

**TITLE:** Ice End & Resurfacing Standard Operating Procedure  
**DEPARTMENT:** Recreation and Cultural Services  
**PROCEDURE NO:** 72320-01P

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**APPROVAL DATE:** *MARCH 23/20*

**CAO Signature:** 

**Purpose**

To ensure a safe, consistent, and professional transition at the conclusion of all ice rentals while maintaining schedule integrity and user safety.

**Procedure**

**A. Scheduled End Time**

- At the exact scheduled end time of the rental, the buzzer is to be sounded once.
- The buzzer shall not exceed two (2) seconds in length.
- No additional buzzer use is permitted unless directed by management.

**B. One Minute Post-End**

- One (1) minute after the scheduled end time (e.g., 8:31pm for an 8:30pm end), the Zamboni door to the ice surface will be lifted.
- The door may be lifted sooner if all users have already exited the ice surface.

**C. Entering the Ice Surface**

- The resurfer is not to fully enter the ice surface until the last user has completely cleared the ice.
- Under no circumstances shall resurfacing begin while any user remains on the ice surface.
- Staff shall ensure all gates are closed on the ice surface.

**D. Failure to Exit Ice**

- If users do not clear the ice at the conclusion of their scheduled rental:
  - Staff shall communicate professionally with the user group regarding the expectation to vacate the ice immediately.
  - If compliance is not achieved, staff are to contact management.
  - Staff are not to escalate the issue with users and will remain calm and professional throughout any interaction.
  - Resurfacing shall not begin until the ice is fully cleared.

**E. Resurfacing Process**

- Once the ice surface is clear, the resurfer may enter and complete the full resurfacing cycle.
- Users are not permitted on the ice surface during resurfacing.
- Users shall not enter the ice surface until the resurfer has exited and the lift door is fully closed.

**F. Incident Reporting**

- Any and all issues relating to end-of-rental procedures shall be documented and communicated to management in writing within a reasonable timeframe following the occurrence.

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**G. Schedule Adjustments Due to Operational Delay**

If resurfacing extends beyond its allotted transition period:

- Staff shall communicate clearly with the next scheduled user group.
- All users will receive their full allotment of scheduled time.
- Staff may adjust subsequent resurfacing timing, where operationally appropriate, to restore schedule alignment.
- Any material impact to the schedule shall be reported to management.

**ROLES AND RESPONSIBILITIES**

Title/Role	Responsibilities
Recreation Facilities Manager	Ensure Stadium Operators and users are adhering to the procedure
Stadium Operators	Be familiar with and adhere to the procedure

For Administrative Use Only:

**VERSION LOG**

Amendment Description	Procedure Owner	Approved By	Approval Date
New Procedure	Recreation Facilities Manager	CAO MacDonald	March 23, 2026