

## ATHABASCA REGIONAL MULTIPLEX SOCIETY POLICY INDEX

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## **Policies and Procedures Manual**

**Policy Number: 100-000**

**Policy Title: Terms of Reference**

**Adopted: April 1<sup>st</sup>, 2016**

**Last Reviewed: May 25<sup>th</sup>, 2021**

**Amended:**

### **Statement of ownership:**

**The physical buildings that are managed by the Athabasca Regional Multiplex Society are owned by Athabasca County and Town of Athabasca are:**

- Athabasca Regional Multiplex**
- Athabasca Aquatic Center**
- Athabasca Performing Arts Centre**

### **Terms:**

The following definitions will be used in all policies of the Athabasca Regional Multiplex Society.

- Society**— Corporation known as Athabasca Regional Multiplex Society (ARMS).
- Board**— Governing body of the Athabasca Regional Multiplex Society.
- Directors**— The appointed individuals from the membership.
- Multiplex**— The physical building that is known as the Athabasca Regional Multiplex.
- Aquatic Center**- The physical building that is known as the Athabasca Aquatic Center.
- APAC**— The physical building that is known as Athabasca Performance Arts Centre.
- Staff**— All persons that are employed with the Athabasca Regional Multiplex Society.
- Members**— Athabasca County Council and Town of Athabasca Council.
- Council**— Athabasca County Council and Town of Athabasca Council.
- Sports Fields**— The Soccer Pitches and Ball Diamonds managed by the Society.
- GM**— Refers to the General Manager of the Athabasca Regional Multiplex Society.

Polices are divided into three sections:

- 100's are policies that govern general rules and regulations.
- 200's are policies that govern Human Resources (Personnel).
- 500's are policies that govern user groups, individuals and recreation facilities.



## **Policies and Procedures Manual**

**Policy Number: 100-001**

**Policy Title: General Rules & Regulations**

**Adopted: September 1<sup>st</sup>, 2007**

**Last Reviewed: May 25<sup>th</sup>, 2021**

**Amended:**

### **Policy Statement:**

ARMS ensures that all Society operated facilities continue to be well maintained and efficiently operated.

### **Guidelines and Procedures:**

1. ARMS will develop facility user Rules and Regulations for each facility.
2. GM-recommended Rules and Regulations will be provided to the Board for approval.
3. Copies of all Rules and Regulations for all Society operated facilities are made available at the Multiplex Administration Offices or on the Society's webpage.
4. Rules and Regulations are posted in all Society Operated Facilities.



## Policies and Procedures Manual

**Policy Number: 100-003**

**Policy Title: Board Terms**

**Adopted: December 17<sup>th</sup>, 2012**

**Last Reviewed: May 25<sup>th</sup>, 2021**

**Amended:**

### Policy Statement:

ARMS recognizes the need to establish a policy with regards to Length of Term for appointment onto the Athabasca Regional Multiplex Society Board.

### Guidelines and Procedures:

1. The Terms set forth shall adhere to the Alberta Societies Act Certificate of Incorporation Governing Bylaws for the Athabasca Regional Multiplex Society registered on November 30<sup>th</sup>, 2007 and amended on January 7<sup>th</sup>, 2009.
2. The Multiplex Board appointments shall be made annually at each Council's reorganizational meeting.
3. The term shall be a period of 1 year.
4. To help ensure continuity of the Board each respective Council will try to retain one (1) member of the three (3) appointed who has served the previous year or has served on the Board in the past.
5. A new Chairperson and Vice Chairperson shall be elected at the first scheduled Board meeting following each Council's reorganizational meeting.



## **Policies and Procedures Manual**

**Policy Number: 100-004**

**Policy Title: Letter of Support**

**Adopted: April 21<sup>st</sup>, 2021**

**Last Reviewed: October 21, 2022**

**Amended: October 21, 2022**

### **Policy Statement:**

ARMS recognizes the need to establish a policy with regards to handling of requests for letters of support from community groups/associations.

### **Guidelines and Procedures:**

1. All requests for letters of support shall be at the discretion of the General Manager.
2. Requests will be brought back to the Board as information.



**ATHABASCA**  
**Regional Multiplex**  
**Fitness & Aquatic Centre**

## **Policies and Procedures Manual**

**Policy Number: 100-005**

**Policy Title: Ownership of Property**

**Adopted: February 17<sup>th</sup>, 2007**

**Last Reviewed: May 25<sup>th</sup>, 2021**

**Amended:**

### **Policy Statement:**

ARMS has a policy that clarifies the ownership of property given to the ARMS.

### **Guidelines and Procedures:**

1. User groups, individuals, or businesses donating property to ARMS will be required to forward a written description of property being donated.
2. Property accepted by the ARMS will become an asset of one of its member's property and be managed by the Society.
3. Property will, where appropriate, be made available for use by all facility users and subject to rules, regulations, and charges as determined by the Board.
4. Property will not be accepted in exchange of goods or services offered by the ARMS, unless recommended by the Board.
5. Acceptance of property as a donation will be verified in writing by both parties.
6. Property left temporarily or permanently at Society managed facilities will not be listed with the County insurance carrier and, as such, ARMS will not accept the responsibility for property damage or theft until ownership is turned over to one of its members.



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**Regional Multiplex**  
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## **Policies and Procedures Manual**

**Policy Number: 100-006**

**Policy Title: Release of Board Decisions**

**Adopted: May 2<sup>nd</sup>, 2012**

**Last Reviewed: May 25<sup>th</sup>, 2021**

**Amended:**

### **Policy Statement:**

ARMS recognizes the need to establish a policy with regards to how and when decisions of the Board of Directors are released to the general public and individuals/ groups are affected by those decisions.

### **Guidelines and Procedures:**

1. ARMS members shall receive Board approved minutes in a timely fashion.
2. Decisions considered time sensitive or controversial shall be reported to the membership via the appointed directors as soon as possible.
3. Individual groups or the public may contact the GM for Board decisions; during business hours, the day following the meeting.



## **Policies and Procedures Manual**

**Policy Number: 100-007**

**Policy Title: Reserve Policy**

**Adopted: September 11, 2023**

**Last Reviewed:**

**Amended:**

### **Policy Statement:**

ARMS recognizes the need to maintain and manage the Reserve funds that:

1. Minimize the financial exposure from unanticipated fluctuations in operating activities,
2. Balance the current year deficit, accommodate any emergency type expenditure and for non-budgeted operating items that require funding and Board approval during the year.
3. Maintain and improve working capital requirements,
4. Provide for future operating and capital requirements, and
5. Address the overall current and future initiatives of ARMS.

### **Guidelines and Procedures:**

1. The purpose of the Reserve Policy is to provide a guidance with respect to the development, maintenance, and use of ARMS Reserve Funds.
2. Only the ARMS Board has authority to create and close Reserves.
3. ARMS Board approves all expenditures from Reserves and transfers between Reserves through budget deliberations or Board Motions.
4. Reserves are not intended to reduce sponsorship and/or donation initiatives by Administration.
5. Year-end actual surpluses or deficits will be allocated to/from Reserves.
6. Each year the General Manager will prepare a reserve report for the Board which will include a section on compliance with this Policy. All Reserve balances must be presented in the ARMS annual financial statements and budget documents.
7. It is recognized that Reserves include, but are not limited to, the following benefits:
  - a) finance replacement of capital assets;
  - b) fund emerging issues; and
  - c) ensure service levels are maintained and not immediately impacted by economic downturns.





## Policies and Procedures Manual

Policy Number: 100-007

Policy Title: Reserve Policy

Adopted: September 11, 2023

Last Reviewed:

Amended:

8. In support of the overall financial health of ARMS, a Reserve will be created for the following purposes:

### Capital Projects Reserve

#### Purpose:

- a) Establish a systematic method of capital equipment/infrastructure replacements that emphasizes the long-term annual expense of equipment/infrastructure rather than sporadic expenditures for equipment.
- b) Encourage long-term planning for new capital needs and a systematic method of financing for those needs.

#### Source of Funding:

- a) An annual contribution determined by the Board;
- b) Interest earned on investing available Reserve Funds.
- c) Allocation of the actual annual surplus; or
- d) Other sources as approved by the Board.

#### Optimal Balance:

- a) Average of the approved 5-year Capital Plan amount.

### Operating Reserve

#### Purpose:

- a) To minimize the financial exposure from unanticipated fluctuations in operating activities.
- b) To manage one-time, unexpected operational needs. Unexpected operational needs would include accidents or disasters beyond the support of insurance proceeds, changes in regulation requiring spending or urgent matters deemed by the Board requiring funding.
- c) To fund emergency or essential expenditures not fully allocated in the current year's budget.

