Facility Focus

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

FALL/WINTER 2021

INSIDE THIS ISSUE:

- **Member Spotlight — The Keppoch**
  A New Kind of Recreation Facility
- **COVID Fatigue** — How much Farther?
- **Total Dissolved Solids** — How Untreated Water Will Affect The Quality of Your Ice Surface
- **Hockey NS** — A Thousand Reasons to be Thankful
- **Consultants** — What to Expect?

Recreation Facility Association of Nova Scotia

Supporting you – from the ground up

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INSIDE...

Welcome New Board Members.....3

Programs and Education.....4-5

2022 Course Calendar.....6

Member Spotlight - The Keppoch.....8-9

Covid Fatigue - How Much Farther? 11-14

Hockey NS - A Thousand Reasons.....18-19

Total Dissolved Solids - How Untreated Water Will Affect The Quality of Your Ice Surface.....21-22

Consultants - What to Expect.....24-27

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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Cover Photo: Submitted by Eric Smith, President, Board of Directors, The Keppoch

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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.

WELCOME TO RFANS NEW BOARD MEMBERS

Angie Tavares, Highland Regional Representative

Angie is the Recreation Director for the Municipality of the District of Guysborough and has been employed with the Municipality since 2006. Angie is the Facility Manager at the newly constructed Chedabucto Lifestyle Complex, 2 Outdoor Swimming Pools, 2 Fitness Centres and a host to many other outdoor recreation facilities such as community playgrounds, parks and trails. Most recently, the Municipality of the District of Guysborough took over the management and operations of the Canso and Area Arena. Angie is a wife, mother of two and enjoys family, friends and being active outside in her community. Being a member of the RFANS Board of Directors will be a great way for Angie to gain knowledge and confidence while operating two facilities.

Scott Preston, Member at Large

Scott has been working in the recreation and aquatics industry in different capacities for over 10 years. He has worked with Canada Games Centre Halifax and Halifax Regional Municipality, Parks and Recreation. Scott is currently the Manager of Recreation and Aquatics for the Municipality of East Hants where he oversees aquatics and recreation operations, programming, community development support to local organizations and building maintenance. Scott has degrees in business management and recreation.

Scott also sits on the Board of Directors for the Lifesaving Society of Nova Scotia. "I wanted to join the board because I believe RFANS is a really important support network for all our facility managers in Nova Scotia. I really enjoy learning as much as I can from others and also sharing my knowledge where I can to help others. I am thrilled to be part of the unified voice for recreation facilities in our province."

Kelly Cunningham, South Shore Regional Representative

Kelly Cunningham is the Recreation Director for the Town of Lunenburg. Kelly manages the operations and maintenance of the Lunenburg War Memorial Arena, Lunenburg Community Centre, baseball and soccer fields, trails, and playgrounds. "RFANS was a great resource while navigating through COVID-19, so being a part of the RFANS Board was a great decision to show Lunenburg's appreciation and to support other facilities in our Province".

The RFANS Board of Directors hold a wealth of information and years of experience in the recreation facility industry. The Board consists of facility managers, operators, recreation directors, corporate and provincial representation, consultants from the six regions of our province: Cape Breton, Highland, Fundy, Central, Valley and South Shore. Please feel free to reach out to any board member if you have questions or concerns. **http://www.rfans.com/about/board-of-directors/**

PROGRAMS AND EDUCATION

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.
For more details:
http://www.rfans.com/training/programs/

CSA HOCKEY HELMET PROGRAM

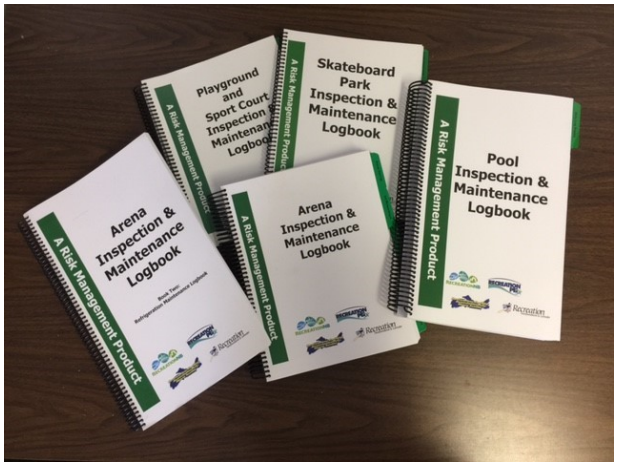
This program helps recreation facilities provide participants with the helmets required to participate in school sponsored skates and public skates.
ORDER NOW!
For more details:
http://www.rfans.com/training/programs/

LOGBOOKS

Logbooks available for order are as follows:

- Pool Inspection & Maintenance
- Arena Inspection & Maintenance
- Skateboard Park Inspection & Maintenance
- Playground and Sport Court Inspection & Maintenance

For more details: call us @ 902-425-5450 ext 330



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/

Thank you to the Department of Communities, Culture, Tourism 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.

As well, special thanks for your efforts and support in securing the recent COVID-19 Emergency Support Fund for our Not-for-Profit Recreation Facilities.

NOVA SCOTIA

COURSES

SECOND CLASS REFRIGERATION PROGRAM

The 2nd Class Refrigeration Program was established to meet the Department of Labour and Advanced Education's codes and regulations for operating ice plants. A partnership was created between RFANS, the Nova Scotia Apprenticeship Agency (NSAA) and the Department of Labour and Advanced Education (L & AE) with funding from the province, to deliver the RPO2 (Refrigeration Plant Operator Program) through the Nova Scotia Community College (NSCC), Akerley Campus.

