: Employees are qualified to ensure the health and safety of all Employees, Patrons, and User Groups that attend the Facility.

- 8.5.1 Training is hands-on and ongoing.
- 8.5.2 Required certifications are maintained.
- 8.5.3 Operators adhere to their own training guidelines and safety programs, are provided a Facility safety orientation and manual, and are encouraged to attend Facility-wide emergency training.

9. RELATED MATTERS & REFERENCES

9.1 *Alberta Human Rights Act, A-25.5, R.S.A. 2000*

9.2 *Alberta Public Health Act*

- 9.3 *Canadian Copyright Act, R.S.C., 1985, c. C-42*
- 9.4 *Child, Youth and Family Enhancement Act, R.S.A., 2000, c. C-12 and Regulation 160/2004*
- 9.5 Community Services Policy CS 7200 Recreation & Parks User Fees
- 9.6 *Early Learning and Child Care Act, 2007, E-0.1 and Regulation 143/2008*
- 9.7 *Freedom of Information and Protection of Privacy Act, F-25 R.S.A. 2000*
- 9.8 *Gaming, Liquor and Cannabis Act, G-1 R.S.A. 2000, and Regulation 143/1996*
- 9.9 Joint Use Planning Agreement (JUPA) between the Town of Hinton and Evergreens Catholic School Board
- 9.10 *Occupational Health and Safety Act c. O-2.2, 2020, Code 191/2021, and Regulations 184/2021*
- 9.11 Welcoming and Inclusive Communities Policy AD-1201

RECREATION SUPPORT SERVICES LOS

10. OPERATIONS

- 10.1 Customer Service Staff are responsible to facilitate and accommodate all Patron and User Group access to the Facility for the duration of External Operations.
 - 10.1.1 During Ice Season Customer Service Staff are available to facilitate and accommodate access to External Operations for 110.25 hours per week.
 - 10.1.2 During Off Season, Customer Service Staff are available to facilitate and accommodate access to External Operations for 103.75 hours per week.
- 10.2 To support the requirements of 10.1, Customer Service Staff must attend the Facility to undertake Internal Operations prior to, throughout, and after External Operations.

11. PUBLIC AMENITIES

- 11.1 Three (3) Courts catering to squash, racquetball, badminton, volleyball/wallyball, basketball.
- 11.2 One (1) Bouldering Space with Treadwall.

11.3 Two (2) Changerooms, male and female, within the Court and Boulderling area.

11.4 One (1) Board (Meeting) Room.

11.5 Facility foyer, customer service counter, and “Breakaway” Town-operated concession.

11.6 People’s Centre (Multi-Purpose Room):

11.6.1 The last week of June to the last week of August annually, the People’s Centre will be removed from the public amenities list to accommodate Discovery Camp (FCSS) programming.

12. OPERATIONAL AMENITIES

12.1 Three (3) Leased Spaces:

12.1.1 The BTA Concession

12.1.2 The Pro Skate Sharpening Shop

12.1.3 The Hinton Children’s Learning Centre Daycare

13. RELATED MATTERS & REFERENCES

13.1 Alberta Health Services (AHS) *Food Retail and Food Services Code*

13.2 Operating Lease between the Town of Hinton and Hinton Concession 1348631 Ltd.

13.3 Operating Lease between the Town of Hinton and the Daycare Society of Edson

AQUATICS LOS

14. OPERATIONS

14.1 The Town of Hinton’s Aquatic Service Area adheres to applicable legislation, regulations, and standards within the Aquatics industry and is a registered affiliate of the Lifesaving Society of Alberta and Northwest Territories.

14.2 The Aquatic Service Area maintains an annual schedule of consistent monthly Public Services with fluctuating scheduled Programming.

14.2.1 Per week, 93 hours of External Operations are available to Patrons.

14.2.2 Annually, the Aquatic amenities are unavailable for approximately four (4) weeks in September to conduct a “shut-down”.

14.3 The Table below demonstrates the Internal Operations (Operational Maintenance and Program Maintenance) and External Operations (Public Services and Programming) of the Aquatic Service Area during any given month of the year.

Program Type	Range Percentage	Examples
Public Services	36% +	Includes Lifeguarding for Public Swim, Family Swim, Youth Swim, and Lane Swim, Drop-in Aquatic Fitness.
Programming	30%-38%	Private Rental includes 1-hour timeslots each Saturday and Sunday. If not rented, the timeslot converts to a Family Toonie Swim (Public Service). All Lifesaving Society Swim for Life and Swim Patrol levels (including JUPA). Competitive JLC, Recreational JLC, Advanced Recreational JLC, Bronze Medallion, Bronze Cross, National Lifeguard Certification, Swim & Lifesaving Instructor. First Aid, Aqua Circuit Training
Operational Maintenance	18%-36%	Cleaning, water chemistry maintenance, mechanical maintenance
Program Maintenance	8%-20%	Instructor evaluations, lesson observations, staff in-services

14.4 To support the requirements of 14.2 and 14.3, Aquatic Staff must undertake Internal Operations before, throughout, and after External Operations.