#### Source Funding:

- a) An annual contribution determined by the Board;
- b) Interest earned on investing available Reserve Funds;
- c) Allocation of the actual annual surplus; or
- d) Other sources as approved by the Board.

#### Optimal Balance:

- a) 3 months operating budget.



## **Policies and Procedures Manual**

**Policy Number: 500-001**

**Policy Title: Parks/Cultures/Recreation  
Facility User Policy**

**Adopted: September 1<sup>st</sup>, 1994**

**Last Reviewed: May 25<sup>th</sup>, 2021**

**Amended:**

### **Policy Statement:**

ARMS recognizes the need to establish a policy to ensure that the Recreation Facilities continue to be well maintained and efficiently operated.

### **Guidelines and Procedures:**

1. ARMS will develop facility user rules and regulations for each facility.
2. Multiplex recommended Rules and Regulations will be provided to the Board for approval.
3. Rules and Regulations for the Multiplex and all associated facilities are to be made available to the Multiplex and facility Users and the Public and copies are to be kept at the Multiplex Office.



## Policies and Procedures Manual

Policy Number: 500-002

Policy Title: Bridge Financing

Adopted: December 17<sup>th</sup>, 2012

Last Reviewed: May 25<sup>th</sup>, 2021

Amended:

### Policy Statement:

ARMS recognizes the need to establish policies and procedures in the granting of bridge financing for User group and Service group commitments for capital projects.

### Guidelines and Procedures:

1. The commitment of bridge financing is an agreement in principle that outlines the relationship and partnership for User groups, Service groups and the Athabasca Regional Multiplex. Upon approval, by the partnering municipalities, this will be written into a legal document and incorporated as defined in the relationship.
2. The GM shall bring forward all Service Group and User Group bridge financing requests for consideration in writing to the Multiplex Board.
3. The Town of Athabasca and Athabasca County will determine on a project basis as to which Municipality will carry the bridge financing for each project.
4. The Multiplex Board shall have final say on acceptance and approval of all bridge financing opportunities for all ARMS capital and enhancement projects.
5. All User and Service group commitments that require Bridge financing are not to be included as extensions or additions of the Project Scope unless agreed upon by the Board.
6. All commitments paid up front that are received prior to the start of a project may be used to further enhance the "Project" beyond the committed Project budgeted amount as determined by the Athabasca Regional Multiplex Society.

#### OR

1. All User and Service group capital project commitments must be paid up front prior to the start of the capital projects commencing.
2. ARMS will only accept User group & Service group commitments for facility enhancement projects. The commitment for the project must be received in full within the calendar year of the project or if the project is extended into two (2) calendar years then at the project's completion.
3. That cash donations "only" are accepted, and that bridge financing is no longer consideration for capital projects.



**ATHABASCA**  
Regional Multiplex  
Fitness & Aquatic Centre

## Policies and Procedures Manual

Policy Number: 500-003

Policy Title: Conduct of Patrons and Facility Discipline

Adopted: September 1<sup>st</sup>, 1994

Last Reviewed: November 21, 2022

Amended: November 21, 2022

### Policy Statement:

ARMS recognizes the need to govern the conduct of patrons using Society facilities.

### Guidelines and Procedures:

1. The rules and regulations governing the conduct of patrons using the facilities are to be displayed within each facility.
2. Multiplex Staff have the authority to evict an individual or group from any Athabasca Regional Multiplex Society facility for inappropriate conduct. The Staff have the authority to evict facility users/groups up to 24 hours from the property. An incident report shall be completed, and the patrons name be recorded on the appropriate list.
3. Should unacceptable behavior continue, the GM or designate may suspend facility privileges for a period of one week, an incident report shall be completed, and the patrons name recorded on the appropriate list. The child's (under 18) parents will be notified by email or phone call.
4. Should unacceptable behavior still continue, or the behavior warrants a one-month suspension the GM or designate may suspend the facility privileges for one-month, an incident report shall be completed, and the patrons name recorded on the appropriate list. In this case the patron and or child's (under 18) parents will be notified by letter or email. This documentation will be forwarded to the ARMS Board for information.
5. If unacceptable behavior still continues after the one-month suspension or in the opinion of the GM an incident warrants a longer suspension the individual will be suspended immediately until the next ARMS Board meeting where the GM shall bring forth the information and the incident reports to the ARMS Board. The Board shall decide on further appropriate actions of the patron or child.

#### APPEALS

Any person or persons banned from any ARMS facilities by the GM may appeal such ban the ARMS Board in writing provided that:

1. the ban being appealed is for a period exceeding 30 days; and
2. the written appeal is received by the ARMS Board not more than 7 days after the imposition of the ban being appealed.



**ATHABASCA**  
**Regional Multiplex**  
**Fitness & Aquatic Centre**

## **Policies and Procedures Manual**

**Policy Number: 500-004**

**Policy Title: Supervision of Youth**

**Adopted: September 1<sup>st</sup>, 2007**

**Last Reviewed: May 25<sup>th</sup>, 2021**

**Amended:**































### **Policy Statement:**




ARMS has established a policy with regard to supervision of youth activities in its operated facilities. Refer to Age Access Guide Appendix A.



### **Guidelines and Procedures:**



1. Adequate adult supervision, as determined by the GM, must remain in the building at all times for any youth activity taking place in the Society operated facilities. This includes all minor sport bookings as well as drop-in use.
2. Users failing to provide appropriate adult supervision during youth activities will be denied access to the facility.
3. Being denied access to the facility does not absolve the user from the responsibility to pay for the time booked.
4. The adult supervisor (s) will be held accountable for the conduct of the youth participants.
5. Refer to attached Age Access Guide for supervision requirements.

### AGE ACCESS GUIDE APPENDIX A

Drop-In Age Access Guide	0-5 Years of Age	6-8 Years of Age	9-11 Years of Age	12-14 Years of Age	15+ Years of Age
Swimming Pool					
Fitness Centre					
Fieldhouse					
Arena (PublicSkate/Shinny)					
Buy Low Lounge					
Curling Rink					

-  Full Access
-  No Access
-  IN ARMS REACH of a reasonable person 18 years of age or older

-  Must be ACTIVELY SUPERVISED by a reasonable person 13 years of age or older
-  Must be VISUALLY SUPERVISED by a reasonable person 13 years of age or older WITHIN THE Multiplex

-  Must be DIRECTLY SUPERVISED by a reasonable person 16 years of age or older
-  Must be DIRECTLY SUPERVISED by a reasonable person 18 years of age or older



**ATHABASCA**  
**Regional Multiplex**  
**Fitness & Aquatic Centre**

## **Policies and Procedures Manual**

**Policy Number: 500-005**

**Policy Title: Use of Alcohol**

**Adopted: September 1<sup>st</sup>, 2007**

**Last Reviewed: May 25, 2021**

**Amended:**

### **Policy Statement:**

ARMS has policies and procedures to regulate the use of alcohol in or at all Society operated facilities.

### **Guidelines and Procedures:**

1. A group renting a Society operated facility and intending to serve alcohol must present the required liquor permit and Public Alcohol Liability Insurance of \$5,000,000 prior to the event.
2. Alcohol may only be served and consumed in the portion of the facility that is indicated on the liquor permit. The group is responsible for ensuring that no alcohol is consumed outside of this area.
3. The group is responsible for controlling the conduct of its guests.
4. Serving alcohol must be supervised by person(s) holding a valid Pro-Serve Ticket from Alberta Gaming, Liquor and Cannabis Commission. Individuals are required to present their valid Pro-Serve Ticket when asked by the GM.
5. Must follow all current municipal, health, fire and Alberta Gaming, Liquor & Cannabis Commission policies and legislation.



**ATHABASCA**  
Regional Multiplex  
Fitness & Aquatic Centre

## Policies and Procedures Manual

Policy Number: 500-006

Policy Title: Rental Rates

Adopted: September 1<sup>st</sup>, 2007

Last Reviewed: May 25<sup>th</sup>, 2021

Amended:

### Policy Statement:

ARMS establishes rental rates for all Society operated facilities.

### Guidelines and Procedures:

1. The rental fees are to be reviewed annually and any changes are to be reported to the Board.
2. Facilities to which rental fees are charged may include:
  - i) Arena
  - ii) Field house
  - iii) Curling Rink
  - iv) Lounge
  - v) Meeting Rooms
  - vi) Fitness Centre
  - vii) Aquatic Center
  - viii) Nancy Appleby Theatre
  - ix) Outdoor Sports Fields
  - x) Others
3. All facilities fees are attached as 2024 Facility Rates effective April 1, 2024.