The Program is specifically designed to provide theoretical training to arena operators to help them obtain a 2nd class refrigeration ticket to operate arena ice plants in our recreation facilities. Operators enrolled in the 2nd Class Refrigeration Program are required to have 2000 hours of practical/ apprenticeship hours as a pre-requisite.

This course is offered over a 6 month period with both online and in-class instruction. This includes 2 days of orientation and a review week. All courses within the program must be completed, all in-class sessions attended, and 2000 hours submitted for eligibility to apply to write the exam through the new Department of Labour, Skills and Immigration.

RFANS has been working with its partners to make improvements to the program and adapt to changes within the industry. If you have a new hire at your facility, you can register them as an apprentice and start them working towards 2000 eligible hours to take the program.

REGISTER NOW:

https://www.nsapprenticeship.ca/apprentices/register-apprentice

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Check out our website for info on the 2022 Course. Deadline for registration is **November 19th, 2021.** Course starts January 2022.
www.rfans.com/training/

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. In the meantime, we have our 2022 Course offerings posted on page 6 or for more information and to register for upcoming courses/ training please visit www.rfans.com/training/

CPO Course

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

Recreation Facility Association of Nova Scotia | 2022 Course Calendar

2nd Class Refrigeration Program
Online/Class Instruction via NSCC Akerley Campus, Dartmouth, NS
January to June 2022 (Registration deadline is November 19, 2021)
In partnership with the Nova Scotia Apprenticeship Agency

Ice Maintenance & Equipment Operations Course (IMEO)
In Partnership with Ontario Recreation Facilities Association (ORFA)
April 12 to April 15, 2022 - Pictou County Wellness Centre

Synthetic Turf Maintenance (1 day)
In Partnership with Sport Turf Canada
April 25, 2022 - Canada Games Centre, Halifax

Natural Turf Maintenance (2 days)
In Partnership with Sport Turf Canada
April 26 to April 27, 2022 - Canada Games Centre, Halifax

Certified Pool Operators Courses
National Swimming Pool Foundation Certification (NSPF)
November 8 to November 10, 2021 – Pictou County Wellness Centre, New Glasgow
May 3 to May 5, 2022 – RATH Eastlink Centre, Truro
November 8 to November 10, 2022 – Acadia Aquatics Centre, Wolfville

Ice Making & Painting Technologies (IMPT)
In Partnership with Ontario Recreation Facilities Association (ORFA)
September 13 to September 16, 2022
Pictou County Wellness Centre, New Glasgow

Playground Inspection Course
In Partnership with Canadian Playground Safety Institute (CPSI)
Tentative Spring 2022

For more details on all courses:
Check out our website @ **http://www.rfans.com/training/**
Or call:
(O) 902-425-5450 ext 330 | (C) 902-870-7634
rfans@sportnovascotia.ca

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MEMBER SPOTLIGHT

The Keppoch—A New Kind of Recreation Facility

Submitted by Eric Smith & Paul Basile

The Keppoch was established in 2010 by Antigonish community members who believed that the former and underused ski hill could become an outdoor recreation hub for Northeastern Nova Scotia. It has since become a hub for snowshoeing, mountain biking, and hiking with easy access to Acadian Forest. We are grounded in values of inclusion, diversity, equity, and accessibility and aim to provide a facility for all people, of all backgrounds and abilities.

Our trail system takes users through one of the most accessible examples of Acadian successional and old growth forest.

The Keppoch and community of volunteers aspires to achieve this mission by constructing and sustaining a network of professional grade non-motorized trails, while incorporating the natural landscape of our highland region.

Our bouldering park adds a new and exciting twist to traditional playground equipment and can be used in summer and in winter.

It also provides a frequently used venue for guided hikes, family fun days for children, youth and the public, and education/leadership organizations.

Our Fall Fun Day features the best of our colours with guided hikes, a BBQ, kids programs, and more.

In 2021, the Keppoch has over 40 km of multi-use trails—a total of 43 trails—on 480 acres land either directly owned by PAK, leased from the Municipality of County of Antigonish or controlled through long-term land use agreements.

The shuttle truck can safely and security move 25 riders from the bottom of the mountain to the top so they spend more time riding and less time waiting.

A shuttle truck transports adrenaline seekers and their bikes to the top of the Mountain, where there are array of dramatic mountain bike trails with names such as

Continued...

"Money Shot", "Freeride", and "Skyline."

About 45% of the Keppoch trails are suitable for beginners and those who want an easy walk, cycle, snowshoe, or ski. A wheelchair accessible trail named Game Changer winds its way through the forest for 1 km to the east of the Lodge. Extending further to the east is the 9 km Whiterock trail, a trail system that is tracked for cross-country skiing in the winter. To the west of the Lodge, members and visitors can enjoy hiking, biking, snowshoeing, and skiing on the Big Allen, Glass Slipper, and Widow Joe trails.

We host youth 'learn to ski' days in the winter and offer rental skis and snowboards. We have approximately 10km of groomed classic track, and another 2 to 3 km (depending on conditions) of skate ski trail.

Other activities include an 18-hole disc golf course, a boulder park, a self-guided hike, seasonal guided hikes, slacklines and a swimming area. We regularly host provincial cross-county, mountain bike and trail races. Pop-up programming provided by others includes boxing lessons, thematic wellness walks, nature hikes, more.

Tapas and Trails Art and Culinary Adventure with live, music, art and performances.

