

The official publication of the Recreation Facility Association of Nova Scotia (RFANS)

FACILITY FOCUS



Member Spotlight—Chedabucto Lifestyle Complex
Sustainable Rink Design—West Hants Sports Complex
Re-surfacer Preventative Maintenance
Centre 200 - Re-opening in COVID-19



Recreation Facility
Association
of Nova Scotia

Spring / Summer 2021

Supporting you – from the ground up

5516 Spring Garden Road, 4th Floor
Halifax, NS B3J 1G6
P: 902-425-5450 x 330
F: 902-425-5605
E: rfans@sportnovascotia.ca
www.rfans.com



RFANS Board of Directors Welcomes New Executive Director



The Recreation Facility Association of Nova Scotia's (RFANS) Board of Directors is pleased to announce that **Jennie Greencorn** will take the position of Executive Director.

Jennie began her career as a nurse in acute and long-term care, then migrated to intervention and outreach programming for at risk youth. While working with youth in Canso, she managed the Canso and Area Arena and the Canso Community Pool.

Jennie is no stranger to RFANS and has been involved in many capacities within the Recreation Facility industry for over 15 years, gaining experience in facility management, administration, and operations from the ground up. She has over 25 years experience in grassroots event management and execution, particularly in her role with the Stan Rogers Folk Festival, one of the provinces signature festivals and in her employ as the Customer Engagement and Events Manager for the Pictou County Wellness Centre. Jennie has 30 years of experience on multiple community boards, councils, committees, and action groups.

Jennie brings to this position a unique and diverse skill set, strong leadership skills, an in-depth knowledge of the industry, a hands-on approach and a can-do attitude that supports and compliments the needs of this position. Through her years of volunteer work with RFANS, she has gained an understanding and appreciation of the role and responsibilities of the Executive Director and the integral part that RFANS plays within the industry.

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**Recreation Facility
Association
of Nova Scotia**

Supporting you – from the ground up

Facility Focus is the official publication of the Recreation Facility Association of Nova Scotia (RFANS). It is published twice per year and is issued to members of RFANS and others associated with the operations of recreation facilities in the Atlantic Provinces.

Articles within this magazine do not necessarily reflect the opinions or policies of the Board of Directors or the Association as a whole.

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RFANS Mission Statement

To provide leadership in developing, promoting and advocating excellence in recreational facilities, operations and personnel.

Our commitment is:

- To promote and encourage the professional development of recreation facility personnel and provide opportunities for this development;
- To act as a unified voice for recreation facility personnel regarding issues affecting facilities and their management;
- To improve communication between facilities;
- To promote the provision of high quality, safe recreation facilities.

PROGRAMS AND EDUCATION

PROGRAMS

AUTOMATED EXTERNAL DEFIBRILLATOR (AED) GRANT PROGRAM

The AED Grant program provides sport and recreational facilities the opportunity to receive funding to help offset the costs of the purchase of an AED.

Applications are accepted on a **first come, first serve** basis pending funding availability.

CSA HOCKEY HELMET PROGRAM

This program helps recreation facilities provide participants with the helmets required to participate in school sponsored skates and public skates.

For more info:

<http://www.rfans.com/wp-content/uploads/2016/12/CSA-Hockey-Helmet-Program-2020.pdf>

LOGBOOKS

Logbooks available for order are as follows:

- Pool Inspection & Maintenance
- Arena Inspection & Maintenance
- Skateboard Park Inspection & Maintenance



ANTI-RACISM POLICY AND PROTOCOL TOOL

Developed by the Tripartite Forum as a resource to help sport and recreation facilities deal with incidents of racism and/or discrimination within facilities. The Tripartite Forum and RFANS have partnered promote this initiative.

This tool consists of a policy template, Incident Report Forms and facility signage. Signage is **free** and can be placed within your facility to indicate you have a policy and are a safe, respectful environment that does not tolerate racism and/or discrimination.

For more details:

902-425-5450 ext. 330

rfans@sportnovascotia.ca

<http://www.rfans.com/>

[resource-centre/](http://www.rfans.com/resource-centre/)



CERTIFICATE IN ICE FACILITY OPERATIONS



RFANS has partnered with the Ontario Recreation Facilities Association (ORFA) to bring a Certificate in Ice Facility Operations to Nova Scotia!