**2024 FACILITY RATES & INVENTORY**  
effective April 1, 2024

<u>Facility</u>	<u>Description</u>	<i>Plus GST</i> <u>Rental Rate</u>
<b>Arena</b>	Youth (Ice rental)	\$113.00/hour
480 people w/ice	Youth Block Rate (Ice Rental) 1,000 hr./season	\$103.00/hour
1200 max w/out ice	Adult (Ice Rental)	\$168.00/hour
	School Hockey Academy	\$60.00/hour
	School Rate	\$103.00/hour
	<i>Dry Floor (April 1 – August 15)</i>	
	Dry Floor	\$70.00/hour
	Dry Floor Day Rental	\$557.00/day
<b>Fieldhouse</b>	Youth Full	\$81.00/hour
(Sports/recreation)	Youth 2/3	\$55.00/hour
1622 max	Youth 1/3	\$33.00/hour
	Adult Full	\$98.00/hour
	Adult 2/3	\$76.00/hour
	Adult 1/3	\$48.00/hour
	Field House Full Day	\$617.00
	Movie Night (4 hours)	\$243.00
	Weekend Rate (Friday 4 p.m. through Sunday 12 noon)	\$1,563.00 non-profit
	Corporate Profit Event with Fieldhouse	\$1,466.00/day
<b>Full Facility Rate</b>	Kitchen/Aquatic & Fitness Centre not included	<b>\$2,228.00/day</b>
<b>Memorial rate (arena/field house/curling rink)</b>		<b>\$1,130.00/day</b>
<i>Includes set up fee and kitchen rental</i>		
<b>Use of Commercial Kitchen –</b>	Kitchen full day rental	\$268.00

**2024 FACILITY RATES & INVENTORY**  
effective April 1, 2024

**Pool**

Main Pool 418 max	Youth lane rental	\$25.00/hour
	Adult lane rental	\$30.00/hour
	Block lane rental (550 hour/season)	\$22.50/hour
Pool Viewing Area 136	School rental agreement	\$33.00/hour
	School extra lifeguard	\$33.00/hour
	(*more than 20 students*)	
	Full Pool rate <i>during specific times and patron cap</i>	
	*1-40* people	\$160.00 (\$4.00 pp)
	*41-74* people	\$230.00 (\$3.11 pp)
	*75-109* people	\$300.00 (\$2.75 pp)
	*110-150* people	\$370.00 (\$2.47 pp)
70 max	Alta Gas Pool Side Lounge	\$74.00/hour
	<b>GROUP DISCOUNT ON SWIM = 10% off for 20 or more guests</b>	
	<b>DOES NOT APPLY TO FULL POOL RATE RENTAL</b>	

**Fitness Centre**

60 max	Aces Multi Fitness Room	\$48.00/hour
	Fitness Centre School agreement	\$48.00/hour

**Buy-Low Lounge**

**LOUNGE BAR IS OPERATED BY THE ATHABASCA CURLING CLUB**

300 max	Profit (full day)	\$346.00
38 4ft tables	Profit (1/2 day) 4 hrs.	\$185.00
150 lounge chairs	Profit (hourly)	\$55.00/hour
	Non-Profit (full day)	\$221.00
	Non-Profit (1/2 day) 4hrs	\$115.00
	Non-Profit (hourly)	\$35.00/hour

**Meeting Room**

30 max per room	Profit (full day)	\$233.00
60 max combined room	Profit (1/2 day) 4hrs	\$125.00
Teleconference available	Profit (hourly)	\$38.00/hour
	Non-Profit (full day)	\$157.00
	Non-Profit (1/2 day) 4hrs	\$81.00
	Non-Profit (hourly)	\$27.00/hour
	Closet Fee	\$113.00/month

**2024 FACILITY RATES & INVENTORY**  
effective April 1, 2024

**C.N.R.L Curling Rink**

400 max  
Cement floor  
146 ft x 64 ft

League Curling	\$39.00/per sheet/hour
Youth Curling	\$33.00/hour all sheets
Senior Curling	\$29.00/per sheet/hour
Bonspiel	\$1,130.00/event
School rental agreement	\$33.00/hour all sheets
Day Rental	\$574.00/day

**Dry-Floor (April 1 to September 30)**

Youth	<b>No Air Conditioning</b> \$33.00/hour
Adult	\$76.00/hour
Day Rental	\$574.00/day
Full Weekend Rate (Friday 4 p.m. through Sunday 12 noon)	\$1,422.00

**Nancy Appleby Theatre**

280 max

Screen 10" (h) X 25" (w)

School / Block out rate	\$81.00/day
Rehearsal	\$136.00/day
Performance Admission	\$394.00/day
Commercial Rate	\$589.00/day

Sound Technician

Charlie Deshane	780-884-3016
Fred Minville	780-598-5202

Piano Tuner

Vince Strand	780-974-2163
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**Ball Diamonds**

Minor Ball (youth)	\$33.00 for 3 hrs./per diamond
Slo-Pitch (adult)	\$48.00 for 3 hrs./per diamond
Full day – per diamond	\$108.00
Minor Ball (season cap)	\$2,704.00
Slow Pitch (season cap)	\$5,408.00

**Soccer Fields**

Minor Soccer	\$33.00 per hour/per field
Adult Soccer	\$48.00 per hour/per field

**2024 FACILITY RATES & INVENTORY**  
effective April 1, 2024

**Miscellaneous**

Staff Fee	\$60.00/hr./staff
Dance Floor (30 ft x 30 ft)	
staff set up/take down	\$839.00
self-setup & take down	\$336.00
<u>Stage (32 sq ft panel = 4 ft x 8 ft)</u>	<u>\$0.52 per sq ft</u>
256 sq ft	\$133.00
512 sq ft	\$266.00
768 sq ft	\$399.00
1,024 sq ft	\$532.00

\*\*\*The stage can be anywhere from 5 to 32 inches high.

Black Curtains (8ft x 8ft, 10 sections)	included in rental
Portable bar	\$33.00 per day
Cold Beverage Ice Cart	\$11.00 per day
Podium	included in rental
Tables and Chairs	included in rental
Portable sound system (play music only)	included in rental
Portable sound system with microphone	included in rental
Locker Rental	3 months/\$30.00
	6 months/\$50.00
	1 year/\$80.00

**Snowshoe Rental**

Individual: \$5.00 daily rate (24 hrs) or \$10.00 weekly rate

Family: \$10.00 daily rate or \$25.00 weekly rate

Chairs (off site rental)	\$10.00/chair
Tables (off site rental)	\$20.00/table
Photocopy fee	\$0.20/per page
Shower only	\$2.25

**Programs Equipment**

Bubble Soccer	\$92.00
Laser Tag	\$178.00
Archery Tag with Archery Booth	\$178.00
Soccer Darts	\$92.00
Ping Pong Tables	\$22.00

**INVENTORY COUNT**

Lounge Chairs	146
Lounge Tables	35
Black Chairs	130
Grey Chairs	445
Round Tables (6 feet diameter)	52 (updated Feb 2024)
8ft Tables (8'ft x 30")	43 (updated Feb 2024)
6ft Tables (6'ft x 30")	37
Tall bar Tables	8
Dividers	4 small, one large
Projector Screen	3
Projector	2
Teleconference Pod	1

**TABLECLOTHS**

White round	7
Black round	34
White square toppers (18")	17
Rectangle fitted with logo 8ft	9
Rectangle fitted with logo 6ft	5
Vases – clear glass 6" tall, 2" round	25

**\* We do not rent out offsite; round tables, tablecloths, the stage or black folding chairs**



## Policies and Procedures Manual

**Policy Number: 500-007**

**Policy Title: Facility Cancellations**

**Adopted: September 1<sup>st</sup>, 2007**

**Last Reviewed: May 25<sup>th</sup>, 2021**

**Amended:**

### Policy Statement:

ARMS is responsible for the maintenance and upkeep of the Society managed facilities and, as such, shall grant authority to its personnel to cancel usage of Society managed facilities to ensure that the facilities are satisfactorily protected.

