



March 2017

# rinkrat

## Maintain the Momentum!

*Sustaining a Rewarding Rink Culture*

### INSIDE THIS ISSUE

As we announced in September, NEISMA is dedicating this year to the memory of Past President Steve Hoar and the “words of wisdom” he espoused to us to “Maintain the Momentum” that the rink industry had achieved. Building on that belief, we are bringing back Adam Naylor who last year encouraged us to “Raise the Bar”, and now this year to “Sustain a Rewarding Rink Culture”.



At last year’s Spring Conference, the bar was set and foundations laid for positive rink cultures. Specifically, participants discussed and planned for environments where values of respect are nurtured, enjoyable emotions are engaged, and communities are connected.

In our Management Track sessions on Tuesday, April 25th, Adam will help us to reflect upon and refine initiatives that were undertaken over the past year. He will then introduce ways to sustain core values and actions when faced with the reality of ever changing staff and clientele. Culture is set in motion through inspired individuals, but only sustains by reflection and persistence. This workshop will help participants to gain insights into developing environments where all stakeholders can thrive.

**Spring Conference  
Educational Session  
MANAGEMENT TRACK**

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## 2017 Spring Conference and Trade Show

Sunday, April 23 - Wednesday, April 26  
Sea Crest Beach Hotel and Resort  
Falmouth, MA



## President's Message

by Ben Ruggles, CIRM, PMP



It has been a crazy winter, hasn't it? If you don't like the weather, just wait a minute. I don't know about you, but I can't wait until spring!

Our hockey seasons are winding down, and we're starting to plan our upcoming maintenance projects during our "slow" time. It's also time to rejuvenate ourselves and attend some professional development sessions being offered by one of the ice rink industry's professional organizations. **See page 7** for a listing of upcoming events.

On the top of the list is NEISMA's annual Spring Conference and Trade Show, as we're going back to the Sea Crest Beach Hotel in Falmouth, MA. We have a tremendous schedule planned for you (**see page 4**), including educational sessions, certification opportunities, networking events and even some fun competitions! Something for everyone!

In addition to offering certification credits from

both the US Ice Rink Association (formerly STAR) and the Ice Arena Institute of Management (iAIM), we're also bringing back Scott Melton of the Ammonia Safety and Training Institute (ASTI) who will present a one day certificate course for **Ammonia Emergency Response Operator**. Those of you with ammonia refrigeration plants should take advantage of this opportunity (**see page 13**).

Our Keynote Speaker, Peter Kozodoy, is being co-sponsored by iAIM and will double as an opportunity for their Certified Arena Executive credit. The topic is timely for all of us - *How to Use a Millennial Mindset to Grow Your Business*. This will be particularly enlightening to us old timers!

For our Management Track, we're bringing back Adam Naylor who spoke last year on "Raising the Bar" in our home rinks. This year, he'll follow up on that by discussing how we can now be "Sustaining a Rewarding Rink Culture" through fur-

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ther initiatives and approaches.

Cory Portner, now with Rink Management Services and author of our popular "Making Ice in PyeongChang" series (see page 14), will be presenting the Operations Track - *The Versatile Ice Technician in Today's Rink*. He will offer insight on the many different approaches to ice maintenance as they pertain to the various sports that use our ice surfaces. Cory is currently the Ice Technician for the Figure Skating and Speed Skating events at the upcoming 2018 Winter Olympics in PyeongChang, South Korea.

Looking Forward to the 2018 Winter Olympics



Back by popular demand, we'll be hosting our Welcome Party on Sunday night for those who arrive early for the golf or Monday morning classes. In addition, the President's Reception will be Monday night and an After Party will be held Tuesday night, so plenty of networking opportunities to take advantage of.

There is still time to get a Scholarship Application in as we have extended the deadline by one week, to Wednesday, March 22nd. Also, Awards Chairman Tom Walsh is accepting nominations for our Frank

As always, we will be hosting our annual scramble Golf Tournament on Monday morning, again at the Falmouth Country Club where we held an enjoyable event in 2015. Everyone goes home with a prize and a smile so please join us! See page 9. In addition, our annual NEISMA Cup hockey game will be held free of charge on Tuesday night at the Falmouth Arena immediately following the Trade Show.

Zamboni Hall of Fame, Achievement and Meritorious Service and Friends of NEISMA Awards (see page 16).

In closing, as announced in September, this year is dedicated to the memory of former NEISMA president Steve Hoar and his encouragement to "maintain the momentum" that we have established together as a profession. I hope to see you in Falmouth!



