



## Ice Allocation

### Policy Statement

It is recognized and understood that the Town of Lamont has a responsibility to allocate access to the arena ice time in a manner that meets the needs of the entire community. It is further recognized that these needs vary by user group. The Ice Allocation Policy establishes a basis and procedure to fairly and equitably distribute the ice time available to the residents of Lamont and community.

### Purpose

To define the process for allocating and managing ice resources in a fair and equitable manner and to optimize the usage and programming of prime-time ice in a way that reflects the Town of Lamont Strategic Plan priority "Community Connection + Vibrancy" Goal: Provide quality public spaces and opportunities for recreation; minimizing risk and benefitting the whole community.

This policy applies to all groups or individuals renting or booking ice for the purpose of athletic, recreational, educational, or social activities during the regular ice season (approximately from the third week of September to the third week of March). Prime-time ice is defined as Monday to Friday from 3:00 p.m. to 11:00 p.m. and Saturdays and Sundays from 8:00 a.m. to 11:00 p.m.

### Objectives & Guiding Principles

The objectives of this policy are to:

- establish a fair, transparent, consistent, and equitable process for the allocation and distribution of ice; and
- prioritize a "youth first" access to ice for minor sport groups with a minimum allocation of 80% or more of prime-time ice and a focus on those who reside in the Town of Lamont and surrounding area; and
- ensure that the municipality's ice arena is used for the benefit of the entire community, and
- recognize the need for flexibility to effectively respond to changing needs and demands for ice time; and
- balance the needs of user groups, participants, and those of the municipality at large.

The following guiding principles will be considered when implementing and/or interpreting this policy:

- **Efficiency:** The effective and efficient use of ice time for the municipality and ice users.



- **Demand:** The demand for and supply of ice time. Where appropriate, the municipality will employ an allocation process that considers user groups' current and substantiated future ice requests and will consider the proportionate number of participants/residents in groups requesting ice.
- **Diversity:** Offering a balanced range of leisure and sport opportunities.

## Definitions

For the purpose of this policy, the following definitions will apply:

1. **"Casual User"** A User that is not considered a Regular User
2. **"Facility"** Lamont Recreation Centre Arena (including dressing rooms and common area)
3. **"Equity-Deserving Groups"** are groups of people who have been historically disadvantaged and underrepresented.
4. **"Ice Time"** For the purpose of this policy, ice time includes the arena ice surface at the Lamont Recreation Centre, 4848 49 Street, Lamont, AB.
5. **"License Agreement"** is an approved contract between the Town of Lamont (Licensor) and a group or individual (Licensee) that speaks to the specific and defined use of ice time.
6. **"Licensee"** The person or group booking the ice as illustrated on the Rental Agreement
7. **"Minor Sport Groups"** are those groups such as minor hockey, skating clubs, etc. that are:
  - Non-profit.
  - Guided by a constitution and bylaws and governed by a board of directors.
  - Serve youth 18 years of age and younger; and
  - Have a minimum of 40% of registrants who reside in the Town of Lamont or within the boundary for those groups with regional boundaries (e.g., amalgamated associations, female hockey and/or those groups which can be classified as an equity-deserving group).
8. **"Municipal Groups"** are those whose participants are comprised of more than 75% Town of Lamont residents.
9. **"Non-Municipal Groups"** are those whose participants are comprised of less than 75% Town of Lamont residents.





10. **"Prime-Time Ice"** is ice time available Monday to Friday from 3:00 p.m. to 11:00 p.m. and Saturdays and Sundays from 8:00 a.m. to 11:00 p.m.
11. **"Public Recreation Programs"** are programs and other initiatives that are organized by Town staff or provided by contractors on behalf of the Town. Currently, this includes public skating and drop-in shinny hockey. This list of programs could expand or contract as the needs of the Town of Lamont resident's change.
12. **"Regular Ice Season"** is the period from approximately from the third week of September to the third week of March.
13. **"Regular User"** - An approved User that averages one or more ice bookings per week.
14. **"Tournaments/Special Events"** are requests from a minor sports group or other Users for a clearly defined special event/tournament where it is advantageous for the sponsoring group and municipality to host. All special event/tournament requests shall be submitted in writing. Each request will be considered on an individual basis and will take into consideration the amount of ice time required, nature of the event/activity, benefit to the community, and impact to other user groups.
15. **"User"** Any person or group who uses the Lamont Arena
16. **"Youth Development Group"** is a private or commercial sport group that provides sport development and training opportunities for under-18 youth, offering programming to youth within the Lamont and surrounding areas.
17. **"Youth First"** is a policy approach whereby those who are 18 years of age and younger who belong to a sports group have a higher priority to access prime-time ice in the Town of Lamont

## Roles & Responsibilities

The Town of Lamont shall be responsible for managing, allocating, and distributing ice time on an annual basis to reflect the guiding principles in the Ice Allocation Policy.