### Guidelines and Procedures:

1. The Facility Manager employed by the ARMS and under the supervision of the GM is responsible for satisfactorily maintaining and preparing the facilities. The Facility Manager and the GM are authorized to cancel any game, practice, tournament, or booking should there be potential for excessive damage to the facility or risk to the participants. Cancellations due to Provincially mandated directives may be initiated at anytime.
2. Should a cancellation be authorized, the user group will be reimbursed for any incomplete use on a pro-rated basis. Any request for full reimbursement of a fee shall be directed in writing to the Board.



**ATHABASCA**  
**Regional Multiplex**  
**Fitness & Aquatic Centre**

## **Policies and Procedures Manual**

**Policy Number: 500-008**

**Policy Title: Society Donations**

**Adopted: September 1<sup>st</sup>, 2007**

**Last Reviewed: October 21, 2022**

**Amended: October 21, 2022**

### **Policy Statement:**

ARMS has established policies and procedures in the granting of donations and requests for facility fee reductions or waivers.

### **Guidelines and Procedures:**

1. The GM may make donations of daily passes (free admission) or memberships. All donations shall be tracked and reported to the Board monthly.
2. Requests for donations, facility fee reductions or waivers under \$1,000.00 will be at the discretion of the GM.
3. Requests for donations, facility fee reductions or waivers over \$1,000.00 must be submitted to the ARMS Board in writing. No exceptions will be made.



**ATHABASCA**  
Regional Multiplex  
Fitness & Aquatic Centre

## Policies and Procedures Manual

**Policy Number: 500-009**

**Policy Title: Public Skating**

**Adopted: September 1<sup>st</sup>, 2007**

**Last Reviewed: May 25<sup>th</sup>, 2021**

**Amended:**

### Policy Statement:

ARMS has established a policy with regards to minimum time slots, and rules governing public skating.

### Guidelines and Procedures:

1. The Board will allocate a minimum of three (3) Public Skating Slots per week of which 1 slot is during prime-time hours Monday-Friday between 4:00 p.m. and 9:00 p.m and 1 slot on weekends between 12:00 p.m. and 8:00 p.m.
2. Public skating may be rescheduled for tournaments or other events at the discretion of the GM, who will ensure that the public is given adequate notice of change.

#### Rules

1. It is required that skaters 12 years of age and under wear CSA approved helmets while on the ice. It is recommended that all other participants wear helmets as well.
2. Only participants wearing skates can go out onto the ice surface. NO boots or shoes.
3. No fooling around, wrestling or rough play on the ice, as it could result in serious injury.
4. To avoid collisions, skaters should travel in the same direction around the ice. Beginners and slower skaters should skate around the center of the ice; faster skaters should travel along the boards. Excessive speeding is not allowed. Please do not skate backwards.
5. No figure skating routines are permitted during public skate.
6. No foreign objects are allowed during public skate for safety reasons. ie: Sticks, Pucks, Balls etc.
7. Carrying a baby or child while skating is extremely dangerous and is not permitted.
8. Wheelchairs are allowed on the ice, so long as the user is capable of controlling the chair. Attendants may escort the wheelchair user if they are wearing ice cleats or if they are wearing skates.
9. All skating aids and any other objects carried onto the ice must be approved by a Multiplex staff member.
10. Multiplex staff members have the authority to remove, or have removed, anyone from the ice who is endangering the safety of other public skaters.





**ATHABASCA**  
**Regional Multiplex**  
**Fitness & Aquatic Centre**

## **Policies and Procedures Manual**

**Policy Number: 500-010**

**Policy Title: Special Material for Events**

**Adopted: September 1<sup>st</sup>, 2007**

**Last Reviewed: May 25<sup>th</sup>, 2021**

**Amended:**

### **Policy Statement:**

ARMS has established procedures for users that wish to bring in items that could cause an increase in janitorial hours.

### **Guidelines and Procedures:**

1. Users requesting to bring items such as but not limited to soil, sand, straw, hay or glitter into any Society managed building will be required to meet with the Facility Manager and provide a plan that outlines how materials will be brought in and removed from the facility, along with a plan on how the building will be cleaned afterwards.
2. Failure to properly clean the facility will result in the user group being invoiced for the necessary clean up (supplies and labor).
3. Nothing is to be stapled or nailed to the walls, and puck boards. Groups wishing to hang items on the walls, puck boards, and glass must ensure no damage or residue is left after the removal of the item.



## Policies and Procedures Manual

**Policy Number: 500-011**

**Policy Title: Public Demonstrations**

**Adopted: June 27<sup>th</sup>, 2011**

**Last Reviewed: May 25<sup>th</sup>, 2021**

**Amended:**

### Policy Statement:

ARMS has procedures regarding safety and conduct for Public Demonstrations.

### Guidelines and Procedures:

1. All organized demonstrations must receive permission from the Society's GM prior to any gatherings.
2. The demonstrators will be provided a designated space outside of the facility. This designated space will be clearly defined with markers that uniformly define those designated boundaries.
3. ARMS Staff members have the authority to remove anyone from Society managed facilities who are endangering their own safety or that of the public or ARMS staff.
4. The RCMP and/or municipal peace officer will be notified and requested to respond if the demonstrators do not comply.



## Policies and Procedures Manual

**Policy Number: 500-012**

**Policy Title: Request for Facility Repairs/Improvements**

**Adopted: September 1<sup>st</sup>, 2007**

**Last Reviewed: May 25<sup>th</sup>, 2021**

**Amended:**

### Policy Statement:

ARMS has procedures to complete repairs and improvements to Society operated facilities that are requested from community organizations or individuals.

### Guidelines and Procedures:

1. Requests for repairs and/or improvements to Society operated facilities using Society funds will be submitted to the GM. Requests will be based on their importance relative to the operation of the facility.
  - A) Minor repairs (under \$5,000 as per policy 500-019 Tendering) that can be completed within the current year's budget without adverse effects on the completion of other projects will be dealt with in a timely manner.
  - B) Major repairs (over \$5,000 as per policy 500-019 Tendering), or unbudgeted with adverse effects on the budget) will be reviewed by the GM, who shall present it to the Board with a recommendation to either: proceed immediately, to proceed later, seek funding before proceeding, or not to complete the work requested. The person(s) or User Group(s) requesting the improvements and/or repairs shall be offered a delegation invitation to speak to the Board at the Board's General meeting.
2. Community organizations or individuals wishing to undertake improvements and/or repairs on their own initiative (i.e no use of Society funds) to any Society operated facility that have:
  - A) Improvements and/or repairs under \$5,000 with no effect to the facility's aesthetics must receive prior approval from the GM.
  - B) Improvements and/or repairs over \$5,000 or causing adverse effects on the facility's aesthetics must receive prior approval from the Board. Organizations or individuals shall be offered a delegation invitation to speak to the Board at the Board's General meeting of their request being brought forward.
3. Approval is not required for necessary maintenance on items or equipment that is exclusive property of the user groups, provided that the work does not affect the structure or the normal operations of the facility.
4. Community organizations or individuals are not allowed to pledge the credit of the ARMS or the Board.



**ATHABASCA**  
Regional Multiplex  
Fitness & Aquatic Centre

## **Policies and Procedures Manual**

**Policy Number: 500-013**

**Policy Title: External Personal Fitness Trainers Policy**

**Adopted: May 31, 2023**

**Last Reviewed:**

**Amended:**

### **Policy Statement:**

ARMS allows Third Party External Personal Fitness Trainers to accompany their clients into the Multiplex for training purposes. The Trainers are required to follow an application and operating process aligning with the Facility Policies and Procedures and the Facility Rules and Regulations.

### **Guidelines and Procedures:**

The Trainer will adhere to this Policy in External Personal Fitness Training operating practices in conjunction with other established ARMS policies.

The Third Party External Personal Fitness Trainer will follow a registration and operating process that includes:

1. A Registration Form for External Personal Fitness Training must be submitted to the General Manager.
2. The Third Party External Personal Fitness Trainer, if a business, must provide a valid Town of Athabasca business license at their own expense and give a copy to the Multiplex to be retained in their file.
3. Trainer is required to sign a Facility Use Agreement. Breaching the conditions of the Facility Use Agreement will result in termination of the Agreement.
4. Each individual Trainer must apply to operate within the Facility. The Facility Use Agreement does not cover any form of subleasing or subcontracting.
5. The Trainer and Client(s) are both required to hold a membership or pay a daily drop-in to use the Facility.
6. The Third Party External Personal Fitness Trainer is required to provide proof of a minimum of \$2,000,000.00 (two million dollars) liability insurance.
7. Trainers must refrain from soliciting additional clients or advertising their business in any matter while in the Facility except when approved by the General Manager.
8. Any Trainer found operating business or generating personal revenue in the facility outside the scope of personal training or their certification will cause the termination of their Agreement.