In recent years we have become a venue for arts and cultural events, such as the Nova Scotia Summer Fest 2019, the 2021 Festival Antigonish outdoor theatre show *Robin Hood: The Great Escape*, and the upcoming *Tapas and Trails Art and Culinary Adventure* with live music, art and performances. upcoming *Tapas and Trails Art and Culinary Adventure* with live music, art and performances.

Our lodge is open Saturdays and Sundays 10am-4pm, but our trails are open 24/7, 365. Annual memberships are $50 for individuals and $100 for families. Without a membership, we have modest trail fees of $5 for general use (hiking and walking) or $10 for biking and skiing. These modest fees enable us to maintain our extensive trail system.

Where to find us?
193 Keppoch Road, Antigonish County

www.thekeppoch.ca, https://www.facebook.com/TheKeppoch/, thekeppoch@gmail.com

KEPPOCH MTN.

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trane.com/halifax

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TRANE TECHNOLOGIES

TRANE

COVID FATIGUE—How Much Farther?

Submitted by: Bill Cruickshank, General Manager HRM 4 Pad, RBC Centre

Are we there yet? How much farther? Who hasn't heard these common refrains from the backseat on a long family drive? Well, if you can't relate after the past 18 months, then I suspect you've been living either under a rock or in complete denial a pandemic exists. I can tell you, I'm hearing this and much worse from staff and user groups as to when the COVID-19 restrictions will end. I can tell you beyond a shadow of a doubt, I'm sick and tired of it all. I sometimes joke that if I hear another word, I'm going to pull this rink over and nobody wants that to happen.

I'm exhausted, with Covid-19, with everything to do with restrictions, protocols, shutdowns and so on. Covid has affected, or rather dominated, our workplaces since March of 2020. Not just one day, or one week or a month, but over 500 days. Day in, day out without fail, Covid would not go away. I'm tired, the staff is tired, user groups are tired, everyone is tired.

I do not think I'm alone either.

Who wouldn't be exhausted, frustrated, or worse having to deal with enforcing rules with groups who are equally frustrated and exhausted? Everyone has a breaking point and I'm pretty sure I passed it in May…..2020.

My staff are tired of answering questions, clarifying changes in restriction, and dealing with non-compliance for more than 500 days. I'm shocked that we haven't received more complaints than we have. Perhaps through their own fatigue they have just given up trying to make people follow the rules for their own protection. How many times can you tell someone to wear their mask….a lot, apparently.

Continued...

Empty bleachers and ice surface at the Dartmouth 4 Pad during one of the many closures in the province through the COVID-19 pandemic.

We have tried to be as consistent as we can day after day when it comes to staff, user groups and the general public. But maintaining that consistency is not easy, it is extremely hard. It has you questioning why you are doing it when it seems like anyone else cares.

Daily we would have to remind groups they could not enter the rink early, had to exit on time, maintain social distance, mask wearing, spectator numbers, using the right entrance, contact tracing.

Mind you, 95% of the groups did their utmost to adhere to the facility's rules. But that 5% turned what hair I had left, grayer than the sky on a foggy day in Louisburg. "Well bye, if you've never been to Louisbourg, let me tell ya, she's grey."

Our poor security staff faced a constant verbal barrage from disgruntled patrons who felt the rules did not apply to them that would make the guards question their chosen vocation. It was not like any one was not aware of Covid protocols, yet they felt it necessary to challenge the need for protocols. This would not have been an issue but it was a constant daily occurrence. It left us shaking our heads on many occasions and often questioning whether we would ever get beyond Covid.

I often referred to dealing with Covid to be a rollercoaster of emotions. Dealing with an extended closure is taxing when you consider the human impact of laying off staff, losses of revenue, maintaining equipment, paying bills and not knowing when the facility would reopen. Having to tell a staff person you did not know how long they would be laid off was extremely difficult.

Continued...

The rollercoaster continued when it looked like a re-opening was not far off. The excitement of re-opening was almost overwhelming. It was like opening a new facility. Staff were back getting the facility ready to open and it gave you hope that Covid would soon be a distant memory. Unfortunately, the re-opening would be short lived and only a few months in length. So, the dark cloud returns with no clear sign of when we'll have people back in the building. The cycle happened 4 times over the past year, re-open, shutdown over and over. The unknown about the length of the closure, the restrictions for re-opening were always up in the air. You never knew how far the rollercoaster would drop before climbing again only to drop again. This rollercoaster makes me tired, the staff tired, user groups tired, everyone tired.

God love Dr. Strang, Nova Scotia's Chief Medical Officer and everything he's had to endure. Whenever I think I've had enough I just think about everything he's had to go through since March 2020. But I'm having a hard time watching anymore Covid Updates. It's not Dr. Strang's fault either. It's the inane questions from the media. I really don't know how he hasn't just lost it with the repetitive questions directed his way.

Despite how clear Dr. Strang is with re-opening or gathering limits, without doubt, as soon as he's finished, we will get the calls. "I know they said the limit was 10, but does include coaches?" "I know they said reopening was Monday at 8am, does that mean we can't rent the ice Sunday night?" "I know they said no spectators but does include parents?" "I know they said minor sport, but does that include minor hockey?" "I know they said no tournaments, but does that mean no tournaments?" I know it's hard to believe but these are all actual calls we have received. So, we dread the Covid Updates because we know what's coming. The calls make us even more tired because they challenge rules that are beyond our control.

