



June 2016

rinkrat

2016 Spring Conference and Trade Show A Huge Success!



Our annual Spring Conference and Trade Show held in Springfield, MA on April 24 - 27 at the Sheraton Springfield Hotel and MassMutual Center was very successful. Attended by well over 200 people., the 4-day event featured both ISI and STAR certification courses, day-long seminars, several social and networking sessions, and over fifty (50) booths at the popular trade show. With the conference theme "Raising the Bar", the event was true to form as everyone went home asking us how we're going to top this one next year!

Bruins Hall of Famer Ray Bourque was the Keynote Speaker and he did not disappoint with the many stories of his career in both Boston and Colorado with a highlight being the Stanley Cup run with the Avalanche in 2001. He answered questions from the crowd and stuck around afterwards to sign autographs and has his photo taken with everyone who wanted one. A true class act. Thanks, Ray!

In addition to the 3-day ISI and STAR courses, seminars were held on Tuesday at the MassMutual Center. Guest speaker Adam Naylor, who had pre-

INSIDE THIS ISSUE

President's Message	Page 2-3
Conference and Trade Show Gallery	Page 4-9
Attendees Given Derby Winner!	Page 7
ASTM - Pavement Paving	Page 10
Greasing Your Ice Resurfacers	Page 12-15
Annual Golf Tournament	Page 15
2015 - 2016 NEISMA Member Listing	Page 16-17
"Friend" Award: Peter Martell	Page 19
Zamboni HOF Award: Rich Capoccia	Page 20
William Chase Scholarship Recipient	Page 20
Preventing Heat Illness	Page 22
2016 - 2017 Membership Application	Page 23

sented once before at our spring conference at Boston College, spoke on "Raising the Bar" of expectations at our facilities in order to operate in harmony with our customers and staff. In addition, Ty Newberry led an interactive session on "Tricks and Tools of the Trade" which included a tour of the MassMutual Center's arena.

Networking sessions were increased by two this year and included a "Welcome Reception" on Sunday and an "After Party" on Wednesday, along with a Corn Hole Tournament. Add to those our annual Golf Tournament at The Ranch in Southwick and President's Reception on Monday, our annual Awards Luncheon, NEISMA Cup hockey game and the Trade Show with raffles and silent auction on Tuesday - even a tour of the nearby Naismith Basketball Hall of Fame on Wednesday - there was certainly something for everyone!

President's Message

by Ben Ruggles, CIRM, PMP



Summer is well underway and before you know it we'll be kicking off our fall season. Hopefully you'll have time to take care of all of your repair and upgrade projects and, more importantly, you get time away from the rink and refresh yourself before getting into our busy winter season.

I hope you had a chance to attend this year's Spring Conference and Trade Show in Springfield, MA. Well over 200 people attended and the Trade Show featured over 50 exhibitors. We took a different approach this year, first moving to a central location making it easier for folks to travel. We extended it to four days, starting on Sunday night and ending at noon on Wednesday. We offered 3-day certification classes by both ISI and STAR, as well as day-long seminars on Tuesday - one for administrators (*Raising the Bar*) and one for operators (*Tricks and Tools of the Trade*). We added a Welcome Party

on Sunday night as well as an After Party on Tuesday, following the Trade Show. We even arranged for a free tour of the nearby Naismith Basketball Hall of Fame for those who stuck around on Wednesday.

A special highlight of our event was our Keynote Speaker, NHL Hall of Famer and former Bruin All Star defenseman, Ray Bourque. Ray first spoke to our theme, "Raising the Bar", but then went on sharing stories and answering countless questions about his career, opinions and experiences. Afterwards, he signed autographs and took photos with anyone and everyone who wanted one. What a way to kick off our conference on Tuesday!

Conference Chair, Michelle Stenberg, and Trade Show Chair, EJ Gottwald, did a tremendous job planning out the event, and were ably assisted by committee members George Arnaoutis, Tom

(Continued on page 3)

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Walsh, David Korpiel and Executive Secretary, John Zullo. During the event, Board members Bill Vecchio, Jeffrey Doucette and Tom Ferguson took turns at the registration table and serving as event hosts. Board member Ed Peduto helped out wherever needed but most notably as MC and auctioneer at the Raffle and Auction. And of course Board member Tom Morton and his wife, Sonya, sold a record amount of raffle tickets to benefit our William Chase Memorial Scholarship Fund, Heck, we even had "outside" help from NEISMA members Eric Dursin and Scott Griffith. Great job, everyone!