## **Policies and Procedures Manual**

**Policy Number: 500-013**

**Policy Title: External Personal Fitness Trainers Policy**

**Adopted: May 31, 2023**

**Last Reviewed:**

**Amended:**

### **Policy Statement:**

ARMS allows Third Party External Personal Fitness Trainers to accompany their clients into the Multiplex for training purposes. The Trainers are required to follow an application and operating process aligning with the Facility Policies and Procedures and the Facility Rules and Regulations.

### **Guidelines and Procedures:**

The Trainer will adhere to this Policy in External Personal Fitness Training operating practices in conjunction with other established ARMS policies.

The Third Party External Personal Fitness Trainer will follow a registration and operating process that includes:

1. A Registration Form for External Personal Fitness Training must be submitted to the General Manager.
2. The Third Party External Personal Fitness Trainer, if a business, must provide a valid Town of Athabasca business license at their own expense and give a copy to the Multiplex to be retained in their file.
3. Trainer is required to sign a Facility Use Agreement. Breaching the conditions of the Facility Use Agreement will result in termination of the Agreement.
4. Each individual Trainer must apply to operate within the Facility. The Facility Use Agreement does not cover any form of subleasing or subcontracting.
5. The Trainer and Client(s) are both required to hold a membership or pay a daily drop-in to use the Facility.
6. The Third Party External Personal Fitness Trainer is required to provide proof of a minimum of \$2,000,000.00 (two million dollars) liability insurance.
7. Trainers must refrain from soliciting additional clients or advertising their business in any matter while in the Facility except when approved by the General Manager.
8. Any Trainer found operating business or generating personal revenue in the facility outside the scope of personal training or their certification will cause the termination of their Agreement.



## Policies and Procedures Manual

**Policy Number: 500-014**

**Policy Title: Insurance**

**Adopted: December 15<sup>th</sup>, 2008**

**Last Reviewed: May 25<sup>th</sup>, 2021**

**Amended:**

### Policy Statement:

ARMS has recognized that certain activities within the Society managed facilities need guidelines to mitigate the Society's liability.

### Guidelines and Procedures:

1. Proof of insurance from \$2,000,000.00 up to \$5,000,000.00 is required for the following activities:
  - A) Any events, meetings, gatherings, weddings, or activities that use alcohol \$5,000,000.00.
  - B) Festivals and other large public gatherings held on or in Society managed facilities \$5,000,000.00.
  - C) Other activities to be determined and will be advised by senior multiplex staff upon rental request.
2. Activities that do not carry inherent risk deemed by senior multiplex staff do not need to purchase extra insurance or provide signed waivers. These include, but are not limited to, meetings, recitals, readings, ceramics, birthday parties or painting.
3. Organized groups without insurance must have all participants sign a waiver to mitigate the Society's liability.

Person or persons listed on the Society's Rental Agreement will be held personally responsible to ensure that everyone participating at their event has a signed waiver. Waivers are to be submitted to the ARMS administration team for filing. Failure to comply will result in future bookings being cancelled.
4. To mitigate the Society's General Liability insurance from unorganized drop-in activities at the Multiplex.
  - A) Children 8 years old and younger must be directly supervised by a reasonable person of 13 or older while in the Athabasca Regional Multiplex.
  - B) Persons of the age 9 to 11 must be visually supervised by a reasonable person of 13 or older while in the Athabasca Regional Multiplex.
  - C) Person under the age of 9 will not be permitted to participate with drop-in activity on the curling rink ice.
  - D) Persons between the ages of 9 to 14 years old participating on the Curling Rink Ice must be directly supervised by a reasonable person of 18 years or older.
  - E) Persons 11 or under are not permitted in the Fitness Centre.



## Policies and Procedures Manual

**Policy Number: 500-014**

**Policy Title: Insurance**

**Adopted: December 15<sup>th</sup>, 2008**

**Last Reviewed: May 25<sup>th</sup>, 2021**

**Amended:**

### Guidelines and Procedures:

F) Persons 12 to 14 are permitted in the Fitness Centre if actively supervised by a reasonable person of 18 or older.

G) Persons under the age of 13 are required to wear full hockey equipment while participating in a game of, "Shinny Hockey".

H) Persons 13 and over are required to wear a minimum of hockey gloves, skates, and a CSA approved helmet to participate in the activity, "Shinny Hockey".

I) It is recommended that all users wear a CSA approved helmet, while participating in any activity on the arena ice.

J) Persons under the age of 13 are required to wear a CSA approved helmet, while participating in any activity on the arena ice.



## Policies and Procedures Manual

**Policy Number: 500-016**

**Policy Title: Tobacco Products**

**Adopted: November 30<sup>th</sup> , 2016**

**Last Reviewed: May 25<sup>th</sup>, 2021**

**Amended:**

### Policy Statement:

ARMS has a policy that helps ensure that all Society facilities are a healthy and safe place for all users.

### Guidelines and Procedures:

1. Smoking and vaping will only be permitted in the designated smoking areas outside of any facility. All patrons will be fined according to the Town of Athabasca's Smoking By-law.
2. Chewing tobacco is strictly prohibited from any facility managed by the Society.





## Policies and Procedures Manual

Policy Number: 500-017

Policy Title: Recreation Facility  
Scheduling, Booking  
& Bumping

Adopted: March 15<sup>th</sup>, 2008

Last Reviewed: May 25<sup>th</sup>, 2021

Amended:

### Policy Statement:

ARMS recognizes the need to establish a procedure for bumping regular users for the Multiplex Facilities.

### Guidelines and Procedures:

1. The Athabasca Regional Multiplex GM will recommend to the Athabasca Regional Multiplex Society any Regular User Group Bumping Policy revisions as required.
2. Facilities to which schedule bumping procedures will be provided include:
  - i) Athabasca Regional Multiplex
  - ii) Multiplex Soccer Fields
  - iii) Multiplex Baseball Diamonds
  - iv) Athabasca Aquatic Center
  - v) The Nancy Appleby Theatre
3. Whenever possible, the regular group renting the facility shall not be bumped from their regular time slot more than 3 times in a calendar year without permission.
4. All groups that are re-scheduled shall be given at least 2 weeks notice.
5. In case of emergency usage (such as funerals, evacuations) as much notice as possible will be given.
6. If in the event, a regular user group has been bumped on four occasions, the fourth (and consecutive bumping's) will result in a 50% price reduction on their following booking.



## Policies and Procedures Manual

**Policy Number: 500-018**

**Policy Title: Arena Summer Use**

**Adopted: July 1<sup>st</sup>, 1995**

**Last Reviewed: May 25<sup>th</sup>, 2021**

**Amended:**

### Policy Statement:

ARMS recognizes the need to establish policies for users of the Arena during the summer season.

### Guidelines and Procedures:

1. Concrete Pad
  - A) Users requesting to bring soil, sand, straw, or hay into the Arena will be required to meet with the Facilities Maintenance Coordinator and provide a plan that outlines the materials to be brought in, how they are to be brought in and removed, along with a plan of how the building will be cleaned afterward.
  - B) Failure to properly clean the ice pad will result in the user group being invoiced for the necessary clean up (supplies and labor).
2. Nothing is to be stapled or nailed to the puckboards.
3. Users are responsible for investigation of all Safety and Fire Regulations and must comply with the same.
4. Any vehicle whose load exceeds its gross weight (GVW) is not allowed to enter the area.



## Policies and Procedures Manual

Policy Number: 500-019

Policy Title: Tendering/Purchasing

Adopted: January 10<sup>th</sup>, 2011

Last Reviewed: April 15, 2024

Amended:

### Policy Statement:

ARMS recognizes the need to for effective purchasing procedures and authorization for the acquisition of, and payment for, goods and services. Purchasing will be conducted in a manner that is fair for all vendors while maximizing the value of the purchased good and services.

This policy governs the acquisition of goods and services, by purchase or lease, with ARMS funds from all sources including both operating and capital expenditures.

### Guidelines and Procedures:

1. Best value with a focus on local procurement. ARMS will strive to achieve the best value for the expenditure of funds while maintaining a commitment to local vendors.
2. Open and fair competition. ARMS commits to open, fair, and transparent procurement that provides equal access to qualified vendors while consistently applying all ARMS policies, and procedures.
3. All purchases will become the property of ARMS. Exceptions will be made for affiliated organizations provided they have made formal arrangements with the General Manager.