The courses required for successful completion are:

- Basic Arena Refrigeration
- Ice Making and Painting Technologies
- Ice Maintenance and Equipment Operations
- Legal Awareness - Health and Safety for Supervisors in Recreation

Take advantage of this opportunity to build your resume and expand your knowledge in the field of ice maintenance!

PROGRAMS AND EDUCATION

COURSES

SECOND CLASS REFRIGERATION COURSE

The Second Class Refrigeration Course is designed to help facilities train their staff to obtain a Second Class Refrigeration ticket in order to continue to meet the Department of Labour and Advanced Education's codes and regulations.

Who needs this ticket?

Anyone who wants to be certified to operate:

1. Boilers;
2. Refrigeration compressors;
3. Air or other gas compressors.

This course is offered online with the exception of the final exam, which is written in person.

2022 dates to come: Check out our website.

www.rfans.com/training/

CERTIFIED POOL OPERATORS COURSE

The CPO® course of the National Swimming Pool Foundation has been designed specifically for pool operators. The CPO® course provides pool managers and operators with the practical and technical information they require to safely and effectively maintain their pools.

Date: May 4th—6th, 2021

Location: East Hants Aquatic Centre, Elmsdale, NS

Instructor: Robert Hickey, Water & Ice North America

Cost: Member - \$519.95+HST; Non-Member - \$599.95+HST

Registration Deadline: April 19th, 2021

Register **ONLINE** at www.rfans.com



ONLINE COURSES/WEBINARS

RFANS continues to work, within the confines of COVID, on training and coursing with our partners to provide online training where in-person training cannot occur. We will keep sharing new online training, coursing and opportunities as we become aware or they become available.

For more information and to register for upcoming webinars, as well as view past webinars, please visit www.rfans.com/training/



CPO Course

Thank you to the Department of Communities, Culture and Heritage for their continuous support. The Recreation Facility Association of Nova Scotia continues to offer training, programs and educational resources throughout Nova Scotia because of your contribution.



PROGRAMS AND EDUCATION

**FOR MORE PROGRAM AND
EDUCATION DETAILS VISIT:**

www.rfans.com/events/

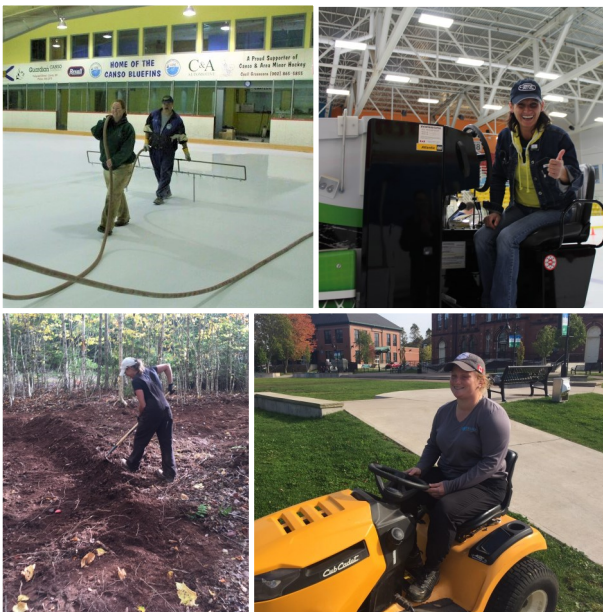
www.rfans.com/training/

WOMEN WEDNESDAY SERIES

RFANS has started a series on Facebook and in our monthly emails highlighting women working in the operations of recreation facilities. If you know of someone you would like to highlight or if you would like to submit yourself please answer the following questions and submit to rfans@sportnovascotia.ca.

Questions to answer:

1. Name
2. Job title/position, Facility where you work
3. What are some of your day to day tasks and duties?
4. How did you get into the business?
5. What do you like most about what you do?
6. What advice would you give to females wanting to get into recreation operations?
7. Attach photo



COVID-19 UPDATES

It is important that our recreation and sport facilities are following all public health protocols and guidelines set out by government. We encourage you continue to keep up to date on the guidelines. Guidelines here:

<https://novascotia.ca/coronavirus/resources/>

Questions? Contact rfans@sportnovascotia.ca

GUIDELINES

COVID-19 Return to Recreation (Program and Facility) Guidelines

COVID-19 Reopening Guidelines for Nova Scotia Fitness Facilities

COVID-19 Return to Sport Guidelines

COVID-19 Return to Day Camp Guidelines

COVID-19 Aquatic Facilities (Indoor & Outdoor Pools) Reopening Guidelines

COVID-19 Prevention Guide for event organizers, theatres and performance venues

COVID-19 Guidelines for Venues and Facilities

Safely Forward Public Health Measures for everyone



• Stay informed and follow public health advice



• Wash hands often, avoid touching face, and practise cough and sneeze etiquette



• Ensure physical distancing in public



• Disinfect high-touch surfaces often



• Stay home and away from others when you feel unwell



• Wear a non-medical mask when you can't physically distance

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The Chedabucto Lifestyle Complex, located at 60 Green Street, Guysborough, NS, houses the Chedabucto Fitness Center, community meeting/event space, Recreation Department office space, an elementary-sized gymnasium that can easily be converted into community space for weddings, etc., and community meeting space.



Submitted by: Angie Tavares and Jeff Myers.

Attached to the building is a refrigerated shinny rink which can be used for skating/hockey purposes and a refrigerated skating loop that measures about 1,000 feet in length. The shinny rink can be used in off season for ball hockey, basketball and other outdoor activities. The skating loop can be used in off-season months for roller blading, walking etc. Additional facilities, include a regulation-sized artificial turf soccer field with a four-lane running track and a new seating area. We also have a large equipment loan out program which includes skates, helmets, roller blades, scooters, cross country ski's, snow shoes and more.

The outdoor skating facilities are opened by mid-December and stay opened until mid-March, weather pending. We have had a very busy skating season this year, with people looking for outdoor recreational opportunities more than ever due to Covid restrictions. We host a number of bookings at our Shinny Rink over the winter months. Including the St FX Hockey Teams, Cape Breton West Major Midget, and all ages of minor hockey teams from Antigonish, Port Hawkesbury and surrounding areas. We also host birthday parties and family events. Follow us on Facebook to see what events we have coming up in the future. Built by MACRO, opened in 2017.



Chedabucto Lifestyle Complex, Guysborough County

Submitted by: Angie Tavares and Jeff Myers.

Below: The Shinny Rink is roughly half the size of a full length arena. We host a variety of hockey here from old timers shinny hockey to St FX University scrimmages. The shinny rink can be used in off season for ball hockey, basketball and other outdoor activities.



Above: The Figure Eight skating trail measures roughly 1000 feet in length. It is a great spot for beginners and experienced skaters to enjoy a relaxing afternoon outside. The skating loop can be used in off-season months for roller blading, walking etc.

Right: Attached to the Complex is the Steve Smith Turf Soccer Field, a regulation-sized artificial turf soccer field with a four-lane walking/running track and a new seating area.



Left: Attached to the building is a refrigerated shinny rink with removable boards which can be used for skating/hockey purposes. The lights stay on for outdoor skating until 9:00pm every night.



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AN ICONIC AND ADVANCED SUSTAINABLE FACILITY: WEST HANTS SPORTS COMPLEX

Submitted by: IB STOREY; RINK ENGINEER



It started in 2018 with “a plan put forth by the Municipality of the District of West Hants to build a year-round sports complex that would create health and wellness opportunities for all of its residents and capture the spirit of the Birthplace of Hockey” as noted on the West Hants website. Normal construction activities were undertaken such as seeking proposals from contractors and ultimately construction. But that wasn’t the entire story. West Hants sought to be a fully sustainable facility. These are often words that are over-used and form noise without meaningful action. In particular, the new complex would not just be “a

rink” with all of the associated skating and hockey programming, but also indoor; soccer turf, walking track, meeting/training room facilities and a venue for tradeshow and entertainment. While many of these features are common-place in arenas across North America, the requirement to be sustainable was a predominant factor during the facility development.

Sustainability is a bit elusive as it conjures up different things to different people. Ask someone if they want to be sustainable and they’ll almost certainly answer “yes” but ask the follow-up what does it mean to be sustainable and the answers start to vary. This is at the heart of a key development challenge faced on this project.

Sustainability is defined as the ability to be maintained at a certain rate or level. While commonly envisioned as environmentally driven, sustainability does not specifically pertain to environmental stewardship. The Sustainable Rink model is a combination of both environmental and financial sustainability. This does not remove or belittle the environmental importance but rather acknowledges that incorporating fiscally-responsible and environmentally-advance practices yield the greatest delivered results for ownership.