Then there is the Covid closure hangover. Simply put it goes like this, open, close, repeat, open close repeat. I've had way too much Covid closure and waking up in the morning to the dull throb of wondering how long we'll be closed is mind numbing. It's all you think about, it's all you talk about, all day every day you're closed. You can't escape it, maybe it will only be a week if everyone does their part, or maybe two. But what if it goes for a month or more, then what? You know people depend on your facility but then you think "will we even be able to re-open?" And it drains you even more.

If the thought of another useless Zoom call has you teetering on the edge of living off the grid, who can blame you. So help me god, if I hear one more person say the new normal, they're able to pivot or can I jump on a quick call, or that's a lot to unpack, I may either vomit or use the Vulcan mind meld (probably dating myself with that reference) to inflict serious pain on the person. I truly thought I'd like the virtual meetings and their convenience and practicality. Unfortunately, after a year of zoom, Teams, GoToMeeting, and whatever virtual meeting format there is, I'm ready to go back to in-person

Continued...

meetings no matter the risk to life or limb.

But finally, there's hope on the horizon! I can see it, almost touch it! The vaccines are finally here, and the end is in sight. I almost cry. In a few short months we can get back to the life of February 2020. I barely remember what that was like, but I know it was good, really good. This is what we've been desperately waiting for and it's just waiting to happen. The thought that we won't have to worry about another closure if people get vaccinated, and we continue to do the right things energizes me. The vaccine is the light at the end of my tunnel.

"Come again", I say with hesitation. "I don't trust the vaccine" a friend says, "I'm not going to get vaccinated" says another. "You can't make me" says one of the staff. Wait…what? This can't be happening! Rational me knows it's a personal choice to get or decline the vaccine. Rational me remains calm and passive aggressively says "oh, okay, sounds like a reasonable thing to do in the midst of a global pandemic." Irrational me is furious because their choice is affecting me, my staff and our user groups. But after a few deep breaths, a count to 10 then 20 and I can feel the blood returning to my brain.

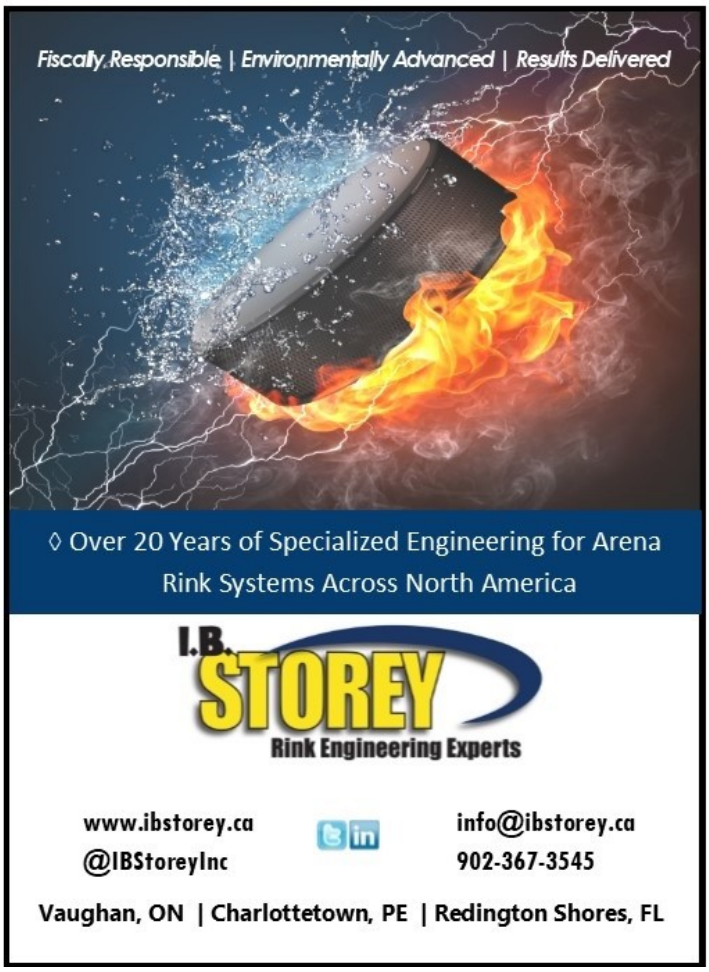
I wasn't ready for this, I was so focused, so excited at what was within our reach I never thought people wouldn't get vaccinated. The rollercoaster dropped again. But this time it caught me off guard and it sort of hurt a bit. But it snapped me back into reality. I was naïve to think everyone would get vaccinated. I knew in the back of my mind we'd need to learn to live with Covid at some time. I just didn't think it would be right now.

So, as tired as I am, I know "normal" isn't far off now. I know we can live with Covid and that gives me hope. I can't express enough how much I'm looking forward to going to a conference, any conference (ARFC 2022 shameless name drop) just to feel the energy from a group of people.

The thought of gathering in a hotel room, yes with a bit of anxiety about the close quarters but getting to connect with people again sounds amazing. The thought of talking about anything to anyone, shaking the life out of someone's hand (haven't shook someone's hand since March 2020) or even waving at someone you haven't seen in forever, or even a hug (I'm not a hugger) is something I am looking forward to.

I do not think I'm alone either.

But let me tell ya, without a doubt, I'll be some pissed if we get shutdown again, I mean really pissed!



ATLANTIC RECREATION & FACILITIES CONFERENCE

SAVE THE DATE!

The fourth Atlantic Recreation & Facilities Conference and Trade Show will be held on May 18 - May 20, 2022 at the Sheraton Hotel in St. John's, NL. The theme is "Focused on the Future" which invites us to be forward thinking when it comes to anticipating changes in the recreation and facilities sector. The conference will provide an opportunity to explore current practices and new ideas that may shape ongoing practices and standards in the sector.
This exciting Atlantic gathering dedicated to Recreation and Facilities will have keynote speakers, sessions and roundtables focusing on professional development and growth, a trade show focused on programming and purchasing opportunities, along with nightly social events – creating opportunities for collaboration and networking.