#### Tenders

Tenders shall be requested in a formal manner, and shall include the following:

1. The request for tenders shall be required when the General Manager deems it to be in the best interest of the Society or where the procurement of goods, services and construction fall under Internal Trade agreements.
  - New West Partnership Trade Agreement (NWPTA) – requires the purchase of goods or services of \$75,000 or greater and construction projects of \$200,000 or greater to be a publicly posted competitive process.
  - Chapter 5 of the Canadian Free Trade Agreement (CFTA) governs the purchase of goods and services exceeding \$100,000 and construction exceeding \$250,000, as adjusted for inflation in accordance with the CFTA.
2. All tenders will be awarded through resolution of the Board. The approval of the General Manager will be required for any purchase over \$5000 for items in the annual budget.
3. All specifications must be clearly outlined.



4. Factors which may be relevant in awarding tenders or quotations include the following:
  - a) Price
  - b) Quality of workmanship
  - c) Conditions of equipment
  - d) Starting and completion dates
  - e) Residual/salvage value of equipment if purchased
  - f) Warranty
  - g) Experience with the bidder/vendor as well as external references from reliable sources
  - h) Any other relevant factors that apply to the purchase
5. The closing date must be shown.
6. Where applicable, costs must be clearly identified with unit prices requested.
7. Commencement date and projected completion date shall be required.
8. All necessary documentation shall be requested to be in place, and confirmation of the Contractor's WCB coverage shall be supplied prior to the commencement of the work.
9. When purchasing rolling stock, the residual value and operational costs will be taken into consideration.

**Purchasing Authority and Approval Thresholds:**

1. The Board is responsible for the delegation of purchasing expenditure authority limits.
2. Purchasing Authority and Approval Thresholds:

<b>Title</b>	<b>Budgeted</b>	<b>Non-Budgeted</b>
Board	Unlimited	Unlimited
General & Facility Manager	Unlimited	\$25,000
Supervisors	\$5,000	\$0

3. Unbudgeted capital expenditures in excess of \$50,000 require a resolution of the Board for consideration at a future Board meeting unless there is unanimous consent to waive the notice of motion and proceed with discussion at the same meeting.



### **Emergency Purchases**

1. In the event of an emergency, the General Manager, or designate may:
  - a) temporarily suspend the provisions of this policy; and
  - b) for the period of the emergency, authorize Managers/Supervisors to purchase goods or services at their discretion, regardless of the amount of the expenditure.
  
2. In the event of an emergency, the General Manager shall provide a report to the Directors at the next regularly scheduled Board meeting detailing the emergency and any related expenditures that exceed unbudgeted expenditures.
  - a) When the emergency amount is over the Managers' approval threshold, the Directors are to be notified ASAP and an emergency meeting may be scheduled by the Chair.



## Policies and Procedures Manual

**Policy Number: 500-020**

**Policy Title: Equipment & Facility  
Maintenance**

**Adopted: February 28<sup>th</sup>, 2011**

**Last Reviewed: May 25<sup>th</sup>, 2021**

**Amended:**

### **Policy Statement:**

ARMS recognizes the need to establish policies for the maintenance and operation of all equipment and facilities.

### **Guidelines and Procedures:**

#### Maintenance Records:

Maintenance and repair of equipment shall be recorded. Records will be reviewed on a regular basis.

#### Daily checks:

All equipment shall have fluid levels and oil levels checked daily, as well as any maintenance recommended by the manufacturer.

#### Maintenance:

Regular maintenance shall be carried out as per manufacturer's recommendations and/or Provincial Regulations.

#### Accidents:

Accidents or damage to any stationary equipment or facility must be reported to the Facility Manager immediately and a written report shall be submitted no later than the next working day to the Facility Manager after the accident or damage occurs.



## Policies and Procedures Manual

**Policy Number: 500-021**

**Policy Title: Full Time Bookings**

**Adopted: January 10<sup>th</sup>, 2011**

**Last Reviewed: May 25<sup>th</sup>, 2021**

**Amended:**

### Policy Statement:

ARMS recognizes the need to establish a booking procedure that accommodates full time user groups rental requests.

### Guidelines and Procedures:

1. The GM or their designate will advertise for a minimum of two weeks that the Athabasca Regional Multiplex will be accepting rental requests for full time user groups for the upcoming fall and winter season. This will be done in the first week of April. User groups will also be asked to submit a projected start date for their group booking.
2. The GM or their designate will gather submitted requests and establish a fair and balanced draft schedule available for viewing until August 1<sup>st</sup> of the calendar year. User groups are able to submit requests for changes to the draft schedule. All requests must be received in writing and be received prior to August 1<sup>st</sup> of the calendar year. All requests will be taken into consideration, but cannot be guaranteed to be fulfilled. If no change requests are received by August 1<sup>st</sup>, then the draft schedule becomes the finalized fall/winter schedule.
3. The GM or their designate will then send out a final copy of the schedule no later than August 31<sup>st</sup> with a list of all known events that conflict with user group's bookings i.e: fall suppers, concerts, etc.
4. The GM or their designate will send out a request for any cancellations the user groups may have (these include but are not limited to Christmas vacation, civic/school holidays/ Spring Break). All cancellation requests must be made by October 1<sup>st</sup> of the calendar year in order to not incur any booking charges. Cancellations after October 1<sup>st</sup> of the calendar year will only be accepted if extenuating circumstances occur which are approved by the GM.



**ATHABASCA**  
**Regional Multiplex**  
**Fitness & Aquatic Centre**

## **Policies and Procedures Manual**

**Policy Number: 500-022**

**Policy Title: User Cancellation**

**Adopted: February 28<sup>th</sup>, 2011**

**Last Reviewed: May 25<sup>th</sup>, 2021**

**Amended:**

### **Policy Statement:**

ARMS recognizes the need to establish a user/renter cancellation policy that communicates appropriate guidelines and penalties should an event booking need to be cancelled.

### **Guidelines and Procedures:**

1. This cancellation policy will govern rentals for part-time or one time user group bookings.
2. Cancellations will incur all applicable booking charges if notice is not properly communicated to the terms below:
  - A) Meetings 48 hours notice
  - B) Birthday parties require minimum of one week notice for the Multiplex and three week's notice for the Athabasca Aquatic Center.
  - C) Weddings/ Large events involving kitchen require minimum 6 months notice
  - D) Private Rentals require minimum one month notice
  - E) Performances require minimum 6 months notice
  - F) Practices require minimum one month notice
  - G) Tournaments require minimum 6 months notice
3. Events where a deposit is required will be issued a refund for their deposit **ONLY** when proper notice of cancellation has been communicated:
  - A) Weddings/ Large Events require minimum 6 months notice
  - B) Performances require minimum 6 months notice
  - C) Tournaments require a minimum 6 months notice
4. Groups will receive a full refund, minus a 10% administration cost, if the Multiplex is able to rent out the facility the day of the cancellation.
5. The Multiplex recognizes that unforeseen circumstances do arise, and therefore cancellation charges may be reversed upon review by the GM and in consultation with the Board.





## **Policies and Procedures Manual**

**Policy Number: 500-023**

**Policy Title: Advertising Revenue**

**Adopted:**

**Last Reviewed: May 25<sup>th</sup>, 2021**

**Amended:**

### **Policy Statement:**

ARMS recognizes the need to establish policies and procedures for advertising revenue within the Multiplex Facility.

### **Guidelines and Procedures:**

1. The GM may allow multiplex user groups to retain advertising revenues attached to any non-fixed structure within the Multiplex Facilities.
2. The GM will not allow any multiplex user group to retain any advertising revenue from any fixed structure within the Multiplex Facilities.
3. The GM will determine what is considered a fixed or non-fixed structure.
4. The GM must approve all advertising within the Multiplex Facilities.



**ATHABASCA**  
**Regional Multiplex**  
**Fitness & Aquatic Centre**

## **Policies and Procedures Manual**

**Policy Number: 500-024**

**Policy Title: Naming Rights**

**Adopted: May 2, 2012**

**Last Reviewed: October 21,  
2022**

**Amended: October 21, 2022**

### **Policy Statement:**

ARMS recognizes the need to establish a policy with regard to naming rights and commitment to sponsorship for areas of interest throughout our facilities.

