VILLAGE OF HINES CREEK

POLICIES AND PROCEDURES MANUAL

RECREATION

TITLE: **Dave Shaw Memorial Complex Manager /Caretaker**

POLICY NUMBER: 1400-02

EFFECTIVE DATE:

POLICY STATEMENT: The Complex Manager/Caretaker oversees rentals, activities, maintenance, safety, and cleanliness of the Dave Shaw Memorial Complex. The Complex Manager/Caretaker will represent the Village and assist in developing and maintaining positive relations with its customers, and community residents. The person must be congenial, flexible; people orientated and present a professional image for the community.

DUTIES & RESPONSIBILITIES - The responsibilities of the Complex Manager/Caretaker can be broken down into 6 areas, each area will have its own cleaning schedule and duties which is outlined by departments. Each area will also have a checklist which will be specific to that department. The Complex Manager/Caretaker must be experienced in the computer systems to control ice temperatures and heating schedules. (the Hall is not on the Rink Pro System and can be adjusted on the wall of the hall).

All municipal employees will have available to them the joint use “Fam Cal” App to view rentals coming into the facility, this app will be shared with the Complex Manager/Caretaker and the Kitchen Tenderer. (October to March yearly).

The Complex Manager/Caretaker acknowledges that in the event of a local state of emergency an area or areas of the Recreation Complex may be used as a centre to house evacuees. Emergency Management personnel will assume control of the designated area and the Complex. The Manager/Caretaker will be required to serve in a supporting role.

PROCEDURE:

- Maintain an up-to-date calendar for the facility based on confirmed rentals by Village Administration.
- Coordinate showing of the Dave Shaw Memorial Complex to prospective renters
- Be the point person for any communication with prospective renters to respond to additional information requests questions and/or report to Village Administration for further handling.

- Coordinate with Village Administration for repairs or maintenance if any unsafe circumstance is uncovered. Ensure the agreed to resolution is documented in the pre-event inspection provided to the renter.
- Perform small repairs and/or maintenance in a competent manner, as he/she is comfortable and confident of doing.
- Keep all storage areas clean and orderly, free from all refuse.
- Do minor repairs (i.e., light bulbs, exit lights, doors, knobs, sinks, taps, fire extinguishers etc.).
- In consultation with Village Administration, arrange for required inspections including, but not limited to fire safety, etc.
- Learn how to run the computer system
- Maintain inspections as required by filling out and submitting to the Village Administration checks on the following.
    - Furnaces
    - Pest Control
    - Alarm System Checks
        - Critical Leak Detection Monitoring System.
        - Ice Plant Inspections
- Dump garbage receptables throughout the facility when needed. There is a garbage bin located on the north side of the exit door of the hall.
- Other duties assigned from time to time.

1) Hall/Kitchen & Bar

- **Prior to any rental and the issuance of keys**:
    - Perform pre-event inspection of the Complex with the renter, which will be used for the post inspection done after the event with renter and the Complex Manager/Caretaker.
- Instruct renters of the hall, kitchen and bar areas on the following procedures:
    - No one touch the breakers in the breaker room.
    - Operating the hall & kitchen exhaust fans and thermostats.
    - How to clean the grill, grease catcher and deep fryer after use.
    - Where all fire extinguishers are placed in the facility.
    - Ensure if they are using the Bunn Coffeemaker that it is turned off at the end of facility use.
    - Operating light switches, flood lights and fans and their locations.
    - Instructing which light switches are dedicated to heavy appliances (e.g., coffee urns, electric roasters etc.)
    - Identify to renters all entrances/exits in the hall and their locations.
    - How to stack chairs and tables and their location for storage within the facility.
    - Where the janitorial room is located and the contents it holds.
    - Where extra janitorial items storage area is located.
    - How to secure the door at each entrance/exit to the facility.
    - Advise the renter the location of storage of the sound system, organ and microphones.
    - Inform the renter that the facility does not have a projector.
    - If the arena lobby is rented in conjunction with a hall facility event, make sure the area is clean of debris and garbage taken out to receptacle after its use and that lights and door must also be locked to that entrance/exit. (Occasionally families will gather prior to a funeral in the foyer of the arena).
    - Only the Complex Manager/Caretaker shall be allowed to operate the floor scrubber.
- Notify the renter that the Fitness Center area is not included in the rental of the hall facility.