A special thanks must go out to our event sponsors, who contributed nearly \$13K to help fund the event. In fact, attendees' wallets stayed in their pockets and purses at all the social events thanks to our sponsors' generosity. This also resulted in those same attendees taking out their wallets for the raffles and auction items, which raised over \$3,200 for future scholarships. Again, thank you all!


We believe that "a picture is worth a thousand words" so we hired the house photographer at the MassMutual Center (Driscoll Photography) who attended most of our events and took some memora-

ble photos, capturing the essence and feel of the conference. We've dedicated several pages in this publication to these photos for those who attended to enjoy but, more importantly, show those who didn't how terrific an event it was and plan on attending next year. Also, if you see a photo that you'd like, let us know and we'll send it to you.

As we look ahead, the Board of Directors is now making plans for our fall conferences in October. Last year, we hosted four (4) different meetings - North, South, East and West - and it looks like we'll be doing something similar again this fall. More information will be coming out soon so please make sure you join us at one of these fall meetings.

Looking ahead to next year, we'll be finalizing plans soon for our 2017 Spring Conference and Trade Show. We certainly hope it will be as successful as this past year's. Pencil in April 23 - 26, 2017, but stay tuned for more info!

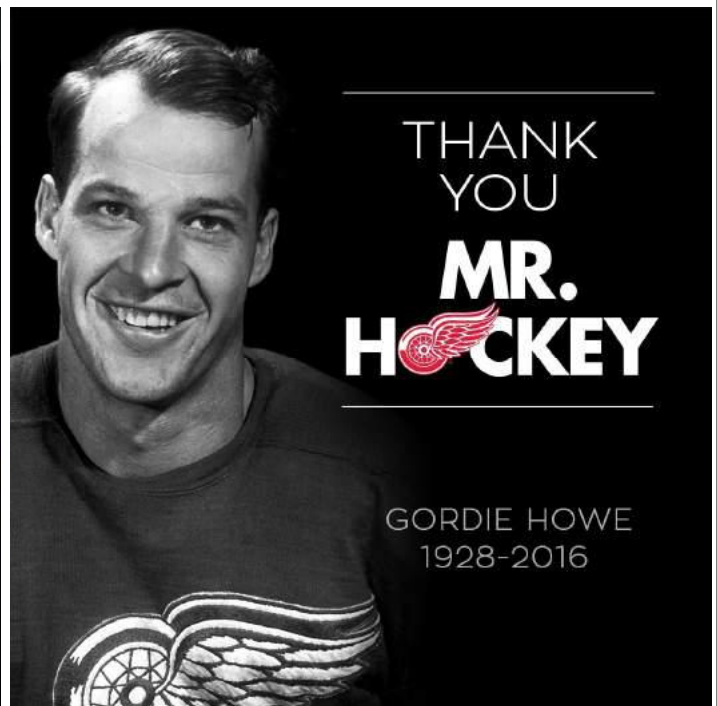
If you're reading this Rink Rat, your facility or company name should appear on pages 16-17 as we have limited the distribution of this popular quarterly newsletter to paid members only. Thank you for your continued support!!!



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CONFERENCE ATTENDEES GIVEN KENTUCKY DERBY WINNER ... 10 DAYS IN ADVANCE!

By Ed Peduto

The 2016 NEISMA Silent Auction & Raffle became a drawn-out affair with numerous lapses to catch up on raffle data processing (it won't happen next year, I'm assured!). During one raffle "Time Out," in an effort to minimize the boredom, my carnival barker act wearing thin on many, I sought out advice from rink-magnate, thoroughbred-owner extraordinaire Lisa Fedick. "Who's gonna



win the Derby, Lisa?" I beseeched.

Without taking the shortest of breaths, Lisa hollered "NYQUIST." I did not dissent. Those of us who continue to follow "The Sport of Kings" knew that Nyquist was the undefeated 2 year old champion of 2015 and the pre-Derby favorite. 10 days before the race, the Wednesday "pill pull" had not taken place, so post positions and track conditions were to be determined. The favorite had won the prior three Kentucky Derbies, and Nyquist was the only undefeated entrant, at 7 races, 7 wins.