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# 2017 Spring Conference and Trade Show

## Sunday, April 23

7:00 pm - 10:00 pm Welcome Party

## Monday, April 24

7:30 am - 8:30 am Coffee and pastries

8:30 am - 5:30 pm iAIM Class (Certified Arena Operator - Part 2)

8:30 am - 5:30 pm iAIM Class (Certified Skating Director)

8:30 am - 5:30 pm US Ice Rink Assoc Class (Human Resource Management)

9:00 am - 3:00 pm Golf Tournament (**Falmouth Country Club**)

6:00 pm - 10:00 pm President's Reception

## Tuesday, April 25

7:45 am - 8:45 am Registration and breakfast

8:45 am - 9:00 am Welcome

9:00 am - 10:30 am Keynote Address: **Peter Kozodoy**

10:45 am - 12:30 pm Educational Sessions:

Management Track - "Sustaining a Rewarding Rink Culture"

Operations Track - "The Versatile Ice Technician in Today's Rink"

iAIM (Continuation of CAO - Part 2 Certification)

USIRA (Continuation of HRM Certification)

12:30 pm - 1:30 pm Awards Luncheon

1:45 pm - 4:00 pm Educational Sessions (continued)

4:00 pm - 7:00 pm Trade Show

7:00 pm - 10:00 pm Social Event

8:30 pm - 9:00 pm NEISMA Cup Ice Hockey Game (**Falmouth Arena**)

## Wednesday, April 26

7:30 am - 8:30 am Coffee and pastries

8:30 am - 11:00 am iAIM (Completion of CAO - Part 2 Certification)

8:30 am - 1:00 pm USIRA (Completion of HRM Certification)

8:30 am - 5:00 pm ASTI Ammonia Emergency Response Operator (**Falmouth Arena**)





## The Versatile Ice Technician In Today's Rink

Prepare for the multiple approaches and skill sets needed to handle a variety of programming and ice sports on your ice surface. Cory Portner will take an in-depth look at programming for Ice Hockey, Figure Skating, Speed Skating, Curling, and Sled Hockey

In our Operations Track sessions on Tuesday, April 25th, Cory will review specific disciplines with each sport and the different approaches necessary for ice preparations and maintenance. This session will provide an overview of the various Fields of Play (FoP) and the different sport markings and procedures associated with each. He will then go beyond the FoP to review the facility conditions and specific equipment needs for each ice sport. Participants will walk away with the necessary information to provide the best ice and facility conditions for each discipline within the multiple

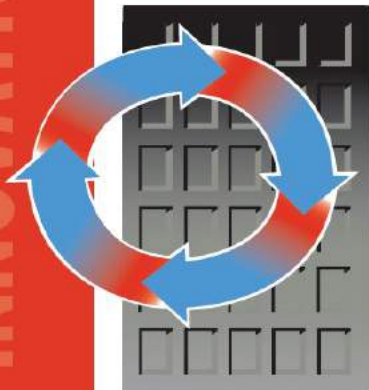
## Spring Conference Educational Session **OPERATIONS TRACK**

ice sports offered in today's competitive programming environment. Open forums to discuss current issues related to each ice sport will be provided during the session allowing the group to participate and provide real experience combined with classroom theory. Become the versatile ice technician at your facility by attending this session!

Cory has over twenty two years of experience in the ice rink industry. He is currently employed with Rink Management Services Corporation as a Regional Operations Manager. He is contracted with the PyeongChang Organizing Committee as the Head Ice Technician of Short Track Speed Skating and Figure Skating for the 2018 Olympic games.



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**Spring Conference  
Educational Session  
KEYNOTE ADDRESS**

**How to Use a Millennial Mindset  
to Grow Your Business**



This year, our Keynote Speaker, Peter Kozodoy, is being co-sponsored by the Ice Arena Institute of Management (iAIM) and will qualify for credits toward certification as a Certified Arena Executive, iAIM's highest distinction.

In 2017, millennials have entered every industry's workforce and disrupted many of the old rules about business. The ice skating industry in particular must learn to understand and adopt a millennial mindset in order to thrive, since millennials are transitioning into parenthood with very different assumptions, expectations and demands than any generation prior. To that end, this 90-minute presentation resolves the question: "What do millennials believe about business in the 21st century, and how can we use those beliefs to prepare our businesses today for the realities of tomorrow?"

Peter Kozodoy is an Inc.com Columnist, serial entrepreneur, and the Partner/Chief Strategy Officer of GEM Advertising - a full-service, international communications and marketing agency that serves as a strategic growth partner to organizations worldwide. His articles on millennials, leadership and entrepreneurship regularly appear in Forbes, The Huffington Post, PR Daily, Octane Magazine and more. Peter is a proud member of both Entrepreneur's Organization in New York and the Young Entrepreneur Council, and currently serves on the boards of the Greater New Haven Chamber of Commerce and Junior Achievement in Connecticut. He is also a three-time New England Senior Men's Figure Skating Champion, representing The Skating Club of Boston.