14.5 The *Alberta Public Pools Safety Standards* outline the minimum Aquatic Staff requirements to attend on deck during Public Services:

- 14.5.1 40 Patrons : 1 Lifeguard
- 14.5.2 41-80 : 2
- 14.5.3 81-140 : 3
- 14.5.4 141-200 : 4
- 14.5.5 201-234 : 5

- 14.6 Aquatic Staff may restrict the number of Patrons who access the Aquatic Facility in order to maintain adequate ratios.
- 14.7 To maintain Patron and worker safety, a minimum two (2) Aquatic Staff must be scheduled to work during the Aquatic Facility's Operating Hours.
- 14.8 Programming curriculum and guidelines impact the ratios and staff certifications required.

15. MINIMUM PROGRAMMING REQUIREMENTS

- 15.1 Junior Lifeguard Club (JLC) utilizes all lifeguard training equipment such as diving obstacles, submersible training manikins, throw ropes, rescue belts, and the Ruth Lee training manikin.
 - 15.1.1 JLC attends 4 Lifesaving Sport swim meets per year across the province, including the Provincial Championship.
- 15.2 Aqua Fitness will have varied equipment which may include aqua bikes, float mats, aqua bells, water fans, noodles, float belts, resistance gloves, and medicine balls.
- 15.3 Swim for Life Programs require at minimum the swimming tools and aids as described within the Lifesaving Society curriculum and program manuals.
- 15.4 The Aquatic Centre provides Private Rental opportunities for Hinton's summer swim club from May through August annually. All training supplies and lane ropes are provided by the Aquatic Service Area.

16. AQUATIC EVENTS

- 16.1 National Drowning Prevention Week is held annually during the third week in July and provides Public Services that foster water safe behaviors through water safety activities and awareness initiatives.
- 16.2 The Claire Jones Memorial Lifesaving Sport swim meet is hosted annually in November.

17. PUBLIC AMENITIES

- 17.1 Aquatic accessibility equipment including pool aquatic lift, aquatic wheelchair, sling lift, and removable aquatic ramp.

17.2 Pool Deck: main pool, play pool, hot tub, steam room, deck shower, diving blocks, climbing wall, Tarzan rope, basketball net, and asset storage.

18. OPERATIONAL AMENITIES

18.1 First aid room and equipment.

18.2 Three (3) tot docks.

19. RELATED MATTERS & REFERENCES

19.1 *Alberta Health Pool Standards - July 2014 (amended 2018)*

19.2 *Alberta Public Pool Safety Standards*

19.3 *Lifesaving Society Canada's National Safety Standards*

19.4 *Lifesaving Society of Alberta and Northwest Territories Policies and Procedures*

19.5 *Public Swimming Pools Regulation (Alberta Regulation 247/83)*

ARENAS LOS

20. OPERATIONS

20.1 During Ice Season the arenas are each available for External Operations for 119 hours per week.

20.1.1 To support the former, ongoing Internal Operations occur over the course of 126 hours per week.

20.2 The Table below demonstrates the Internal Operations (Operational Maintenance and Program Maintenance) and External Operations (Public Services and Programming) of the Arena Service Area during Ice Season.

20.2.1 During Ice Season, both External Operations and Internal Operations hours per month are subject to fluctuation based on ice use demands from User Groups and are therefore presented in approximate percentages in the Table below.

Program Type	Range Percentage	Examples
Public Service	22%-35%	Drop-In Hockey, Stick 'n' Puck/Ringette, Public Skate, Toonie Skate, Parent 'n' Tot

Programming	45%-60%	User Groups: Timberwolves, Minor Hockey, Rec Hockey League, Ringette, Figure Skating, Pond Hockey, etc. Private Rentals; Special Events: Skate with Santa – December, Family Day - February, Thanksgiving - October
Operational Maintenance	25%-40%	Ice thickness checks and leveling, plant checks, Olympia blade change, building maintenance, janitorial work, etc.
Program Maintenance	8%-25%	Edging, patching, Ice floods, changing nets, janitorial work

20.3 During Off Season the arenas are each available for External Operations for 98 hours per week.

20.3.1 To support the former, ongoing Internal Operations occurs over the course of 105 hours per week.

20.4 The Table below demonstrates the Internal Operations (Operational Maintenance and Program Maintenance) and External Operations (Public Services and Programming) of the Arena Service Area during Off Season.