The hockey connection made betting Nyquist a no-brainer. Named for Detroit Red Wing Gustav Nyquist, the player-naming tactic hasn't always worked out for Red Wing-crazed horse owner H. Paul Reddam. "I've had some bums that were named after Wings. In 2004 I named a horse Datsyuk, and he was a bum." We've had a Zetterberg, a Lidstrom, a Mrazek, a Tatar. We sold Kronwall, he was a bum."

As for Gustav, the Red Winged, hockey-playing Nyquist, his love of horseracing is tepid at best,

using his words, "He runs fast, I guess. He wins races, that's a good thing for a horse."

NEISMA raffle players that had the stomach to listen to the Fedick/Peduto chalk bet doubled their money with # 13 Nyquist winning by 1 ¼ lengths and returning \$ 6.60 for every \$ 2.00 bet to win. Place & Show bettors received \$ 4.80 and \$ 3.60, respectively.

So, even if you know all there is to know about running your rink, come to the 2017 NEISMA Conference to win some cash at the track! Thanks, Lisa! And, in the words of Handicapper Harvey Pack, "may the horse be with you!"

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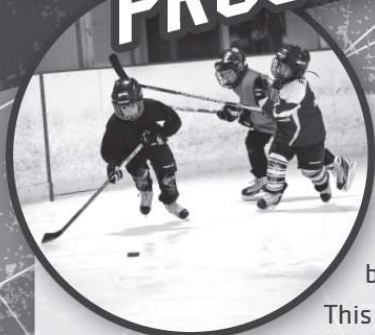


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ISI Administrative members can now register their hockey league teams without having to register players individually.

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This new process not only makes registering teams a breeze, but also provides a tremendous cost savings. Pro-rated registration rates are available March 1 through Aug. 31. Rates are as low as \$200 for a youth team and \$275 for an adult team.

For more information, contact the ISI office at 972-735-8800.



ASTM - PAVEMENT PAINTING

By Tom Morton

As our NEISMA membership is aware, NEISMA, on behalf of our membership, is an active member of ASTM (www.astm.org), the nonprofit organization that prepares and publishes industry safety standards.

Most of the ASTM safety standards are not directly related to the ice rink industry. However, every now and then as an ASTM member we become aware of an ASTM proposed safety standard that is of general interest and perhaps of some indirect interest to our membership.

One such new ASTM safety standard that perhaps could be of some indirect interest to our membership involves pavement markings referenced as D7942.

An ASTM Technical Committee D04.38 has developed a new standard for pavement markings in non snow plow areas. This standard sets forth the use of thermoplastic permanent marking materials.

Historically permanent marking materials have focused on chemical composition and on physical properties. However, at the suggestion of the State Department of Transportation authorities they now want a standard that emphasizes in-service performance criteria.

These new in-service criteria for pavement markings that are considered critical involve durability, day and night time color and appearance and nighttime visibility. D7942 addresses these new performance criteria.

According to an ASTM Technical manager D7942 will benefit drivers by providing for pavement markings that are highly visible day and night on medium to high traffic motorways over several years. Conformance to the ASTM standard is expected to reduce the need for frequent maintenance restriping which will save both money and help avoid traffic congestion.

The ASTM committee D04.38 plans to use the standard as a basis for a future standard that will cover all types of traffic marking not restricted to just thermoplastic pavement markings.

Hey, any possible use in ice rink markings? Probably not- but then again just a thought. (Reference article entitled "Better Markings, Safer Travels" published in ASTM Standardization News, March/April 2015).

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WHEN IT COMES TO GREASE DON'T TRUST JUST ANY ZERK TO DO IT

By Ed Peduto

I just got finished a “routine” greasing of my ice resurfacers. This weekly task, normally performed just before I change the blade, has become more of a challenge as time has moved on. The task is complicated by the ever-decreasing quality of all products manufactured everywhere! A 15 minute weekly chore is often significantly longer when things don't go well and parts need to be changed. The process of greasing machines, be it resurfacers bearings, cylinders, compressor shafts, evap condenser fans or pumps involves the mating of two critical parts through which the magic lubricant flows.

THE GUNS (Female Fitting)

If you are lucky enough to own a grease gun manufactured before 1980, hold on to it, cherish

it and rebuild it as needed. The post World War II manufacturing of quality items, even grease guns, will likely never return regardless of how much you are willing to pay for a new gun. Vintage guns were characterized by thick-walled sleeves, high-quality overbuilt pumps with large cylinders to push the grease out of the gun nozzle. The barrel of the gun was not easily dented or compromised. When the gun was initially assembled, the barrel was threaded into the pump outlet and there it remained. It likely retailed for \$ 10 and was good for 10 years +. Anyone buying a gun today should expect to spend at least \$ 40 and be prepared to replace tips and or the gun within two to five years. While not an NRA Member, I do recommend having an arsenal of weapons in the lubrication battle.