### **Guidelines and Procedures:**

1. The commitment to Sponsorship is an agreement in principle that outlines the relationship and partnership for the sponsor and the Athabasca Regional Multiplex Society. Upon approval, this will be written into a legal document and incorporated as defined in the relationship.
2. Any requests for sponsorship throughout all facilities must be brought forward to the Board for approval.
3. Any requests to change the name of existing facilities must be brought forward to the Board for approval.
4. The Board shall have final say on approval of all sponsorship opportunities within all Athabasca Regional Multiplex Society Facilities.
5. All existing naming rights without a contractual timeline will be in perpetuity, specifically those from the original construction and fundraising, and all future rights will be for a 10-year term.
6. Original sponsor received the first right of refusal.



**ATHABASCA**  
**Regional Multiplex**  
**Fitness & Aquatic Centre**

## **Policies and Procedures Manual**

**Policy Number: 500-025**

**Policy Title: Noise Level**

**Adopted: December 17<sup>th</sup>, 2012**

**Last Reviewed: May 25<sup>th</sup>, 2021**

**Amended:**

### **Policy Statement:**

ARMS recognizes the need to establish a policy with regards to handling noise levels when multiplex user groups are occupying joint rental spaces.

### **Guidelines and Procedures:**

1. User groups must keep noise levels from their activity to a level that does not interfere with the enjoyment of other rentals within the Multiplex Facility.
2. Permission to use the House PA system will only be granted if there is only one user group using joint rental space.
3. All user groups are required to provide their own stereo system when the use of the House PA system is not granted.
4. All user groups are encouraged to work together so that all activities can be enjoyed by all participants.



**ATHABASCA**  
**Regional Multiplex**  
**Fitness & Aquatic Centre**

## **Policies and Procedures Manual**

**Policy Number: 500-026**

**Policy Title: Facility Rental Liquor Event**

**Adopted: June 24<sup>th</sup>, 2013**

**Last Reviewed: October 21, 2022**

**Amended: October 21, 2022**

### **Policy Statement:**

ARMS recognizes the need to establish a policy regarding rental use of the facility for events in which liquor is being served.

### **Guidelines and Procedures:**

1. A group renting a space in any ARMS facility and intending to serve alcohol must present the required liquor permit and Public Liability Insurance of \$5,000,000.00 prior to the event.
2. All rental groups must strictly adhere to all A.G.L.C event licensing requirements.
3. Alcohol may only be served and consumed in the portion of the facility that is indicated on the liquor permit. The group is responsible for ensuring that no alcohol is consumed outside of this area.
4. The group is responsible for controlling the conduct of its guests.
5. Multiplex Staff members have the authority to have anyone removed from the premises that is endangering the safety of other public users.



## Policies and Procedures Manual

Policy Number:500-027

Policy Title: Membership Reimbursement

Adopted: April 29<sup>th</sup>, 2019

Last Reviewed: May 25<sup>th</sup>, 2021

Amended:

### Policy Statement:

ARMS recognizes the need to establish a policy with regard to membership reimbursement.

### Guidelines and Procedures:

1. A membership may be reimbursed (calculated by pro-rating the balance of the months not to be used) for the following reasons:
  - A) Medical Reasons– a written statement/form from your physician is required
  - B) Moving cities– a forwarding address is required for a cheque to be sent outThere will be an Administration fee equalling the balance of 1 pro-rated month.
2. A membership can be put on hold for a maximum of one month– a written statement/form from your physician is required.



**ATHABASCA**  
**Regional Multiplex**  
**Fitness & Aquatic Centre**

## **Policies and Procedures Manual**

**Policy Number: 500-028**

**Policy Title: Field House Rules**

**Adopted:**

**Last Reviewed: May 25<sup>th</sup>, 2021**

**Amended:**

### **Policy Statement:**

ARMS recognizes the need to establish a policy with rules and regulations for the Field House during programs and sporting events.

### **Guidelines and Procedures:**

1. All individual users and user groups are encouraged to work together so that all activities can be enjoyed by all participants.
2. For the enjoyment and safety of all, the following rules have been applied to the walking track area:
  - A) Use of the walking track is at the users own risk.
  - B) During peak times running on the track is not permitted.
  - C) All spectators of programs must remain off the track at all times.
  - D) Games are not permitted to be played on the track
  - E) Parents must be responsible for spectator children at all times.
3. Wristbands must be worn by all drop-in users at all times.
4. Damage and abuse of Multiplex equipment will result in the user being responsible for the repair or replacement of any damaged equipment.



**ATHABASCA**  
**Regional Multiplex**  
**Fitness & Aquatic Centre**

## **Policies and Procedures Manual**

**Policy Number: 500-029**

**Policy Title: Key Deposit**

**Adopted: June 18<sup>th</sup>, 2018**

**Last Reviewed: May 25<sup>th</sup>, 2021**

**Amended:**

### **Policy Statement:**

ARMS recognizes the need to establish policies and procedures in signing out theatre keys to User Groups to gain access to the theatre during rehearsals.

### **Guidelines and Procedures:**

1. There is a \$350.00 pre-authorized credit card payment on key deposits. Payment in the form of a cheque may be accepted instead at the discretion of the GM.
2. Theatre access will be limited to the hours stated in the signed customer contract.
3. Keys can be picked up 24 hours prior to the booking.
4. All keys must be returned within 24 hours after the booking date, unless the group has another booking within 7 consecutive days following.
5. Keys shall be returned to the Athabasca Multiplex.
6. Any keys not returned within the allotted time will be charged \$50.00 per/day.
7. Any keys lost, the group or individual will be charged \$350.00 in order to rekey the facility.



## Policies and Procedures Manual

**Policy Number: 500-030**

**Policy Title: Hall of Fame**

**Adopted: July 18<sup>th</sup>, 2018**

**Last Reviewed: May 25<sup>th</sup>, 2021**

**Amended:**

### **1.0 Policy Intent:**

The Athabasca Regional Multiplex wishes to recognize local amateur and professional athletes and individuals who have made significant, positive contributions to the Town of Athabasca and Athabasca County by inducting them into a Hall of Fame.

### **2.0 Purpose:**

The purpose of the Hall of Fame Policy is to identify a transparent process of nominating and inducting deserving individuals and teams/organizations into the Athabasca Hall of Fame.

### **3.0 Policy Statement:**

3.1 The Athabasca Regional Multiplex Hall of Fame shall be established to honour and preserve the accomplishments of Athabasca residents who have made outstanding contributions within the realm of sport, art, culture, and community to be recognized as an athlete, artist, builder, community leader, or team/organization.

3.2 The Athabasca Regional Multiplex Hall of Fame shall be operated by ARMS with support provided by each members councils and Multiplex Staff.

3.3

### **4.0 Managerial Guidelines:**

#### **Nominations:**

4.1. Nominations may be made by any person or organization to the GM, with the exception that nominations may not be made by members of the Athabasca Regional Multiplex Staff or Society members.

4.2. Nominations shall be submitted by nomination form. Forms shall be available at the Athabasca Regional Multiplex reception desk.

4.3. The GM shall accept nominations for inductees up to May 1<sup>st</sup> of each calendar year for that year's awards. A Hall of Fame Policy nomination shall be valid for a period of three (3) years. After three years a new application must be submitted for the individual or team to be considered.

#### **Categories for Nomination:**

4.4. Inductees may be inducted into one of these categories:

4.4.1. *Athlete* - Outstanding athletes who have represented the Athabasca region commendably by attaining exceptional results and whose example of exemplary sportsmanship have brought credit to the sport and high regard for the individual. Athletes must have participated as an amateur or professional athlete at a provincial, national, or international level and/or represented Athabasca region in athletic competition over a number of years.

4.4.2. *Artist* - Outstanding artists who have brought credit and recognition to Athabasca through a substantial body of work in an artistic discipline such as visual or performing arts or in a multicultural sphere. Such extraordinary individuals would normally have developed a provincial, national or international reputation.





## Policies and Procedures Manual

**Policy Number: 500-030**

**Policy Title: Hall of Fame**

**Adopted: July 18<sup>th</sup>, 2018**

**Last Reviewed: May 25<sup>th</sup>, 2021**

**Amended:**

- 4.4.3. *Community Leader* - Outstanding individuals who have demonstrated exemplary leadership or service to an organization(s) which has brought credit to Athabasca for activities recognized at a provincial, national or international level.
- 4.4.4. *Builder* - A noteworthy individual who has given prolonged and exceptional service over a period of at least 10 years to sport, artistic or multicultural activities in Athabasca. This category would include coaches, instructors, referees, administrators, volunteers, sponsors and others.
- 4.4.5. *Team/Organizations* - Teams, groups or organizations that have represented the Athabasca, the Province of Alberta, and/or Canada with exceptional results and whose example of good sportsmanship has brought credit to the sport and high regard for the team.