## Priority

The priority for prime-time ice allocation will be:

1. Town of Lamont public programs and services such as public recreational skating and drop-in shinny
2. Tournaments & Special Events – booked prior to September 30
3. Local Minor Sport Groups that provide programs serving youth 18 years of age and under
4. Youth Development Groups



5. Municipal Groups
6. Casual Users / Non-Municipal Groups

Non-prime time ice allocation will be based on a “first come, first served” basis.

## Procedure

### 1. Ice Time Request/Allocation Schedule

The following are key dates each year when allocating ice time:

- May 1st - a reminder letter will be sent to user groups to inform them of the booking process for the upcoming Regular Ice Season, and to request Ice Allocation Request Form submission (Appendix A)
- June 1st – Ice Request Form to be completed and submitted by all groups prior to this date. User requests received after this deadline will be considered on a “first come, first served” basis only after requests of Users that met the deadline are considered.
- June 30th – Draft ice time allocation prepared by Community Services staff.
- July 15th – Distribute draft ice allocation to groups.
- July 30th – Ice Scheduler's meeting to review draft ice allocation, seek efficiencies within the schedule, and allow for ice time swaps/trades.
- August 15th - Final ice time allocation process to be completed.
- Tournament / Special Events requests must be submitted a minimum of 10 weeks prior to the Special Event or Tournament date and approved by the Town; confirmation dependent on schedule availability

Note: Before requesting additional ice, a user group must meet the following criteria:

- Based on the previous season, the group must have less than 5% unused or returned ice.
- Based on allocated time in the previous season, the group must have less than 2% no-show hours.

### 2. Ice Time Allocation

Ice time allocation will take into consideration both the demand for and supply of ice time, and where appropriate will consider user groups' current and substantiated future ice time requests and will consider the proportionate number of participants/residents in groups requesting ice. Numbers will be based on previous years and the current year's registration/participant numbers.

Casual User Booking requests will be considered after the Regular User Ice allocations have been finalized. Casual User Booking requests are made on a “first come, first served” basis.





This policy recognizes that there may be a lower population density of ice users in Lamont from Equity-Deserving Groups that may result in a decrease of prime-time ice time because of the criteria above. The municipality will ensure that these groups are represented when allocating requested ice time.

### 3. Use of Allocated Ice Time

Each group is responsible for managing the allocated ice time amongst subgroups (age groups, teams, etc.) within their respective organization and governing body in accordance with either established rules of the organization or in keeping with the principles of fairness and equity as described in this policy. Groups are at liberty to adjust the allotted time between subgroups or types of uses based on the unique aspects of the sport or use.

### 4. Subletting of Ice Time

No group or individual may sublet any ice time.

### 5. Re-Allocating of Ice

The municipality may re-allocate ice time that is no longer required by a Regular User group (e.g., an Oldtimers hockey team folds, minor sport registrations decrease).

Ice time that becomes available shall be re-allocated based on the requests received, current needs of all groups, and in accordance with criteria as outlined in this policy. All non-contracted ice time will be booked on a first-come, first-served basis for any rental category.

### 6. Cancellations

The applicant may return ice time to the municipality by providing 14 days' written (email) notice for regular ice time booking, and two months' written notice for tournaments and special events. The municipality may then in turn try to rent the ice to other users and will also encourage the cancelling applicant to attempt to find other interested users to rent the ice time. If the applicant does not cancel within the stated time frames, they will be responsible for the applicable ice rental fees and will be invoiced accordingly.

Cancellation by the Town: Notwithstanding anything contained herein, the Town may terminate a license at any time in the event the Facilities are required for a pressing municipal purpose (including, but not limited to, play-off scheduling, required maintenance and repairs, emergencies, and Town Special Events), the Facilities become unusable for any reason beyond the reasonable control of the Town, or the Town determines in its sole discretion that the Facilities are unsafe for any reason. In any such instance the Town shall give the Licensee as much notice



as reasonably possible and shall reimburse the fee, if paid. The Town shall have no further obligation to compensate the Licensee or any person claiming through the Licensee for the cancellation. In the event the Town cancels a scheduled Booking and is unable, upon request, to give the Licensee written assurance that the next licensed Facilities Booking will be available, the Licensee may terminate this License on five (5) days written notice to the Town.