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1.) The smaller, 3ounce grease guns have their place to fit into places where larger guns may not go. Worse case, the smaller gun is a reliable backup when the inevitable failure of the primary gun occurs. A small gun can be had at NAPA for about \$ 17. If you don't know what NAPA is, or your arena does not have a NAPA account, you should probably stop reading and hand this article to your maintenance person!



2.) The grease gun of choice for mechanics worldwide is the 14.5 ounce cartridge capacity metal gun with the screw-on pump atop the cylinder. The "barrel" can be either a fixed metal tube or a flexible rubber hose. Each barrel has its advantages; I prefer to have two guns of this size, one with each type of barrel. The price and quality of these guns vary

widely. In this case, where the downside of not greasing your equipment is so expensive, I do believe that you get what you pay for. A cheap gun will fail much more quickly and cause frustration for the mechanic trying to be diligent by greasing. NAPA manual guns of this size vary from \$ 25 to \$ 100. Why the price variation? The pump mechanism on a \$ 100 gun is far superior to its \$ 25 brother. One high-end gun states "grease continues to flow as long as trigger is held" versus the repeated trigger squeezing of a cheap gun. The more expensive gun will likely survive falls, being stepped on or driven over much better as well.

3. The Power Gun – Many years ago I tried a spring loaded "power luber" that was an utter failure. With this background, I have been hesitant to

(Continued on page 14)

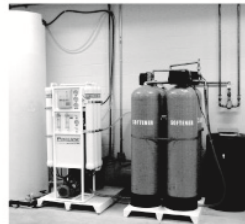
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(From page 13 "When It Comes to Grease")

try the modern version of battery-powered grease guns. NAPA has a list price of \$ 340 for a battery gun, I'm not there yet but would be curious to hear from anyone that has used one!

Whatever gun you buy, maintain a spare kit consisting of a new barrel or flex-tube, multiple new tips and multiple tubes of grease. At minimum, have a BRAND NEW tip ready to go at all times. The repeated ON and OFF clamping onto the grease fittings will eventually make the tip too loose to provide a positive seal. At this point, the grease does not enter the fitting and your efforts are wasted. I just bought a spare at NAPA for \$ 4.54 – cheap money for a critical component.

THE ZERK FITTINGS (Male Fitting)

Patented in 1929 by Oscar U Zerk of the

Alemite Manufacturing Company these are called interchangeably "grease fittings, nipples, Zerk fittings or Alemite fittings." The fittings are actually small check valves which allow grease into them when high pressure from the grease gun causes the ball seal to move slightly into the fitting. When

the pressure of the gun is removed, the ball springs back to seal water and dirt out. Seemingly made more and more cheaply, I find these Zerks failing at an alarming rate, with the balls freezing in place and not allowing grease into the fitting. Fortunately, spares are readily available and inexpensive. My latest NAPA purchase included a \$ 4.51 (10) grease fitting kit. Keep in mind, these fittings

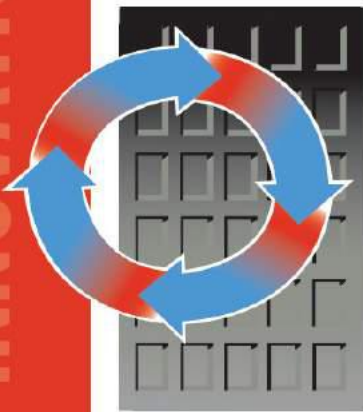
are made straight or at various angles. Don't repeatedly fight to attach your grease gun to a fitting when you could swap it out to an angled fitting and attach it easily.

New maintenance personnel may think these



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fittings are attached to the equipment permanently. However, they are easily changed by unscrewing them with a 7/16" wrench. I don't recall needing to change them often 30 years ago, but that is no longer the case.

As for grease, a lithium based, water-resistant grease is recommended. If all the parts are working and the grease is applied regularly to your machines, any money spent in the above processes will be more than saved in reduced equipment failures and the resultant loss of revenue from your ice melting or not being able to resurface it.

Happy greasing, and don't be a ZERK!