Presenters are lined up and series sessions have been developed for aquatics, arenas, recreation programming and students. Social events are planned for every night – includes a trade show and a pre-conference outing. There's something for everyone!

Visit www.arfc.ca for more information and updates!

Ontario Recreation Facilities Association
Building Community Since 1947

PROFESSIONAL DEVELOPMENT COURSES 2021/22

RFANS has partnered with the Ontario Recreation Facilities Association (ORFA) to provide a broad range of professional development courses available to RFANS members.

Instructor-led Courses (Classroom-based)

Ice Maintenance and Equipment Operations
Tuesday, April 12 to Friday, April 15, 2022
8:30 am to 4:30 pm
Pictou County Wellness Centre
New Glasgow, Nova Scotia

Ice Making and Painting Technologies
Tuesday, September 13 to Friday, September 16, 2022
8:30 am to 4:30 pm
Pictou County Wellness Centre
New Glasgow, Nova Scotia

Certificate in Ice Facility Operations

Take advantage of this career-enhancing opportunity to build your skills and knowledge in the field of ice operations! Successfully complete these four courses (minimum 60% exam grade) to receive your certificate:

- Basic Arena Refrigeration
- Ice Maintenance and Equipment Operations
- Ice Making and Painting Technologies
- Legal Awareness I - Supervising in a Recreation Environment

For course descriptions and fees, visit www.orfa.com/eventsataglance2021

ONLINE COURSES

SELF-STUDY AND INSTRUCTOR-LED

Online Self-Study Courses

ORFA's self-study online courses are available 24 hours a day, 7 days a week allowing you to learn at your own pace and in your own environment. These courses provide you with easy access to course information, resource materials, videos, practice quizzes, assignments, grade postings, certificates, and transcripts. All self-study courses and their respective exams must be completed within 30 days upon course enrollment. Courses currently available include:

- Basic Arena Refrigeration
- Ice Maintenance and Equipment Operations
- Ice Making and Painting Technologies
- Legal Awareness I - Supervising in a Recreation Environment
- Safe Ice Resurfacer Operator
- Safe Arena Refrigeration Plant Owner/Operator
- Recreation Facility Cleaning, Disinfection and Sanitization Principles
- Certified Ice Technician (CIT) Recertification Challenge Exam (only available to CIT holders)
- Certified Ice Technician (CIT) Recertification Course (only available to CIT holders)

Instructor-led Courses Online

Events Planning and Management

Monday, October 18 to Tuesday, October 26, 2021, 9:00 am – 12 Noon (EST)

Advanced Recreation Facilities Business Management I

Monday, October 18 to Friday, October 29, 2021, 9:00 am – 12 Noon (EST)

Advanced Recreation Facilities Business Management II

Monday, October 18 to Wednesday, October 27, 2021, 9:00 am – 12 Noon (EST)
and Thursday, October 28, 2021, 9:00 am - 4:00 pm (EST)

For course descriptions and fees, visit www.orfa.com/eventsataglance2021

For course registration contact:

Jennie Greencorn, Executive Director
Recreation Facility Association of Nova Scotia
T: (902) 425-5450 ext 330, C: (902) 870-7634
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HOCKEY NOVA SCOTIA

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And, of course, goal scorers who just seem to have a nose for the net.

When putting together a hockey team, there are a lot of important pieces that make up a winning roster. But during the 2020-21 hockey season in Nova Scotia, players across the province welcomed a brand-new type of teammate.

And without them, they may not have been able to hit the ice at all.

Enter the safety rep.

As part of Hockey Nova Scotia's Rebound Plan, the return-to-play framework that helped get the game back up and running in the province in 2020, each team, league and association was required to have a safety rep. .

"[Last] season, I really think the safety reps were the most vital members of every team," Hockey Nova Scotia executive director Amy Walsh says.

"They took some pressure off the coaching staff and off the players so they could really focus on playing the game"

The safety rep's main role was educating their teams, leagues and associations on COVID-19 safety protocols and Public Health guidelines.

In the fluid and ever-changing pandemic climate, that was no easy task.

"Every time we at Hockey Nova Scotia had to pivot because of new Public Health restrictions or adjustments to protocols, they had to pivot, too," Walsh says.

Continued...

In all, close to 1,000 volunteers gave up their time across the province to serve in this newly created position. One of their most important tasks was maintaining the COVID-19 self-screening registry, which provided a database that could be also be used for contact tracing in the event of COVID-19 exposure.

Hockey Nova Scotia chief medical officer Dr. Tina Atkinson says that proved to be instrumental in helping the sport return to Nova Scotia rinks after the game was shut down across Canada in March 2020.

“The safety reps were absolutely crucial to the success of our plan and in our return,” Dr. Atkinson says. “Making sure that everyone understood the plan, followed the protocols and recognized the importance of screening and contact tracing was so important. It was a really big ask and the people who did that job, they took it on enthusiastically and that was really amazing to see.”

The contributions and efforts of the safety reps were not only noticed by Hockey Nova Scotia, they were also greatly appreciated by hockey parents.

“The safety reps certainly helped with the confidence of our hockey families because what they offered was peace of mind,” Walsh says. “Having them involved our game allowed for our parents and players to feel safe at the rink.”

It wasn’t always just about safety either. Many of these volunteers went above and beyond the call of duty.