The target was 50% energy reduction as compared to a traditional recreation complex (with ice). Serviceability of the complex was clearly a key aspect to the project as well as ensuring that every precious dollar invested yielded the maximum benefit for the owners. As such, West Hants secured the services of two engineering firms to provide expert guidance in their respective fields.

Tate Engineering was secured as project manager to develop the facility for the municipality. This included not only contract administration but critical evaluation of construction plans to maximize available capital ensuring all aspects of the complex received due attention. Executed during the global COVID-19 pandemic, the care and attention brought to the project resulted in a collaborative and effective delivery that all involved parties can take pride in.

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I.B. Storey Inc the Official Rink Engineering Consultant of the NHL® was secured to provide Rink Engineering and Advanced Analysis services for the project working directly for the owner. Unique to this facility was the end-for-end configuration of the ice sheet and the indoor soccer turf with meeting room in the middle. The building architecture is truly iconic and this recreation facility is unlikely to ever be referred to as the traditional “barn”. The ice operation provides a specific opportunity to harness and reuse (a key point) the energy from the ice plant for services throughout the building. In fact, the facility operates on a centralized fully-functional integrated plant providing space conditioning, dehumidification (without supplemental wheels), and service water-heating. This is all enabled by leveraging non-proprietary automation which controls all aspects of the system from the main plant, to the distribution system, right down to the control of the Big Ass fans providing advanced thermal balancing of the indoor turf.

With so much relying on the refrigeration system, the source of the refrigeration, heating, cooling and dehumidification for the facility, much care and attention needed to be taken when selecting that equipment. In recent years safety of ice rinks has come under increased scrutiny and awareness following the tragic deaths in Fernie, BC due to a refrigerant leak. Safety had to be paramount as the complex was to be a place of public assembly. The decision was made to break from tradition and utilize a non-toxic and non-flammable refrigerant R-513a belonging to the Opteon™ Refrigerants family which is the Official Refrigerant Solution of the NHL®. Breaking with tradition is never an easy decision however numerous layers of safeguards were used to protect the municipality included a multi-compressor refrigeration system with a full 10-year warranty.

AN ICONIC AND ADVANCED SUSTAINABLE FACILITY: WEST HANTS SPORTS COMPLEX Con't

Submitted by: IB STOREY; RINK ENGINEER

Additional benefits of this approach included elimination of expensive and wasteful compressor overhauls (no compressor overhauls are required) and elimination of the traditional plant Class-T machine room which are required when using toxic and flammable refrigerants. These behind-the-scenes system elements are the enablers of complex sustainability and key to allowing the municipality and users to benefit for generations to come.

The ambitious project goals for this facility have been achieved, and while many have not yet had the opportunity to visit and use the complex due to ongoing restrictions, the external appearance and internal sight lines are spectacular. As for the Sustainable Rink features impacting financial and environmental aspects, the facility operates at 50% of the National Building Code and a staggering 60% lower than Energy Star Median.



West Hants Sports Complex

Contact Us:

902-798-8391 ext. 216

<https://westhants.ca/sportscomplex.html>

Glenn Wentzell, Sports Complex Coordinator

gwentzell@westhants.ca

Dianne Levy, Manager of Recreation and Facilities

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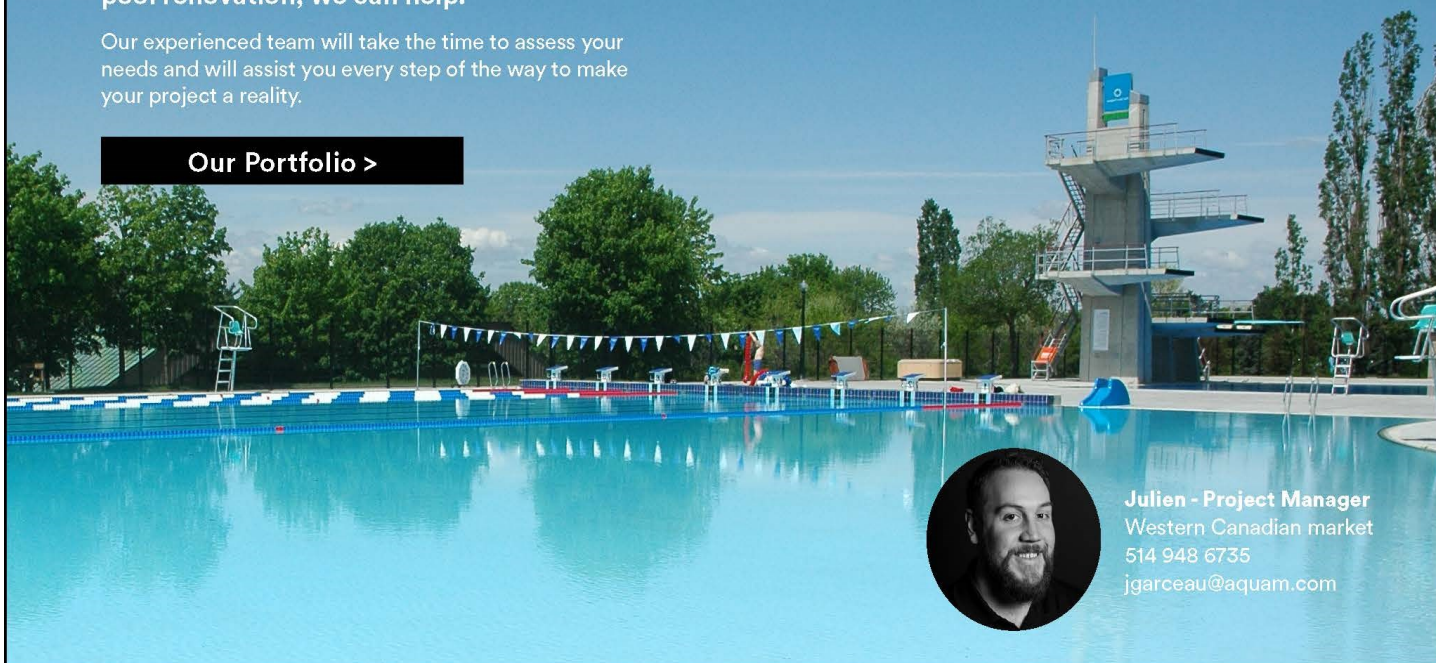
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ZAMBONI PREVENTATIVE MAINTENANCE

Submitted by: Everett Tucker, Saunders Equipment Ltd.

Considering the initial investment when a facility purchases its ice resurfacing machine, routine maintenance tasks should be on the top of list for machine operators and arena staff. It is a challenge to have a team capable of and committed to the daily/weekly/monthly needs of equipment in the building, but not making that commitment leads to far more daunting challenges.

As an Authorized Distributor of the Zamboni Company, Saunders Equipment Ltd. works closely with their customers for everything from selecting the right ice re-surfacer for their building/ice surface, to training the team so they can safely operate and properly maintain their machine. Everett Tucker is the Service Manager for Saunders Equipment and in his many years of servicing the equipment they sell; he has seen just about everything you can imagine related to ice resurfacing equipment. "You can tell right away if a machine is being properly maintained.

The telltale signs are there. Is the machine being regularly greased? Are the towel and squeegee in disrepair? Are the tires properly inflated and in good shape? Is the machine operating properly on the ice? It's the commitment to some of the simpler tasks that people might overlook, and the result is a call to Saunders Equipment to fix a potential showstopper."

Fortunately, the high quality and durability of the equipment combined with the ease of serviceability make the tasks associated with preventative maintenance a little easier. Over the years, technology has advanced to assist as well. Greasing systems. Battery watering systems. Diagnostics on board the machine that identify and communicate upcoming maintenance based on the machine's hours in service. Even with these contemporary advantages, maintaining a commitment from your team can be a challenge.

It has been pointed out that the commitment to having factory authorized service on an annual basis has a valuable return on the investment.

"Customers can schedule service with our team at Saunders Equipment Ltd that have been trained by the Zamboni staff - the same folks who built the machine in the first place - and know that we'll help them get the longest life from their re-surfacer. Our service team works to make sure the facility enjoys the lowest total cost of ownership over the lifetime of the equipment."

While it would be nice to have service experts on-site year-round, the reality is that you are counting on your operators and facility staff to keep things in working order. Consider these two questions. Do you know where your machine's service manual is? Does your team know where to go to find the information they need?