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On Monday morning, April 25th, forty-seven golfers teed off at **The Ranch Golf Club** in Southwick, MA. An incredible day was had by all - perfect weather, a great layout, gracious hospitality, plenty of food, and giveaways for everyone in attendance (thanks Vendors!).

First place of the scramble format tourney went to the team of Gedies, Lavallee, Scellenberg and Urquhart, who took home gifts from the Pro Shop. Vecchio and Olexin also took home special prizes for longest drive and closest to the pin.

A special thanks to NEISMA member Eric Dur- sin for putting this event together, regarded by many and the best overall golf tournament we've had in recent history. "An unforgettable golf ex- perience" according to their web site. Very true! Thank you, Eric!!

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Danbury Ice Arena	Kent School	Skate 3 Arena	
Darien Ice House Inc	Maine Ice Vault	Smead Skating Rink, FMC	
Dartmouth College	Martha's Vineyard Ice Arena	Smithfield Municipal Ice Rink	
Dexter Southfield	MassMutual Center	South Kent School	
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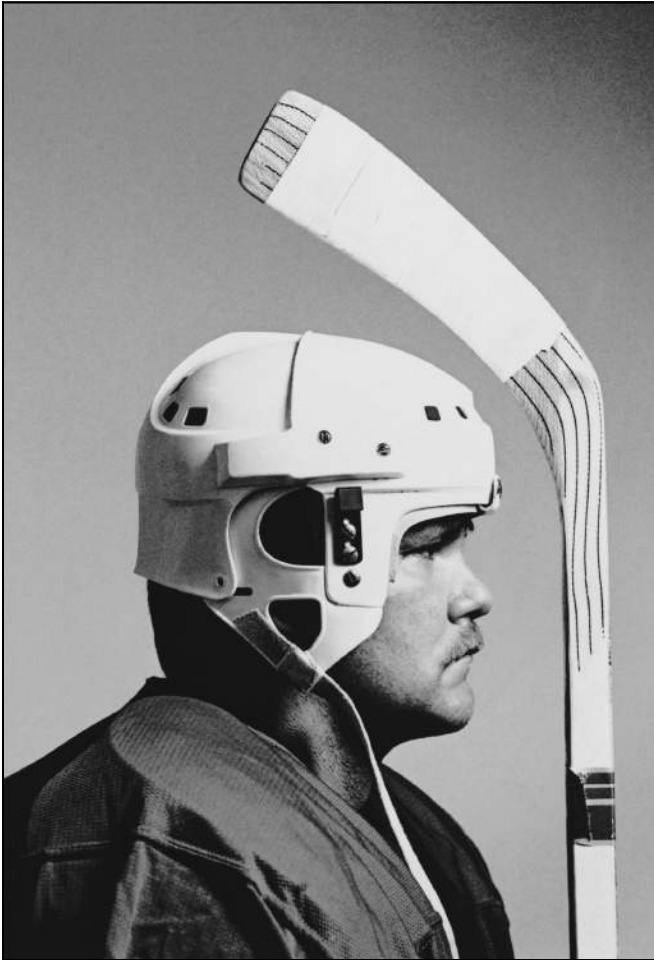
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THE RINK RAT

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NEISMA

NEISMA is a professional service organization, organized to provide the ice skating industry with education and training. Since 1972 NEISMA has disseminated technical information and conducted seminars on rink equipment, energy, air quality, marketing, skating programs, maintenance and safety. NEISMA provides the professional rink manager with the technical information needed to operate a safe, efficient and profitable facility. The NEISMA Board of Directors is not a testing lab for vendors or their products. We are not responsible for vendor representations or errors. We neither endorse or recommend any vendors products.



FRIEND OF NEISMA AWARD 2016 RECIPIENT: PETER MARTELL



A true friend of NEISMA, Peter Martell has been the Executive Director of the Ice Skating Institute (ISI) since 1997 and has managed the affairs of that organization since then. Prior to accepting the Executive Director position, Peter served on their Board of Directors for seventeen (17) years as Commercial Rinks Representative and Vice President. Throughout his tenure as a Board Member and Executive Director, he has been a true leader and instrumental in the successes of ISI.

Peter, too, has been a familiar face at NEISMA events and has volunteered several times as a presenter at our seminars. We will miss Peter's involvement going forward as he is retiring from his position at ISI this coming August. We thank him for his contributions to NEISMA and wish him well in his future adventures!