## 7. Rules

- 7.1. The Users must at all times follow the Facility guidelines as identified in Appendix B "Lamont Arena Rules & Regulations", posted in the Arena, and communicated by Town Staff, as well as all applicable association and organization rules, regulations, and guidelines.
- 7.2. The Licensee may not use the Facility for anything except the purpose identified in the Rental Agreement.
- 7.3. The Licensee, Users, participants, or any agents therein, shall abide by the Town of Lamont Customer Code of Conduct, Policy #12-23 (attached, Appendix C). Actions or incidents that contravene this policy may result in sanctions as defined in the policy, and loss of ice allocation consideration
- 7.4. In consideration of the ice use schedule, all Users must leave the ice in a timely manner, with all personnel exiting the ice surface and players boxes no later than the specified end of their ice time slot. Severe or repeated disregard for this practice will result in a charge for additional Booking time to the offending User at the discretion of the Town. Failure to adhere to the schedule may be considered "Non-Compliance" as per the Customer Code of Conduct.
- 7.5. In consideration of all Users, arena dressing rooms are made available a minimum of 30 minutes prior to each booking. Users will have 30 minutes to vacate their dressing room after their Booking is finished. Severe or repeated disregard for this practice will result in a charge for additional Booking time to the offending User at the discretion of the Town. Failure to adhere to this schedule may be considered "Non-Compliance" as per the Customer Code of Conduct.
- 7.6. The Licensee / User are responsible for the conduct of their participants in the facility during their Booking, as well as any damages or charges that may result from the Booking.
- 7.7. Special Event or Tournament Hosts are responsible for ensuring that all participants are aware of all Facility Rules & Guidelines. Special Event or




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Policy #72-06-25  
August 26, 2025

Tournament Hosts will be held responsible for fees associated with rule violations, damages, or cleaning, at the discretion of the Town.

## Policy Review

This Policy will be reviewed once every three (3) years, or as necessary

<b>Adopted by Council:</b>	August 26, 2025	Initials: 
<b>Motion Number:</b>	MOTION: 235/25	
<b>Supersedes:</b>		

# Ice Allocation Request Form

Please have this form  
returned by: xxxxxxxxxx

Please fill out the following general information for each team/s requesting ice for the 2025/26 Season.

[illegible]



Please fill out the following schedule with your team/s PREFERRED ice times.

Note: The times requested on this form are not confirmed, but will be considered in the making of the schedule. Updates will be given as the schedule becomes solidified.

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Note: The times requested on this form are not confirmed, but will be considered in the making of the schedule. Updates will be given as the schedule becomes solidified.

	MONDAY	TUESDAY	WEDNESDAY	THURSDAY	FRIDAY
	START 4 PM	START 4 PM	START 4 PM	START 4 PM	START 4 PM
4:00					
5:00					
6:00					
7:00					
8:00			8:30-10:00 PM Old Gold 50+ (1.5 hr)	8:30-10:00 PM Old Gold (1.5 hr)	
9:00					
10:00					

	SATURDAY	SUNDAY		SATURDAY	SUNDAY
	START 7 AM	START 7 AM		START 3 PM	START 3 PM
7:00			3:00		
8:00			4:00		
9:00			5:00		
10:00			6:00		
11:00			7:00		
12:00			8:00		
1:00			9:00		
2:00			10:00		

# Lamont Arena Rules & Regulations

The Arena Operator holds the overall responsibility for ensuring that the arena is always operated in a safe and friendly manner.

Arena Operators must be treated with respect, and facility users must follow directions provided by the Arena Operator.

All participants are required to follow applicable association and organization rules, regulations, and guidelines.

All spectators and participants must follow all rules and regulations of the arena, and are required to be familiar with the fire and safety regulations. Those who do not respect the rules will be asked to leave the facility.

- Young children must be accompanied and supervised by an adult.
- Roughhousing in the lobby, change rooms and/or ice will not be tolerated.
- Be courteous to other patrons and users of the arena, disruption to other activities in the facility will not be permitted.
- No foul language.
- Smoking is not permitted in the building.
- Alcohol is not permitted on the ice, in the arena or the dressing rooms.
- Vandalism will not be tolerated. Violators will be prosecuted.
- Hockey sticks and pucks are not permitted in the lobby.
- Hockey sticks and pucks are not allowed on the ice during times designated for Public Skating.
- No loitering.