Program Type	Range Percentage	Examples
Public Service	36%-50%	Scheduled drop-in programs: roller derby, dodgeball, pickle ball, floor hockey. Public Programming can occur at any time between 9 am – 9 pm during summer hours.
Programming	36%-50%	Minor Baseball, Special Events, Rentals can occur at any time between 9 am – 9 pm during summer hours.
Operation Maintenance	22%	Deep cleaning, painting, board and plexiglass cleaning, floor cleaning.
Program Operations	6%-10%	Cleaning, Building Maintenance.

21. PUBLIC AMENITIES

21.1 Two (2) Arenas: SHA and BTA, the latter with:

- 21.1.1 Sound Booth
- 21.1.2 Timberwolves Liquor and Merchandise Shack
- 21.1.3 Timberwolves Office
- 21.1.4 Men's, Women's, and Accessible Washrooms

21.2 Thirteen (13) Dressing Rooms (DRs):

21.2.1 DRs 1 – 5 on the SHA

- i. DR 5 for Referees

21.2.2 DRs 6 – 13 on the BTA

- i. DR 8 for Referees
- ii. DR 10 for Timberwolves

21.2.3 Fifty Three (53) Arena Storage Lockers and Rooms in BTA & SHA

22. RELATED MATTERS & REFERENCES

22.1 Agreement between the Town of Hinton and Hinton Timberwolves Hockey Enterprises LTD

22.2 *Northern Alberta Interlock Regulations (NAI)*

22.3 *Integrity Management Requirements for Mechanical Refrigeration Systems Containing Ammonia, AB-538 2nd Ed., Issued 2023-05-05 (ABSA)*

22.4 *Hockey Canada Playing Rules 2022 – 2024*

EVENTS & CULTURE LOS

23. OPERATIONS

23.1 Internal Operations: Town of Hinton Hosted Events

23.1.1 PRC provides Public Service through the planning and hosting of the following annual Events:

- i. Winter Magic, February
 - I. Aquatics: Polar Dip
 - II. Arenas: Skate with Santa
- ii. Canada Day, June 30th and July 1st
- iii. Lighting and Sound Workshops
- iv. National Canadian Film Day, April 17th

23.1.2 PRC collaborates to Program the following Events annually:

- i. Arts of Fire
- ii. Go Girl Conference

23.2 External Operations: Supported Events

23.2.1 PRC supports Event initiatives with Patrons and User Groups that seek the support of the Service Area either through special equipment rentals and/or the use of Town Facilities. Examples

include: Hockey tournaments, Autumn Festival, circus performers, etc.

23.3 Event Hours per month are subject to fluctuation based on User Group and Patron demands and are therefore presented in approximations, reflected in the Table below.

23.4 The Table below demonstrates the Internal Operations (Operational Maintenance and Program Maintenance) and External Operations (Public Services and Programming) of the Events Service Area presented as a monthly average.

Program Type	Range Percentage	Examples
Public Service	15%	Quarterly Recreation & Leisure Guide, Town of Hinton Hosted Event Execution
Programming	15%	Supported Event Execution, Equipment Rental Accommodation.
Operation Maintenance	25%	Event Inventory and Accounting
Program Operations	45%	Event Planning and Support, Event Checklist Administration

24. AMENITIES

24.1 The Events Service Area maintains an inventory of various Event assets used to support both internal and external Event types.

24.2 Some of the Event asset inventory is available for rent by Patrons, Operators, and User Groups and is referred to as the Rental Inventory.

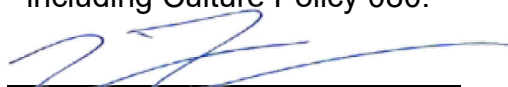
25. RELATED MATTERS & REFERENCES

25.1 *Policy 031 Remembrance Day Ceremony*

26. REVISION CONTROL

26.1 This Policy must be reviewed every five (5) years to ensure continued alignment with related materials and evolving best practices.

26.2 Upon Council approval, all former versions of this Policy are hereby rescinded, including Culture Policy 080.


Town of Hinton Mayor


Chief Administrative Officer

Approval History <i>(To be filled in by Legislative Clerk)</i>	Inquiries/Contact Person
Approval Date: Sept. 2, 2024	
Revision Date:	
Revision Date:	
Revision Date:	
Revision Date:	