2016 SPRING CONFERENCE AND TRADE SHOW



WILLIAM CHASE MEMORIAL SCHOLARSHIP

2016 RECIPIENT: STEPHANIE McSWEENEY



The NEISMA Scholarship Committee is pleased to announce that Stephanie McSweeney of East Longmeadow, MA has been awarded a 2016 William Chase Memorial Scholarship in the amount of \$2,000 to assist in her pursuit of a bachelor's degree in Early Childhood Education. Stephanie is the daughter Scott Griffith - Director of Operations here at the MassMutual Center - and his wife, Dayna.

Stephanie is a 2015 graduate of East Longmeadow (MA) High School and is now a Freshman at Westfield State University, enrolled in the Honor's program and currently holding a 3.36 GPA. Congratulations, Stephanie!

For those who remember William "Bill" Chase, he loved ice skating and the ice skating business. Bill's career included stints as a coach, youth hockey president, fundraiser, ice rink manager of the West Suburban Arena in Natick, MA (now called the William Chase Arena), founder and President of NEISMA and most memorably as a road salesman for Murray Sandler Skate & Sport Supply. Bill's travels to rinks took him from northernmost Maine through Virginia.

The NEISMA Scholarship Committee would like to encourage all members to have their employees and their children to apply for this annual scholarship. The application will appear in the December 2016 Rink Rat, with a March 30, 2017 deadline, to be awarded at next year's Spring Conference and Trade Show.

FRANK J. ZAMBONI HALL OF FAME AWARD

2016 INDUCTEE: RICH CAPOCCIA



he's at, whether he's working or not, people recognize him.

A familiar face at NEISMA events, Richie Capoccia started working the rinks back in 1970. He was first employed with the Department of Conservation and Recreation formerly known as the Metropolitan District Commission. The first rink he worked at was the Emmons Horrigan O'Neil Memorial rink in Charlestown, Massachusetts. After putting some time in there, he quickly moved up the ranks and became an assistant manager. This brought him to a few other locations such as the Connery Rink in Lynn, the Porrazzo Rink in East Boston and Allied Veterans Memorial Rink in Everett. No matter what rink

Rich was also a teacher for many years in the Revere Public Schools, so when he goes into a rink he always spots some of his old students. He began working for FMC Ice Sports in 2005 as the manager of the Allied Veterans Memorial Rink in Everett through 2010. From there, he moved to the Simoni Rink in Cambridge and he's been there ever since. Rich is truly an asset to our industry and the experience he brings to the table is unmatched. NEISMA would like to recognize Richie Capoccia as this year's Frank J. Zamboni Hall of Fame inductee.



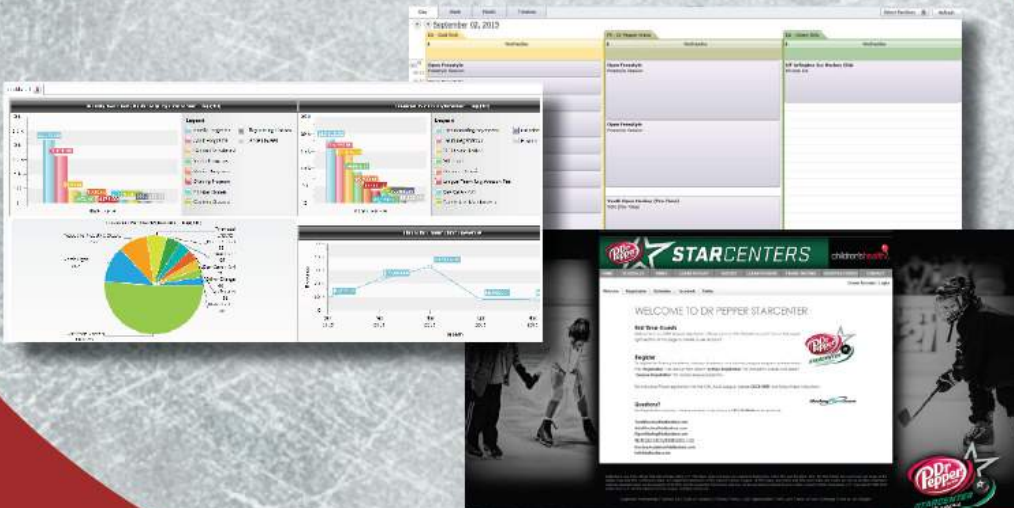
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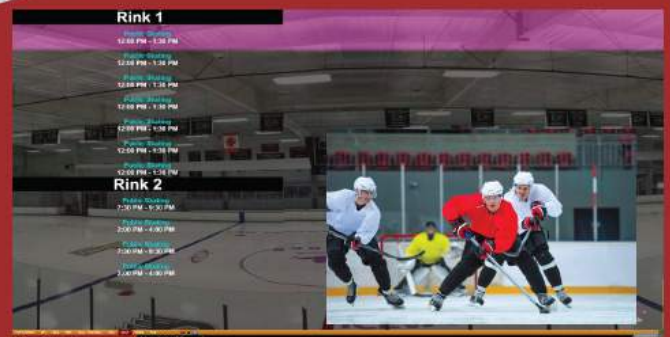
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- Beth Lenz, Kettler Capitals Iceplex