Thank you for your cooperation and patronage!







## Customer Code of Conduct

### Policy Statement

The Town of Lamont is committed to serving the community by providing fair, consistent and accessible service to members of the public while attending a Town Facility, Program or while being provided with a Town Service. The Town of Lamont is also committed to its employees by providing a safe working environment. On occasion, members of the public may make unreasonable demands or act in an inappropriate manner, such as harassing or by being threatening. Employees are expected to treat all members of the public with respect and dignity regardless of the member of the public's behaviour.

### Purpose

The purpose of this policy is to contribute to the Town of Lamont's commitment to service excellence and good governance by addressing all requests and complaints equitably and efficiently, while acknowledging that there may be a need to protect staff from inappropriate behaviour. Members of the public, visitors to Town Facilities, Program(s) or individuals conducting business with the Town shall refrain from inappropriate behaviour towards employees, elected officials and any person acting on behalf of the Town of Lamont. If inappropriate behaviour occurs, the Town will take appropriate action to ensure a respectful workplace.

From time to time, it may be necessary for the Town of Lamont to restrict or amend the way we allow an individual member of the public to communicate with us or how we communicate with them. This may be at the individual member of the public's request, or the Town may also choose to restrict an individual member of the public's contact. If the Town determines, based on the member of the public's previous contact with the Town, it is no longer appropriate for them to communicate with the Town or the Town's employees in the same way as other members of the public, this policy comes into effect.

Where a member of the public continues to act in an unreasonable or inappropriate manner refusing to acknowledge the action for a prolonged period of time, or it has been deemed that the behaviour is severe, the following policy outlines the necessary steps for restricting the form and manner of contact with the Town.

### DEFINITIONS

1. **"Chief Administrative Officer (CAO)"** means the Chief Administrative Officer of the Town of Lamont, or the employees or department(s) designated by the Chief Administrative Officer.
2. **"Member of the public"** means any individual other than an employee as defined in



this policy.

3. **“Designate”** means a person chosen to officially do a particular job (e.g. CAO designates an Employee to carry out CAO duties while away).
4. **“Employee”** means any person employed by the Town which includes and is not limited to any person employed in the capacity of a full-time, part-time, casual, term, seasonal, summer, contracted position or volunteer of the Town of Lamont.
5. **“Facility”** means a building, structure, parks, playgrounds, spray park, and ball diamonds or area whether indoors or not that is operated by the Town.
6. **“Inappropriate Behaviour”** *includes but is not limited to:*

**“Non-Compliance”** refers to the deliberate disregard or violation of the established guidelines or rules governing the use of Town property or facilities, as outlined at each respective location.

**“Harassment”** is any single incident or repeated incidents of objectionable, inappropriate, or unwelcome conduct, comment bullying, unwelcome joking or display, action, or gesture by a person that the person knows or ought reasonably to know will or would cause offence, humiliation or intimidation to another person, or adversely affects the other person’s mental and/or physical health and safety.

**“Hostile”** is showing strong dislike, behaving unfriendly or aggressive.

**“Threatening”** is having a hostile or deliberately frightening quality or manner, showing an intention to cause bodily harm or causing someone to feel vulnerable or at risk.

7. **“Program”** means an activity, event, course, or class organized and operated by the Town, or through the Towns’ contracted services.
8. **“Property”** means lands, premises, road allowances, parks, playgrounds, spray park, ball diamonds or other grounds associated with buildings owned, leased, or otherwise controlled by the Town as well as any vehicles including the Town’s equipment.
9. **“Town”** means the corporation of the Town of Lamont.

**Examples of what might be considered inappropriate behaviour are provided below. The list is not exhaustive, nor does a singular action set out below necessitate the application of this policy.**

- a. Entering restricted areas or loitering in non-permitted zones of a Town facility without proper authorization, leading to potential safety concerns or disruption to others.