“We heard all kinds of stories about the safety reps livestreaming games and practices, providing play-by-play online and introducing apps for their teams that could be used for self-screening,” Dr. Atkinson says. “It was really interesting to see that kind of innovation and creativity.”

It has been a difficult a year and a half for Canadians across the country in every aspect of life.

But despite a few bumps along the road, hockey players in Nova Scotia were allowed to enjoy a bit of normalcy at the rink last season.

“We really could not have had the hockey season that we had without them and we’re so grateful for their time this year because we know how very time consuming it was for them,” Walsh says.

On behalf of every hockey player in Nova Scotia, thank you to all the safety rep volunteers who made us feel confident when we stepped on the ice during an unprecedented season.

Here’s to better days ahead! We can’t wait to back on the ice at facilities across the province during the 2021-22 season.

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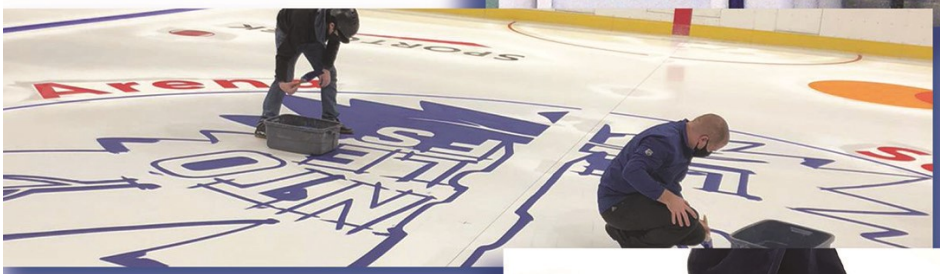

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TOTAL DISSOLVED SOLIDS — HOW UNTREATED WATER WILL AFFECT THE QUALITY OF YOUR ICE SURFACE

Submitted by: Dave Loverock, VP, Jet Ice

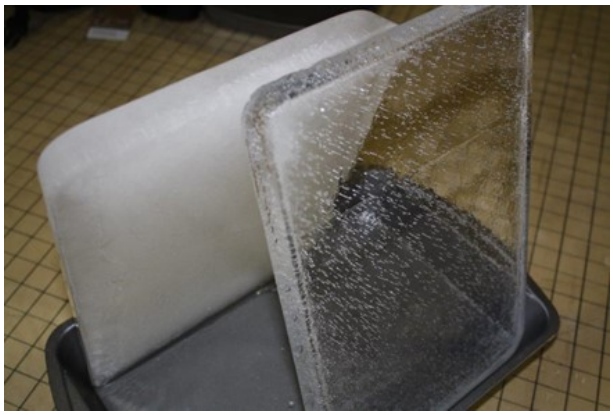
The goal of any icemaker is to provide a quality ice sheet that enhances game play. From hockey to figure skating to curling, premium quality ice contributes to an athlete's success as much as their skill and equipment does.

There are many factors that can impact ice quality, but one of the most significant factors is TDS or Total Dissolved Solids. This term refers to impurities in water, such as calcium magnesium and iron, that do not freeze but become entrained in the ice during the freezing process. The volume of impurities is dependent on the water source and whether water is being treated with a water treatment system or not. Total Dissolved Solids are measured in parts per million, and ideally should measure between 0-85PPM for excellent ice quality, or 85-120PPM for ice quality that is skateable and requires minimal refrigeration or ice making adjustments. The higher the TDS, the lower the ice quality.

In an ice rink, the freezing process begins from the floor and moves up to the surface. Dissolved solids (and entrapped dissolved air) will migrate to the top of the ice sheet. This salting out makes the ice surface soft, and therefore easily cut during game play. It also makes the ice cloudy, reducing the visibility of game markings and in-ice logos. This creates snow development during game play and makes it more challenging for athletes to maintain their speed and accuracy. Dissolved solids lower the freezing point of the ice surface, creating poor quality ice that requires more refrigeration and maintenance, which can be a significant cost to a facility.

The ideal way to manage dissolved solids is to filter your water through a reverse osmosis water treatment system. Using a water treatment system will remove the impurities in the water and result in mineral free ice that is clear, hard and fast, and easily maintained with less refrigeration requirements.

Ice made with untreated water (shown here with a high TDS of 258PPM) is cloudy, soft, and negatively affects game play. Treated water (shown here with a low TDS of 24PPM) is clear, hard, smooth & fast. Ice made with untreated water (shown here with a high TDS of 258PPM) is cloudy, soft, and negatively affects game play. Treated water (shown here with a low TDS of 24PPM) is clear, hard, smooth & fast.



First, have your water source tested to determine the TDS. If you have high quality water with low TDS you may not require a water treatment system. Set aside that money you were going to spend on water treatment and opt for a good dehumidifier instead.

If the TDS in your water source has an elevated mineral content, then a water treatment system is highly recommended. When it comes to deciding which water treatment system is right for you, there are two main requirements – a system that will process a minimum 160 gallons for resurfacer filling, and a system that will reduce the total dissolved solids to approximately 85 PPM for hockey ice. It is important to note that drinking water and water for ice making have very different requirements – hard water for making ice cubes is not acceptable for making ice to skate on. Ensure that the water treatment your facility installs removes mineral content. While the initial investment may be significant, in the long run your facility will be able to run their ice temperatures up to 4F higher with treated water while still maintaining ideal ice conditions including less rutting and gouging in the ice and therefore less snow buildup. The annual refrigeration savings combined with less physical maintenance costs will quickly balance the cost to invest in a water treatment system.