PREVENTION OF HEAT ILLNESS IN OUTDOOR ICE RINKS

By Tom Morton

While most ice rinks are indoor facilities, however, there are still some outdoor ice rinks in operation. Those owners/managers operating outdoor ice rinks need to be aware that the Occupational Safety and Health Administration (OSHA) has embarked on a nationwide heat illness prevention campaign to raise awareness and to teach workers and employers about the dangers of working in hot weather.

The OSHA Heat Prevention Campaign was started in 2011. OSHA reports that since 2011 the OSHA "Heat Illness Prevention campaign" has reached more than 10 million people. OSHA as part of its campaign collaborates with the National Oceanic and Atmospheric Administration's National Weather Service (NOAA) in order to include workers safety precautions in excessive heat watch.

Owners/Managers involved in outdoor ice rinks come within the scope of OSHA's nationwide campaign i.e. the protection of workers from heat illnesses. Of course owners/managers of indoor ice rinks also need to take note regarding the need to protect their employees from heat illnesses who may work outside during hot weather conditions such as grounds, roof repairs, etc.

In keeping with the OSHA Heat Prevention Campaign some states have enacted and enforce state heat illness prevention statutes. You should check your State's statutes.

Heat illness can be a serious medical condition resulting from the body's inability to cope with excessive heat. This can include heat cramps, heat exhaustion, heat syncope and heat stroke. Working in temperatures that exceed 85 degrees may bring about a medical condition.

Factors that may play a part in heat illnesses include a person's age, degree of acclimatization, health, water consumption, caffeine consumption and use of prescription medications that effect

the body's water retention or other physiological response to heat.

For workers working in excessive heat an employer needs to provide employee training and to provide access to shade, rest periods and adequate drinking water

In this regard and as advice to employers during severe hot weather conditions both OSHA and NOAA encourage employers to be aware of weather forecasts, train workers on severe weather plans and to keep emergency supplies including a battery-operated weather radio on hand.

To illustrate the matter more directly in a 2015 heat illness related death case, OSHA cited an employer for "failing to address recognized hazards to employees working outside in excessive heat". A \$70,000 fine was issued against the employer.

The cited employer appealed the citation and the fines. In a US Appeals Court decision, a US Appeals Court stated:

"This ruling underscores the need for employers to take proactive steps to keep workers safe in extreme heat"

If the employer had trained workers in recognizing the symptoms of heat stroke, and had taken precautions to ensure workers had access to water, rest and shade, this unfortunate incident may have been avoided".

Note the Court's reference to OSHA's advice to employers is water, rest, shade.

In summation and in OSHA's words it needs to be kept in mind that water, rest and shade are vital to providing a safe and healthful environment when workers are working outdoors in the heat.

Certainly as the summer weather reports bear out last year there were many very hot weather conditions in nearly every part of the country. The same perhaps can be expected for this year. Employee training coupled with water, rest and shade are your key to avoiding employee heat illness.

2016-2017 NEISMA Membership Registration



September 1, 2016 – August 31, 2017

Renewal Memberships: Just fill in rink/vendor, contact and any other profile changes.

New Membership: Fill out entire form.

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(Account name)

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A SPECIAL MESSAGE TO OUR MEMBERS

Since you're receiving this quarterly *RINK RAT* newsletter, you have paid your membership dues for the 2015 - 2016 season. **THANK YOU!** Our membership year runs September 1 through August 31, so next year's dues will be payable in the coming months. We have included a renewal form for 2016 - 2017 on page 23 (inside this back cover) for your convenience but we'll also be sending invoices out next month. We appreciate your prompt payment so that we can plan appropriately for the coming year.

THANK YOU FOR YOUR SUPPORT AND INVOLVEMENT!