Did you know? Years ago, Zamboni made the decision to take all their service manuals, operating instructions, parts lists, safety information and maintenance schedules online. They have built a "resource center" for which anyone can create a login and download materials related to their specific machine model. Even older equipment manuals and operating instructions for optional equipment and systems has a place in the resource center. Making this information accessible to anyone who needs it was what drove the decision to go online.

There are best practices outlined in the manufacturer's operating instructions. One of the most important routines suggested by Zamboni is the daily circle check. The circle check list for fuel powered and electric powered equipment is available online. Having the operators walk around the machine before the first resurfacing and verify visually that it is ready to take to the ice has helped countless facilities identify issues in advance of incurring expensive damage.

In the past few years, the company has produced more than 150 videos, 50 podcasts and several webinar-style events to build upon the digital reference materials like manuals. While paper manuals and service manual binders were used in the past as the prior standard for familiarizing people with new equipment and for operator training, the response to the video content has been extremely positive and the development of additional content continues.



Everette has some simple suggestions for the Saunders Equipment Ltd customers and their team members to help them embrace a regular routine and preventative maintenance program between factory service appointments. "I start by asking the arena management to make sure their machine operators know where to go to find their information; they should go to zamboni.com to set up a login to access the materials. As well, do not forget to remind your team to review the manufacturer's safety information on at least an annual basis." Here are more tips to keep your resurfacer running smoothly:





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Show operators the online resource center.

- Encourage them to watch some of the "maintenance tip" and "performance tip" videos on the Zamboni YouTube channel.
- Introduce the concept of the daily circle check and print out/post the check list.
- Print out the model-specific maintenance schedule and keep it on a clipboard near the machine.
- Schedule factory trained service with your authorized distributor at least on an annual basis.
- Consider booking on-site operator training which is conducted by your authorized distributor.

When you think about it, the product your facility is selling is the ice itself. Your resurfacing equipment needs to be properly performing to present the best product you can.

With a team dedicated to proper preventative maintenance, you will have the optimal return on your equipment investment with the machine delivering many years of service and a higher residual value when you are ready to consider making your next new re-surfacer purchase.



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OPERATIONAL PLAN CENTRE 200 FOR CAPE BRETON EAGLES RETURN TO PLAY

Submitted: Paul MacDonald. C200 General Manager, CBRM

Preamble:

Centre 200 owned and operated by the Cape Breton Regional Municipality, is the largest sports and entertainment facility on Cape Breton Island and the second largest such facility in Nova Scotia. Beginning with the Canada Winter games in 1986, Centre 200 has hosted numerous national and international events.

Since 1997, it has been the home of the Cape Breton Eagles of the Quebec Major Junior Hockey League. The building located in the heart of downtown Sydney has a capacity of nearly 5000 for hockey and many as 6500 for concerts.

The building has seen many changes over the past three plus decades, but nothing can compare to the unprecedented situation we now find ourselves during this COVID-19 pandemic.

The plan we have developed is in keeping with the protocols and guidelines as set forth by the Nova Scotia Health Authority. Our goal is to provide a safe environment for players, officials, league and building staff and fans entering Centre 200 during Cape Breton Eagles games. It will require a great deal of cooperation, understanding and clear and concise communication of what is to be expected of all those involved.

General Principles:

The general principle we have tried to follow is to provide a safe environment while trying to maintain the enjoyment of watching Major Junior Hockey. Consultant Smarter Spaces supported us by developing the seating plan.

Smarter Spaces is a company based in Halifax that uses mobile 2D and 3D technology to provide among other things evacuation and safety plans for buildings. For more information see smarterspaces.ca.

Masks and physical distancing will be required at all times. Handwashing and sanitization will be standard practice. Contact tracing of all those in the building on an event night is also of utmost importance from a public health and legal liability standpoint.

In an effort to meet the standards as listed above we have determined it best to separate the building into zones. (I have attached a building map with the various zones). Each zone will have its own entry and exit point, washrooms and food and beverage area.

Tickets:

Depending on what the agreed seating will be, the Eagles hockey club has determined that only Season Seat holders will have entrance to the games. This is important for contact tracing as each Season Ticket Holders personal information is collected by the team at the point of purchase and would be made available should the need arise.

Season seat holders will not be able to transfer their tickets to another individual without the consent of the hockey club and Centre 200.

Working with Smarter Spaces it has been determined that we are able to accommodate 10 zones of up to 150 people.