### Selection of Inductees:

4.5. Nominees must meet all of the following qualifications:

- 4.5.1. Inductees must have either been a native of the Town of Athabasca or Athabasca County, have substantial connections to the area, or be a resident of the area during the period of which the achievement was made; or if nominated under the Team/Organization category, the team, group, or organization must have been, or be based out of Athabasca County.
- 4.5.2. Inductees must have a history of demonstrating strong character and integrity while acting as an ambassador for the Town of Athabasca and Athabasca County.
- 4.5.3. Inductees must have made substantial contributions to their respective area as an athlete/artist, community leader, builder, or as a team.

4.6. The GM shall consider the qualification criteria and provide a recommendation to ARMS prior to June 30th for selection of the inductee(s).

4.7. ARMS shall consider the recommendation and select the inductee no later than August 31<sup>st</sup>. A maximum of two (2) new members shall be inducted each year.

4.8. All inductees must be approved by the Town of Athabasca and Athabasca County Councils.

### Recognition & Celebration of Inductees:

4.9. A Hall of Fame celebration may be held each year to honour the new inductees.

4.10. Inductees may be recognized with a bio displayed in a digital capacity in the Athabasca Regional Multiplex or one of its facilities or on the Athabasca Regional Multiplex website.



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## **Policies and Procedures Manual**

**Policy Number: 500-032**

**Policy Title: Operational and Capital Budgets**

**Adopted: May 2<sup>nd</sup>, 2012**

**Last Reviewed: May 25<sup>th</sup>, 2021**

**Amended:**

### **Policy Statement:**

ARMS recognizes the need to establish a policy with regards to operational and capital budgets.

### **Guidelines and Procedures:**

1. Each year the GM will submit for Society Board approval a draft budget for operational expenses and capital purchases on or before the third Monday of November.
2. The GM and the Society Board of Directors will ensure that all resources are exhausted in order to provide the lowest deficit possible.
3. The GM of the Society will produce an operational budget with a deficit of no more than the agreed amount by the membership as per their policy governing the Athabasca Regional Multiplex.
4. The GM of the Society will produce a capital purchase budget of no more than the agreed amount by the membership as per their policy governing the Athabasca Regional Multiplex.
5. Upon approval by the Society Board of Directors if either of the budgets requested amount exceeds the agreed membership policy the GM will seek approval from each member before official approval is given.
6. The Society will ask that each membership commit to half (50%) of the budgeted operating deficit.
7. The Society will ask that each Membership commit to a minimum \$50,000.00 capital budget on an annual basis.



## Policies and Procedures Manual

**Policy Number: 500-035**

**Policy Title: Arena Temperature**

**Adopted: November 26<sup>th</sup>, 2018**

**Last Reviewed: May 25<sup>th</sup>, 2021**

**Amended:**

### Policy Statement:

ARMS recognizes the need to establish procedures to maintain the quality and integrity of the arena ice.

### Guidelines and Procedures:

- 1 The arena heaters will NOT be turned on if the arena temperature is 9 degrees Celsius or above.
- 2 The heaters will only be turned on for games.



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## **Policies and Procedures Manual**

**Policy Number: 500-036**

**Policy Title: Discount on memberships for Low-income patrons**

**Adopted: August 23<sup>rd</sup>, 2021**

**Last Reviewed: March 2<sup>nd</sup>, 2022**

**Amended: March 2<sup>nd</sup>, 2022**

### **Policy Statement:**

ARMS recognizes the need to establish a policy for low-income patrons to receive discounts on Multiplex Memberships.

### **Guidelines and Procedures:**

1. All approved applicants will receive 50% off daily drop-in passes, punch passes, memberships (excluding yearly memberships) and 20% off programs if have filled out an application form and meet the following criteria:
  - Is a resident of the Town or County of Athabasca (summer Villages are not included)
  - Provides the Multiplex Manager under strict confidentiality one of the following income proofs, please use them to apply:
    - Assured Income for Severely Handicapped benefits (AISH)
    - Alberta Works – Income Support
    - Alberta Works – Learners
    - Alberta Works – Alberta Health Benefit
    - Resettlement Assistance Program form
    - Letter for Independent Youth
    - If you do not have any of the above listed income proofs, please use one of the following to apply:
      - Notice of Assessment from CRA
      - Letter from a Registered Social Worker verifying the need
  - All participants under the age of 18 must first apply to Canadian Tire Jump Start program.
2. All approved applicants must re-submit every 6 months.



## Policies and Procedures Manual

**Policy Number:** 500-037

**Policy Title:** Asset Management Policy

**Adopted:** September 16, 2024

**Last Reviewed:** September 16, 2024

**Amended:**

### Policy Statement:

The purpose of this policy is to set guidelines to manage ARMS Assets across their entire lifecycle in a safe, sustainable and environmentally conscious manner.

### Guidelines and Procedures:

ARMS Asset Management Policy aligns with the principles of efficiently maintaining, upgrading, and utilizing assets to ensure optimal performance, safety, and long-term sustainability.

#### Asset Management Objectives

- **Maintenance and Lifecycle Management:** applying a whole life methodology for managing Assets through the various phases of their lifecycle;
- **Cost Efficiency:** demonstrate fiscal responsibility and transparency with evidence-based decisions;
- **Safety and Compliance:** embracing a safety culture that targets no harm to employees or the public;
- **User Experience:** ensuring that services are provided in a financially sustainable manner, with the appropriate levels of service to customers. Service levels align with ARMS priorities and strategies;
- **Data-Driven Decision Making:** safeguarding assets including physical assets and employees by implementing appropriate asset management strategies and appropriate financial resources for those assets;
- **Energy Management:** Assets should be environmentally, economically sustainable and resilient into the long-term;
- **Risk Management:** involves identifying, assessing, and mitigating risks associated with asset ownership and operation.



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## **Policies and Procedures Manual**

**Policy Number: 500-037**

**Policy Title: Asset Management Policy**

### **Asset Classes and Minimum Value Thresholds**

Assets shall be classified into the following major classes. Each class shall have a minimum capitalization threshold. Expenditures that meet both the criteria of a tangible capital asset and meet or exceed the following capitalization threshold are to be recorded as a tangible Capital Asset.

The General Manager and/or designate shall have the discretion to capitalize certain assets that are valued below the minimum value if deemed appropriate for control purposes.

<b>CLASS</b>	<b>MINIMUM THRESHOLD</b>
Engineered Structures	\$ 10,000.00
Buildings	\$ 10,000.00
Machinery & Equipment	\$ 5,000.00
Vehicles	\$ 5,000.00
Improvements	\$ 5,000.00

### **ARMS operates the Athabasca Regional Multiplex and the Nancy Appleby Theatre.**

- The Athabasca Regional Multiplex is owned by the Town of Athabasca and Athabasca County, Administration will use their Asset Management Policies as a guideline.
- The Nancy Appleby Theatre is owned by the Town of Athabasca, Administration will use the Town of Athabasca's Asset Management Policies as a guideline.



## Policies and Procedures Manual

**Policy Number: 500-038**

**Policy Title: Land Acknowledgement Policy**

**Adopted: November 18, 2024**

**Last Reviewed:**

**Amended:**

### Policy Statement:

The purpose of this policy is to outline an approved approach for the utilization of a Land Acknowledgement within the organization.

### Guidelines and Procedures:

1. A Land Acknowledgement may not be required at all gatherings of ARMS but should be used wherever meaningful and appropriate.
2. A Land Acknowledgement will be stated verbally at the start of the following:
  - a. All ARMS Board of Directors Meetings;
  - b. ARMS celebrations and other official events that are hosted by ARMS.
3. The Land Acknowledgement statement will be printed on each of the following:
  - a. Athabasca Regional Multiplex front entrance area;
  - b. ARMS Board of Directors Meeting agendas;
  - c. ARMS website;
  - d. A printout available for any groups, organizations or teams to utilize for their events; and
  - e. Other ARMS communications where meaningful and appropriate.
4. The Chair, Vice Chair, host, or emcee of an ARMS event or meeting at which a Land Acknowledgement is being used is responsible for giving the Land Acknowledgement. This section should not be interpreted as preventing another guest or speaker from also providing a Land Acknowledgement, where meaningful and appropriate.

### ARMS' Land Acknowledgement Statement is:

*"The Athabasca Regional Multiplex is located on First Nations Treaty 6 territory. We respect and honour all First Nations, Metis and Inuit Peoples connection to these lands, their history, language and culture."*