- Inform the renters that this hall, kitchen and bar area is a shared use facility (October to March of each year) that they may have to share the Kitchen/Bar area with the Kitchen Tenderer.
    - Contact information should be shared with the Kitchen Tenderer.

- **After the hall rental:**
    - Perform post-event inspection of the Complex area with renter, at a mutually convenient time, and record any damage observed that is attributable to the hall rental event.
    - Fill out an incident report and submit it to Village Administration for estimated repair costs, if damages occurred.

2) Arena Lobby, Ice Surface, Dressing Rooms, Bathrooms and Bleachers

- Help Public Works in making ice in September of each year.
- Maintain ice. This includes cleaning and flooding between games, practices and public skating or as negotiated with the user groups.
- Maintenance and cleaning of the arena and areas, including bleachers, player's boxes, penalty box, ice plant room, Zamboni room, dressing rooms, referee room, lobby, showers, entrance way, arena ice surface glass, washrooms, and all entrances.
- Operating and general maintenance of equipment, including the Zamboni (Olympia), ice shaver and artificial ice plant. This includes the routine checking of fire extinguishers and emergency equipment that is throughout the entire Complex. If repairs are needed, let Village office know.
- Crowd control and supervision of the public. This includes the following duties, making sure that skates are worn only in areas assigned, proper use of the dressing rooms, and where food can be taken and eaten.
- Enforcing the Smoke Free designation during all operating hours of arena.
- Arrangement for any emergency maintenance without formal approval in cases where there is danger to users, staff or public and control patrons regarding vandalism or disruptive behavior.
- Open on all scheduled days.
- Promote and maintain a positive relationship with the public.
- Work in full co-operation with other staff members and with volunteer community groups.
- The Olympia ice surfacer is run on propane and the Complex Manager/Caretaker can contact the Village office to have Public Works fill the propane tanks when needed.

- **Prior to any rental and the issuance of keys**:
    - Notify the renter that the Fitness Center area is not included in the rental. The arena lobby, ice surface, bleachers. Bathroom and dressing rooms may be included in the rental.
    - Inform the renters that the arena side of the Complex has a kitchen and bar area that is a shared use facility (October to March of each year) that they may have to share it with the Kitchen Tenderer.
        - Contact information should be shared with the Kitchen Tenderer.
- **After the Arena Area Rental**:
    - Perform post-event inspection of the Arena area with renter, at a mutually convenient time, and record any damage observed that is attributable to the rental event.
    - Fill out an incident report and submit it to Village Administration for estimated repair costs, if damages occurred.

3) Arts & Crafts

- The Hines Creek & District Arts & Crafts Society has a lease with the Village to rent a portion of the 2nd floor of the Dave Shaw Memorial Complex. Arts & Crafts Societies access is on the West side of the Complex. Arts & Crafts Society have keys to gain access to their portion of the building. A copy of the signed lease is attached with the full details of their responsibilities and the Village's responsibilities.
- Arts & Crafts Society is responsible for their own cleaning and maintaining supplies to do so, they are not permitted to perform any alterations to the building without consent from the Village.

4) Rodney Bjornson Fitness Center

- Collect fees from the drop-in box and deliver sign-in sheets and drop-in revenue to the Village Office on the next business day.
- All FOBS and payments will be made prior to users' entry to the Fitness Center from the Village Office. Spot checks with users at the time the Manager/Caretaker is present in the Fitness Center may eliminate un-authorized users.
- Report any damaged or broken equipment to the Village Office so they can arrange for the necessary repairs. Equipment requiring repair shall be clearly marked as being out of service.
- Notify the Village Office when minor repairs are noticed and ask for assistance with repair if needed.
- Maintain the Fitness Center in a clean and orderly fashion, such as making sure machines are being disinfected, the weights are placed back in the correct order and machines are set back to their original settings.
- Washrooms are to be cleaned during each regular shift. Maintain adequate amounts of toweling, toilet tissue, soap, etc. in the washrooms.
- Sweep and mop Fitness Center and entrance as needed. Spot clean doors and walls. This type of cleaning can be done even when the Fitness Center is in use.
- Provide and maintain adequate garbage receptacles throughout the area.
- Ensure adequate cleaning spray is available for users to clean and sanitize the equipment after use.
- Other duties as assigned from time to time.