- b. Willfully causing damage or vandalism to Town property or equipment or engaging in theft or attempted theft of Town property or the belongings of others.
- c. Using Town equipment or facilities for personal use without permission, or ignoring posted safety guidelines, such as bypassing security measures.
- d. Failing to adhere to established procedures for the use or maintenance of Town facilities, including improper disposal of waste or unauthorized alterations to equipment.
- e. Engaging in behaviour that creates a hostile environment for others using the facilities, such as verbal abuse, physical altercations, or disrupting scheduled activities by refusing to follow staff instructions or interfering with the activities of others.
- f. Complaints concerning an issue which staff have already investigated and determined to be groundless.
- g. Complaints concerning an issue which is substantially similar to an issue which staff have already investigated and determined to be groundless (e.g. with respect to the same neighbour or same property).
- h. Unreasonable conduct which is abusive including, but not limited to:
  - i. harassing, verbally abusing or otherwise seeking to intimidate staff dealing with a complaint;
  - ii. excessive or multiple lines of enquiry regarding the same issue (e.g. pursuing a complaint with staff in multiple Town departments and/or an elected official simultaneously) while a complaint is in the process of being investigated;
  - iii. repeatedly challenging the findings of a complaint investigation, complaining about the outcome and/or denying that an adequate response has been given;
  - iv. refusing to accept that an issue falls outside the scope of the Town's jurisdiction;
  - v. making unreasonable demands on staff by, for example, insisting on responses to complaints and enquiries within an unreasonable time-frame;
  - vi. making statements or providing representations that the subject person knows or ought to know are incorrect, or persuading others to do so;





- vii. demanding special treatment from staff by, for example, not following the normal chain of command and immediately demanding to speak to a manager or supervisor;
- viii. using new complaints to resurrect issues which were investigated and completed in previous complaints;
- ix. changing the basis of the complaint as the investigation progress and/or denying statements made at an earlier stage;
- x. refusing to co-operate with the investigation process while still wanting the complaint to be resolved;
- xi. failing to clearly identify the precise issues of the complaint, despite reasonable efforts of staff to obtain clarification of the concerns; or
- xii. providing false or misleading information.

## Procedure

The Town of Lamont's approach to managing members of the public inappropriate behaviour is to follow a four-stage process.

Anonymous complaints as they are difficult, if not impossible, to assess or investigate will not be dealt with through this policy.

**Stage 1 "Warning":** Members of the public displaying inappropriate behaviour (action, comment or joke that is offensive) will be warned politely by the Town representative they are dealing with. It is important to let the individual know exactly what behaviour has offended you. This initial response is intended to notify the offender that their actions are inappropriate and give the individual an opportunity to change the offensive behaviour.

**Stage 2 "The Single Point of Contact":** If the inappropriate behaviour continues, Town of Lamont may adopt a "single point of contact" approach. This does not restrict the way the member of the public can deal with the Town but restricts contact to one Town employee. The single point of contact should be a Supervisor, CAO, or an employee appointed by the CAO. This appointed contact is responsible for managing future contact with the Town of Lamont. It is important to note that a record of incidents shall be documents on the Incident Report Form (date, times, locations, possible witnesses, what happened, your response, etc.).

**Stage 3 "Restricted Contact Channels":** If the member of the public, even when dealing with their single point contact, continues to display inappropriate behaviour, their contact channels may then be restricted further. For example: only dealing via email, telephone or in person. These decisions will be made by the CAO or an employee appointed by the CAO. It is important



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Policy #12-23  
May 27, 2025

to note that the Town's restriction on an individual's contact enables Town of Lamont to deal with them efficiently and effectively; however, it may not be permanent. If a member of the public subjected to this procedure alters their behaviour, there is no reason why they should continue to be limited to a single point of contact.

**Stage 4 "Public Ban":** If a member of the public continues to display inappropriate or disruptive behaviour despite the previous stages of intervention, a public ban may be implemented. This stage involves restricting the individual from accessing certain Town facilities, programs or conducting business with the Town of Lamont. When advancing to Stage 4, the individual member of the public should receive formal written notice detailing the reasons for the ban, specific location(s) or facilities affected, the duration of the ban and any other conditions of the restriction. The CAO is responsible for issuing and communicating the notice, ensuring transparency and proper documentation of the process.

Where behaviour may constitute a criminal offense, the Town of Lamont will refer the matter to the R.C.M.P.

The Town reserves the right to involve law enforcement in situations involving threats, physical violence, or any behaviour that endangers the safety of staff or the community.

When a member of the public passes from one stage to another, they should receive confirmation of their status accompanied by an explanation. Notice should be provided in writing by the CAO. It is possible for a member of the public to progress from Stage 1 directly to any other Stage if the Town of Lamont deems it appropriate to protect its staff warrants the immediate restriction of their contact channels.

<b>Adopted by Council:</b>		<b>Initials:</b>
<b>Motion Number:</b>		
<b>Supersedes:</b>		