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Food and Beverage Service:

Centre 200 developed an In-Seat Ordering app that has been in use since we hosted the Scott Tournament of Hearts National Women's Curling Championships in February 2019.

After further discussion, we have determined the best way to deliver food and beverage service in the building to meet the public guidelines is through the in-seat app. The app allows customers to order food and beverage as per the menu that is available. Once the transaction is completed, the order is delivered to the customers seat and the transaction is complete through a contactless credit card payment made through the app.

Each zone will be connected to a food and beverage station. Centre 200 staff will deliver each food and beverage order to the customer in their seat. Each order will be packaged according to public health guidelines. Each staff member will be wearing a mask.

Food and beverage service to the Luxury Suites and to the Club Seating will be handled by our service staff. The order will be delivered to the designated suite or to the designated club seat by Centre 200 service staff. Payments will be completed through the app, by debit or credit or by direct invoice.

Our bar area will only be used as a service bar. Customers will not be able to purchase directly from the bar.

Servers and food station staff must wipe down the debit/credit machines after each use by a customer. All surfaces in the food station must be cleaned after each intermission.

OPERATIONAL PLAN CENTRE 200 FOR CAPE BRETON EAGLES RETURN TO PLAY

Submitted: Paul MacDonald. C200 General Manager, CBRM



Building Sanitization:

Hand Sanitizers will be in place at all entry points to the building, outside and inside all washrooms, at all food beverage stations and along the walkways in the seating area.

Maintenance staff will be designated to make sure all stations are properly maintained throughout the event.

Maintenance and cleaning staff will be required to thoroughly clean all high touch surfaces at the beginning and end of each period.

Upon completion of the game, once fans league staff and Centre 200 staff have left the building maintenance and cleaning staff will begin a thorough cleaning of the building. That will include all entry and exit points, washrooms, food and beverage stations, entire bowl seating area as well as all luxury suites and club seating areas.

Communication:

Messaging will be key to ensuring a relatively smooth and safe plan. Centre 200 will be able to utilize the CBRM's communication department to help develop a communication plan to the public.

It will also be equally important that the Eagles hockey club use the resources they have available to communicate this plan.

Signage with simple messaging will be employed through the building to help fans and staff follow the guidelines that we will have in place.

It will be important that our staff receive proper training so that are equipped to carry out our plan and to deal with any issues that arise.

Another tool we can use is the video screen on our scoreboard. We will develop videos to communicate our messaging and have those videos played throughout each game.



COVID Alert: Canada's COVID-19 exposure notification app

Let's protect each other

The new COVID Alert app is designed to let Canadians know whether they may have been exposed to COVID-19. Download it today to protect yourself and others.

How the app works

1. The app uses Bluetooth signals to exchange random codes with nearby phones with the app installed.
2. If someone you've come in close contact with later tests positive for COVID-19, they will receive a one-time key from their local health authority that they can enter into the app.
3. You and others who have spent time (more than 15 minutes, less than 2 metres apart, over the past 14 days) near this person will then be notified through the app that you may have been exposed.



Your privacy is protected

COVID Alert does not collect personally identifiable information about you.

It has no way of knowing:

- Your location
- Your name or address
- The place or time you were near someone
- Your health information

No information is shared without your consent.



What to do if you test positive

You will get a one-time key to enter into the app.

The app then notifies other app users that they may have been exposed. Notifications are based on having spent more than 15 minutes less than 2 metres from another user in the past 14 days. **Your identity is not revealed.**



What to do if you may have been exposed

If the app notifies you about potential exposure, you should follow the guidance from your local public health authority.



Why you should download the app

The app is another tool Canadians can use to help limit the spread of infection and prevent future outbreaks as we ease restrictions and restart the economy. The more Canadians who install the COVID Alert app on their phones, the better we can limit the spread of COVID-19.

Download the app and help others use it too. Find out more at canada.ca/coronavirus.



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isn't a trend.

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of refrigeration.

If 2020 has taught us anything, it's that we're in this together. At CIMCO we know that when it comes to fighting climate change, we're in that together, too.

Governments across the globe have set ambitious goals to reach net-zero greenhouse gas emissions by 2050. In order to meet new regulations that will ultimately lead to the phasing out of synthetic refrigerants, shifting to natural alternatives like CO₂ and Ammonia with negligible Global Warming Potential and Ozone Depletion Potential, is the only way forward.

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change **together.**



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