5) Hines Creek Playschool Society

- The Hines Creek Playschool Society has a lease with the Village to rent a portion of the 2nd floor of the Dave Shaw Memorial Complex. Access to the Playschool area is through the Fitness Center doors, on the North side of the building, then through a locked door to upstairs; the Playschool teacher has a Fob and a key to gain access to their portion of the building. A copy of the signed lease is attached with the full details of their responsibilities and the Village responsibilities.
- The Hines Creek Playschool Society is responsible for their own cleaning and maintaining supplies to do so.

6) Exterior of the Dave Shaw Memorial Complex and Surrounding Area

- Clean all snow away from all front entrances and keep it free from ice.
- Notify the Village Office when the parking lot needs maintenance, so Village administration can notify Public Works to have it plowed.
- Keep parking lot and area surrounding facility free of debris and notify the Village Office is there is any signs of vandalism to the facility.
- Check backup Generator, exit doors and surrounding area for any signs of vandalism.

REMUNERATION/ TERMS OF EMPLOYMENT

- Remuneration for this position will be established between the Complex Manager and the Village of Hines Creek.
- If there are out of pocket expenditures itemized receipts are to be submitted with monthly reports for reimbursement.
- Village Office Staff will be responsible for ordering janitorial supplies as needed.
- The Chief Administrative Officer or his/her designate will determine what businesses are appropriate for the Complex/Manager to have charging access to.
- The term of the agreement is 1 year, renewable by Village Council, except that:
    - Either party may terminate the agreement with 30 days' notice, with or without cause.
    - Village Council can terminate the agreement immediately with cause.

END OF POLICY

APPROVED: July 8, 2025

AMENDED:

VILLAGE OF HINES CREEK

DAVE SHAW MEMORIAL COMPLEX

HALL RENTAL CHECKLIST

PO Box 421, HINES CREEK, AB T0H 2A0
Ph: 780-494-3690 Fax: 780-494-3605
Arena Ph: 780-494-3666

KITCHEN & JANITORIAL ROOM CHECKLIST
SUPPLIES:

Date: In_____ Out_____ Checked by _____

√ **if clean on walk through** √ **if not clean or needs repairs please comment**

		Prior		After Function	
Equipment	**# There**	**Condition Clean/Dirty**	**# There**	**Condition Clean/Dirty**	**Comment**
Kitchen					
Serving tables					
Check Coolers					
Check Small Coolers					
Check Deepfreezes					
Coffee Pots					
Coffee Urns					
Deep Fryer					
Dish Towels					
Dish Clothes					
Garbage Bags					
Counters					
Cooking Equipment					
Cupboards					
Floor					
Grill/Oven/Stove and grease trap					
Supplies under sink					
Paper towels					
All-purpose cleaner					
Bleach					
Dish Soap					
Garbage Bags					
Grill Blocks					
Brooms					
Bucket & Mop					
Dust Pans					
Kitchen Mats					
Light Bulbs					
Snow Shovel					
Bar Area					
Cooler					
Counter					
Floor					
Liquor Dispenser					
Sink					
Garbage disposed of					

Equipment	# There	Condition Clean/Dirty	# There	Condition Clean/Dirty	Comment
Chairs-,stacked					
Tables-stacked					
Entryway					
Floor					
Garbage Cans					
Stage					
Upstairs					
Bathrooms					
Bathroom counters					
Floor					
Hand soap					
Mirrors					
Sinks					
Toilet/Urinals					
Toilet Paper					
Microphone (plug in to confirm working)					
Returned					

Chairs,/Tables

Identify to Renter

☐-Location
☐-How to stack them
☐-Extra chairs location, under stairs by Women's Bathroom