If your facility is not able to invest in a water treatment system, or if the system you currently have is not reducing the total dissolved solids to below 100 PPM, then you will see increased refrigeration costs to maintain the ice interface as it simply will not thermally dry at a lower temperature. One way to try to avoid increased refrigeration costs is to shave down the top layer of the ice to remove the layer of dissolved solids. While this may help to reduce refrigeration costs and increase the quality of your ice, it will significantly increase maintenance costs and the time to install & build your ice sheet, as it will take much longer to build your ice to the required thickness over lines and in-ice logos.

If the goal of your facility is to effectively manage refrigeration and maintenance costs while providing athletes with a high-quality ice surface, then a water treatment system is required. A water treatment system is a significant investment, but one that will pay off in the long run. Many facilities can look to advertising partnerships, grants or even fundraising events to generate the financing required to purchase a system.

For more information on water treatment systems or how to make quality ice, visit www.jetice.com or call 1-800-585-1079.

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CONSULTANTS — WHAT TO EXPECT

Submitted by: Mark Elsenaar, Community Recreation Manager—West Area, Markham, ON

History of the Consulting Industry

A consulting business provides advice to customers to help them achieve their strategic goals. Often, these consultants specialize in a certain knowledge area and the service they provide is in the form of drawings and specifications for customers to use in the tendering process. The idea of a consultant started several years ago when professional expertise, such as engineering, was scarce in industry. As such, many contractors could not afford to hire full time in-house experts to develop the required specifications and drawings. The third-party consultant was hired by the customers to develop the specifications and drawings, and then a contractor was chosen to supply and install the system per those specifications. As time moved on, many contractors grew in size and the number and complexity of projects also grew. It became feasible and beneficial for the contractor to hire in-house experts and engineers. With these experts now in-house, they were exposed to a much higher level of technical knowledge because they were involved in the design, construction, and commissioning of a project. For a contractor who performs hundreds of projects per year, the ability to share best practices and knowledge exponentially increases the expertise of their in-house engineering team. In addition, contractors are constantly facing stiff competition to win work, which forces contractors to evolve or become extinct. That is why contractors who have been around for a long time have to be constantly innovative to develop new ways to create value for customers. All these factors have shifted the paradigm of the old workflow to the point where many consultants now rely on contractors to develop the specifications for them.

What To Expect When Working With A Consultant

In the traditional workflow, here is what to expect in a perfect world when the right consultant is hired:

- The specifications produced completely align with the customer's desired outcomes
- The tendering process occurs in a timely manner
- The tendered prices are within range of the budget provided by the consultant to the customer
- The contractor with the best value bid (usually lowest price) is selected
- The contractor proceeds to execute the work on time and on budget
- The contractor does not need to issue requests for any "extras" found due to scope gaps in the specifications
- The system is commissioned on time and performs per specifications
- The hand-over of the system from the contractor to the customer is seamless; the customer is able to take over operation and maintenance of the system without any issues
- The yearly operating costs of the system are aligned with the total cost of ownership calculated by the consultant
- The system operates for the full duration of expected life expectancy

Here is what to expect when the wrong consultant is hired:

- The specification produced misses some key outcomes that the customers wants
- The tendering process is rushed or delayed, delaying overall project schedule
- The tendered bid prices are all higher than the budget provided by the consultant to the customer (this may completely kill the project at this point or at least delay it by one fiscal year)
- The contractor with the ability to best identify gaps in the consultant's scope is able to provide the lowest price bid and is awarded the job
- The contractor immediately proceeds to send a letter to the consultant and customer identifying the scope gaps in the specification and estimated cost for "extras" to address the gaps

Continued...

- The contractor requests to be paid for “extras” to fill in scope gaps, the consultant takes no liability for these “extras”, the customer is forced to find additional funding to pay, the project is over budget
- The system is commissioned late behind schedule, rushing due to schedule delays and pressure, and selection of lowest price bidder, leads to finding many deficiencies at start-up time
- Despite more time and money to address deficiencies, the commissioned system still does not perform per the customer’s expectations
- The customer struggles to take ownership and maintenance of the system due to performance and quality issues
- The yearly operating and maintenance costs of the system are much higher than estimated by the consultant, the customer struggles to keep the system operational
- The system fails prematurely before the expected life expectancy

How to Make Sure You Are Hiring the Best Consultant for Your Project:

The services of a consultant are very expensive, and the ultimate results of their work will have long lasting impact on your assets. Therefore, it is advisable to do your due diligence when choosing the right consultant for your next project.

The qualities to look for in a consultant are:

Integrity – having the customer’s best interest in mind at all times

Expertise – technical expertise and demonstrable experience in their field, look for professional designations such as “Professional Engineer”

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Innovation – the ability to continuously improve and integrate new ideas and technologies into their work, and ultimately bring more value to their customer

Ownership – being accountable for their work, ensuring there are no scope gaps, and not blaming others (i.e., customer or contractor) for scope deficiencies

In order to vet this out, here are some questions you can ask the candidate consultant and what insight you can gain:

Question	Insight
What would I gain by using you over others?	Positive response: Focus on customer's needs Negative response: Focus on personal expertise
Can you show me 5 similar recent projects you have done?	Positive response: Projects show a variety of innovative solutions tailored to address specific customer goals, this indicates unbiased approach and a wide knowledge base Negative response: All projects show the same solution and product, this indicates a biased approach and narrow knowledge base, the consultant most likely has a partnership with a specific manufacturer that they are promoting
Can you provide reference customer contacts for the past 5 projects?	Contact these references and ask what their experience was like using this consultant
How do you handle a situation when a contractor asks for extras due to scope gap in the specifications?	Positive response: Being accountable and taking a collaborative approach to resolve conflicts Negative response: Placing the blame for any conflict on the contractor, this will not effectively resolve issues and only cause cost overruns and project delays
What is your approach to estimating the total cost of ownership of a system?	Positive response: Accounts for the operating and maintenance costs over the useful life of the system Negative response: Focused only on initial cost, this is a narrow view as initial cost only represents 20% or less of the total cost of ownership
How do you ensure your systems are designed with long-term sustainability in mind?	Positive response: Considers green-house gas (GHG) reduction through low global warming (GWP) solutions, efficient equipment, and waste heat recycling Negative response: If they indicate GHG reduction, low GWP, efficient equipment, and heat recycling are not important or **"will not work"**, this consultant does not have your long term best interest in mind

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The Four Types of Consultants You Will Meet:

The Undercover Sales Agent

What They Are

- They act as if they have your best interest but have a personal gain
- They are paid or sponsored by suppliers with a vested interest
- How can you trust that an undercover sales agent will have your best interest in mind?

Issues

- You may not get the best solution that aligns with your goals
- You will not get the best advice and could be swayed to install a system that may have future issues like higher energy cost or be targeted for phase-out under environmental regulations

Signs

- They propose specific solutions with specific products
- They have persuasive marketing support
- All other solutions are inferior to their solutions
- They don't ask enough questions about your goals
- They do not accept alternatives
- They do a lot of self-promotion and marketing, they have the funding to do speaking events, articles etc. to promote their backers ideas

The Cut and Paster

What They Are

- They have a solid cut and paste specification they have been using for years
- Fast track job to make money

Issues

- Cost overruns and change orders
- Unclear specifications
- Old design – more energy

Signs

- If competitively procured they were the lowest price
- They propose old technology
- They are not aware of the latest trends
- Lots of questions from contractors during the RFP or lots of addendums

The Experimenter/First Timer

What They Are

- They see your system as a science project to test ideas and products to see if they will work.
- This is ok as long as you are aware that you are the first

Issues

- Contention during the process
- Finger pointing when there are issues
- System is problematic
- Set aside funding to modify if required
- No vested interest in the long term

Signs

- Have a lot of theory in regards to their new design
- Try to convince you this works in other industries
- Unable to provide examples of similar projects using the technology for the same application

The Professional

What They Are

- Flexible and adaptable with both soft and technical skills
- They know how to accomplish the best results with as little friction as possible
- Problem solvers and use their depth of expertise
- Ask the right questions to fully understand your goals
- They are humble and empathic, leave their egos at the door
- They are up on industry trends and are able to bring them to you

Issues

- They have a higher upfront cost because they are not funded by a supplier or using cut and paste methods
- They can be hard to find because they have a loyal customer base

Signs

- They are often booked up
- Repeat customers

Recreation Facility Association of Nova Scotia

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  - Student
- **Facility** *$200.00+HST*
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  - Universities
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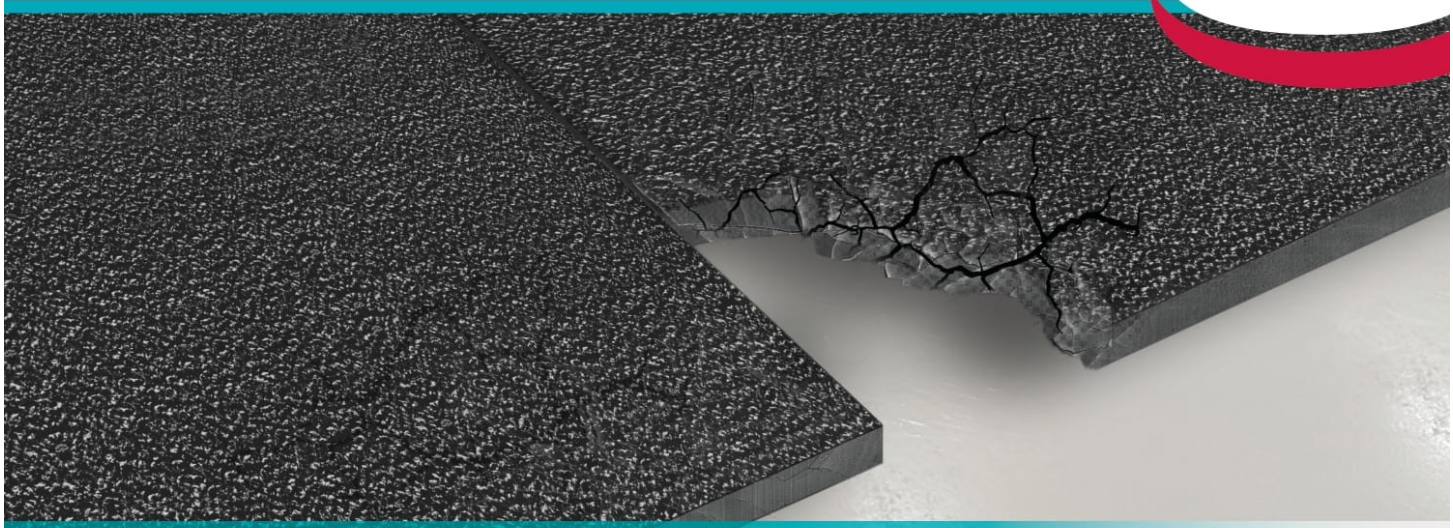

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