☐-How to open/close building
☐-Keys
☐-Panic Locks

Thermostat

☐-Locations
☐-How to use

Exhaust Fan

☐-Locations
☐-How to use

Bathrooms

☐-Extra supplies
☐-Location Mops Brooms Mop Pail
☐-Cleaning Supplies

Lights- ☐Locations/switches

Exits

☐-Location

Fire Extinguishers

☐-Locations

Cleaning Date

_____

DO NOT TOUCH BREAKERS

RODNEY BJORNSON FITNESS CENTER

Cleaning Checklist

Month: _____

Date:													
Washrooms:													
Trash Cans Emptied													
Soap Dispensers Checked/Filled													
Paper Towel Dispensers Checked/Filled													
Toilet Paper Dispensers Checked/Filled													
Counters Wiped Down													
Toilets/Urinals Clean													
Floors Clean													
Entrance/Lobby													
Trash Cans Emptied													
Floors Clean													
Carpets Vacuumed													
Drop-In Cash Box Checked													
Fitness Center													
Trash Cans Emptied													
Floors Clean													
Equipment Sanitized													
Paper Towel Checked/Filled													
Sanitizing Spray Checked/Filled													
Equipment Looked Over													

If there is anything broken, missing or other issues please record here and hand in to the Village Office:

_____

_____

_____

_____

Arena Cleaning Checklist

- ☐ Washrooms to be cleaned daily during regular season scheduling and more often (as deemed necessary) during heavy usage periods. Maintain adequate amounts of toweling, toilet tissue, soap etc. in the washrooms at all times.
- ☐ Dressing rooms are to be checked after each practice or game to ensure that they are left in a clean and orderly state. It is the responsibility of the instructor or coach and the users to maintain dressing room standards. The showers should be mopped with bleach after each usage. The shower floor is sloped in such a way that it leaves water so mopping it dry is necessary.
- ☐ Sweep and damp mop the bleachers, player boxes, penalty boxes and hallways after all games and heavy usage. It is important to keep the boxes free of debris to prevent skate damage and accidents.
- ☐ Sweep and damp mop the lobby area daily.
- ☐ Vacuum carpet, sweep and damp mop the entrance area daily.
- ☐ Spot clean doors and walls. This type of cleaning can be done even when ice is being used as well as empty dressing rooms can be cleaned, bleachers and all other areas.
- ☐ Provide adequate garbage receptacles throughout the arena.
- ☐ Keep all storage areas clean and orderly, free from all refuse.
- ☐ Do minor repairs (i.e., Light bulbs, exit lights, door knobs, sinks, taps etc.) If safety is an issue while doing repair let the Villag Office know what is needed so Public Works can assist with the repair.
- ☐ Perform other cleaning and maintenance duties as may be required through arena usage. If the hall has been rented out, an inspection, hall cleaning and floor waxing is to be done. Make sure all toilets are stocked and cleaned.

VILLAGE OF HINES CREEK

DAVE SHAW MEMORIAL COMPLEX

FACILITY RENTAL AGREEMENT FORM

PO Box 421, Hines Creek, Alberta T0H 2A0
Ph: 780-494-3690 Fax: 780-494-3605
Arena: 780-494-3666 Email: Accountpayable@hinescreek.com
(email account to send payment to)

Applicant Information:
Date Application Made: _____ Date of Rental: _____
Name: _____ Purpose of Rental: _____
Address: _____
Phone: _____

Signature of Applicant: _____

For Office Use Only:

Hall/ Kitchen/Bar			Date Paid	Amount
	Booking Fee	$50.00		
	Hall/Kitchen/Bar	$330.00/day		
	Damage Deposit	$250.00/event		
	Funerals/Arena Lobby	$150.00/day		
	Early Key Fee	$25.00		
	Prior to 4:30 p.m. Friday.			
Arena Surface	Ice Surface	$525.00/day		
	Additional Day	$105.00/day		
	Damage Deposit	$500.00/event		
Entire Facility	This does not include Fitness Center	$1050.00/day		
	Additional Days	$630.00/day		
	Damage Deposit	$1000.00/event		

*Note all fees are subject to GST (Goods and Services Tax of 5%)
*** Applicants must provide Village of Hines Creek with proof of insurance with the Village as "Added Named Insured***

Weddings: Keys picked up by Friday prior to 4:30 p.m. cleanup completed by noon Sunday

***Tables and chairs are not permitted to leave the facility**

Extra Tables		$2.00/table/day	Date Paid	Date Returned
Extra Chairs		$0.50/chair/day	Date Paid	Date Returned

Complex Rental Rules and Regulations

1. All rental fees and damage deposits are due and payable at the **Village of Hines Creek office prio**r to usage and cheques must be made payable to the Village of Hines Creek.
2. Damage Deposit cheques will be returned after inspection is completed after the function and may be forfeited if there is any damage to the premises for any reason or if the cleanup does not meet inspection or cleanup is not completed.

- **NO KEYS** will be issued until all fees and deposits are paid, and proof of liability insurance has been provided to cover the event booked. The **Village of Hines Creek MUST be added as additional named insured.**
- Persons responsible for renting the hall must ensure all doors are locked on departure (even when cleaning) or be liable for any damages arising from unauthorized entry.
- All functions involving liquor must abide by any conditions set out in the **liquor permit** and be posted on the wall in the bar.
- As outlined in liquor permit all liquor **MUST** be cleared from the tables before closing the evening of the function.
- A walk-through inspection with the Complex Manager/Caretaker is required before and after an event. Should a representative of the User Group fail to attend the Prior or Final inspection of the premises, the Complex Manager/Caretaker will conduct an inspection, and user has to agree with the decision. If you miss the deadline for cleaning a portion of the damage deposit may be forfeited.
- The Kitchen area is tendered out for the Winter season. Therefore, the extent that it can be used will be to the discretion of the seasonal tenderer.
- Off-season users of the arena area will be required to return the ice surface, bleachers, dressing rooms, and arena lobby to its original condition.
- Cleanup to include:
    - All foods and beverages shall be removed from the premises immediately following the function.
    - Garbage is to be removed from the complex and placed in the garbage bin outside the north access doors located by the table & chair room.
    - All tables and chairs **MUST** be cleaned, stacked as per diagram on the door and returned to the appropriate storage area immediately following the function. If the diagram is not followed and tables and chairs are not stacked properly, your damage deposit will be **forfeited.**
    - Cleaning and washing of floors in the hall, kitchen and washroom must be done preceding the event. (there are brooms, a mop and pail and cleaner in the janitor room adjacent to the Women's Washroom) Water can be dumped into the drain in that janitor room upon completion.
    - Kitchen and bar areas **MUST** be left in a clean and orderly condition. The grill, oven and stove are to be cleaned as per signage on the wall. Grease trap on the stove and oil from the deep fryer **MUST** be removed and disposed of in the garbage bin outside the facility.
    - All use of electrical cooking appliances shall be limited to **KITCHEN ONLY**. They are labeled for users' convenience.
    - Bar should be left clean,(garbage, empties, ice & water removed).

This agreement must be signed and witnesses before receiving the key.

HAS THE WALK THROUG BEEN DONE? ☐ **YES** ☐ **NO**

DAY AND DATE THE COMPLEX MANGER/CARETAKER CLEANED _____

As the Renter of the Dave Shaw Memorial Complex on _____ I shall hereby agree to abide by the above rules and regulations.

Renter: _____ Witness _____

(Name) (Name)

Keys Picked up _____ Returned _____ Inspection _____

Name Name Date

Maximum Occupancy Load of **HALL** for non-fixed seats and tables is 320

Maximum Occupancy Load of **ARENA ICE SURFACE (Dine & Dance)** for non-fixed seats and tables is 850

Maximum Occupancy Load of **ARENA BLEACHERS** for fixed seats is 550

Maximum Occupancy Load of **CRAFT ROOM** for non-fixed seats and tables is 60

Maximum Occupancy Load of **CRAFT MEETING ROOM** for non-fixed seats and tables is 160

Maximum Occupancy Load of **FITNESS CENTER** for non-fixed seats and tables is 700

Maximum Occupancy Load of **PLAYSCHOOL** for non-fixed seats and tables is 80