**WHAT'S HAPPENING?**

- April 23-26** **NEISMA** Spring Conference and Trade Show (Falmouth, MA)
- April 30-May 5** **ORFA** Professional Development Program (Guelph, ONT, CA)
- May 16-19** **US Ice Rink Association** North American Rink Conference and Expo (Columbus, OH)
- May 30-June 2** **ISI / MIAMA** Ice Arena Conference and Trade Show (Minneapolis, MN)



## Human Resource Management

### Spring Conference Educational Session CRA Certification



This course equips administrative and managerial staff with the tools to lead and manage staff efficiently and in federal compliance. Participants are provided with resources to develop and refine their own leadership traits as well as explore methods in reducing employee turnover, directing staff meetings, and coaching their staff in providing outstanding customer service. Topics include:

- ◆ Developing a Staffing Plan
- ◆ Job descriptions and organizational charts
- ◆ Recruiting qualified candidates
- ◆ Successful interviewing and hiring process

- ◆ Employee documentation
- ◆ Benefits and compensation
- ◆ Policies and procedures
- ◆ Employee training
- ◆ Performance reviews
- ◆ Employee motivation and recognition
- ◆ Leadership and mentoring
- ◆ Conflict resolution
- ◆ Much more

Lectures will be supplemented by class exercises. This is 1 of 3 courses required for CRA Certification. John Monteleone is the lead instructor for this 3-day course.



## Certified Arena Operator - Part 2

### Spring Conference Educational Session CAO Certification



This 3-day certification course is designed to help rink operators tend to their facility's daily needs as well as special projects. Topics include emergency preparedness, energy management, computer use, budgeting & finance, custodial & housekeeping, risk management, customer service and human resources. A certificate of completion will be issued. Topics include:

- ◆ The Evolving Role of the Arena Operator
- ◆ Energy Management
- ◆ The Use of Computers in Facility Maintenance
- ◆ Financial Responsibilities of the Operations Department - Budgeting
- ◆ Custodial and Housekeeping
- ◆ Emergency Preparedness
- ◆ Risk Management

- ◆ Human Resources for Operations
- ◆ The Operations Department's Role in Customer Service.

This is Part 2 of 3 course tracks needed for CAO certification. The course will be taught by various instructors from the iAIM staff.

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## 2017 Annual Scramble Golf Tournament

Monday, April 24, 2017

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Falmouth Country Club is certified as Cooperative Sanctuary by Audubon International. The course is committed to protecting our local environment, conserving natural resources, and providing wildlife habitats.

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## Certified Skating Director

## Spring Conference Educational Session CSD Certification



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ics will be covered:

- ◆ The Role of the Skating Director
- ◆ Human Resources for the Skating School
- ◆ Customer Service
- ◆ Managing Social Media to Promote your Skating School
- ◆ Group Classes - Organization and Administration.

The course will be taught by various instructors from the iAIM staff.

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## Ammonia Emergency Response Operator

## Spring Conference Educational Session ASTI Certification

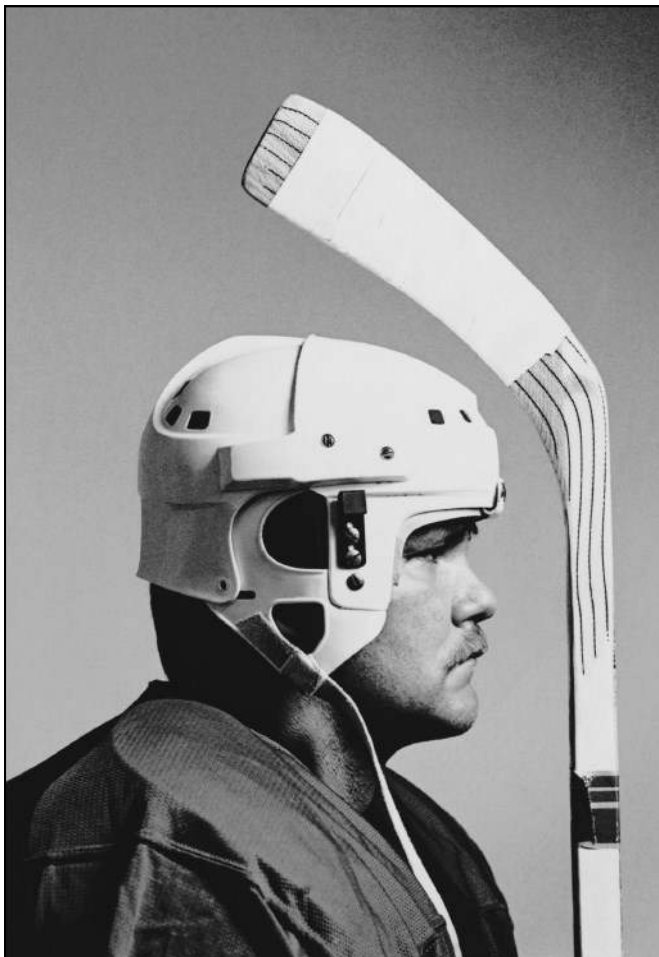


This 8-hour course is designed to cover the skill requirements expected as presented in CFR 1910.120(q). The course is designed for ammonia specific users and responders. The Operator will be trained on how to support the emergency response effort by using defensive strategies and support functions for the Technician Responder who would enter atmospheres greater than the IDLH of ammonia. Topics include:

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- ◆ Health Effects of Ammonia
- ◆ Pre-Emergency Readiness Checklists
- ◆ Emergency Action Plan

- ◆ PPE and Chemical Monitoring
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- ◆ Rescue and Decontamination
- ◆ Medical Triage and Treatment
- ◆ Sustained Response Readiness
- ◆ Hazards, Risks and Threats Assessment
- ◆ Control and Containment Options
- ◆ Crisis Communication
- ◆ Business Continuation
- ◆ Much more

This course will be taught by Scott Melton, ASTI's Chief of Operations and Training. Scott has over twenty-nine (29) years of experience in the ammonia refrigeration industry.



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## Making Ice in PyeongChang - Part 3

By Cory Portner, CIRM

Coming off the heels of the World Cup Short Track test event, my fourth trip to the Republic of Korea was in preparations for the ISU 2017 Four Continents Figure Skating Championships. Four Continents is open to non-European member nations of the International Skating Union competing in the disciplines of men's singles, ladies singles, pair skating and ice dance. For PyeongChang and the Gangneung Ice Arena (GIA) it serves as the official figure skating test event of the 2018 Winter Olympic Games.

In December of 2016 the facility hosted the ISU World Cup Short Track Speed Skating event. As with any new facility, the first major test event provided challenges from an ice technician's perspective but overall was a highly successful event with no major concerns for the Field of Play (FoP).

Fast forward to February of 2018. As with the World Cup event, the competition FoP would host official practices and competition. Additionally, the newly completed practice ice sheet would serve as an additional FoP for unofficial and official practices. Operating two FoP's in the same facility provided excellent programming options for the event, however, added significant oversight and responsibility from an ice technician's perspective. As with any multi-pad operation, the advanced efforts in the

planning and staffing phases would pay dividends throughout the ice installation and competition.

While the competition FoP for GIA sits on grade level, the practice facility is located two stories directly below grade. It sits directly under the competition FoP with intended design functions for figure skating practice sessions. Short Track practice sessions will be housed in a new arena off site from the competition venue.

While both FoP's at GIA are Olympic-sized (60mx30m) ice surfaces, there are some distinct differences in design and intent. The competition FoP is a standard rink piping system cast in concrete. A polypropylene rope is used around the perimeter to assist with ice creation and is substituted as the ice dam. The Zamboni gate incorporates a refrigerated slab that extends outside the



FoP allowing the operators to lift the conditioner outside the field of play saving time for snow and water cleanup while the event can continue. The ice surface is surrounded by a soft padding system in lieu of dasher boards. The competition arena has a seating capacity of 12,000. It is the largest arena venue in terms of spectator capacity in the Olympic rink cluster.

The practice facility uses an open mat system in lieu of the traditional concrete rink piping construction. The FoP is surrounded by a traditional dasher board system. The two FoP's are connected by a shared elevator that can accommodate a Zamboni. The elevator allows us to transport large scale equipment from one Zamboni room directly into the other. This feature has made equipment transfer most convenient and allows ice technicians the ability to keep a close eye on the operators of both ice surfaces.

Upon arrival the goal was to install both sheets of ice in 9 days, begin unofficial practices on the 10th day, roll into official practice sessions on day 11 and begin official competitions on the 14th day. Planning

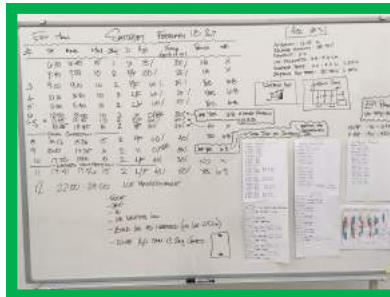




and preparation details for the ice installation and balance of refrigeration loading was paramount in the successful installation timelines.

Both ice surfaces were to be painted TV grey, common for figure skating events, and would also incorporate three event logos. One main logo at center ice and two additional logos at both loop jump zones respectively.

To accommodate load in for light, sound and dasher/padding graphics as well as final preparations facility-wise for both FoP's we approached the operational schedule with intentions of alternating the ice and painting installations for the practice and competition FoP's. Both refrigeration systems are tied into a shared evaporator and glycol distribution system so balancing the heat loads on the surfaces was also a priority.



The typical production schedule ensued while our staff of ice technicians danced around the busy scamper of an arena preparing for international competition. For nine days we delicately balanced the installation of both ice sheets working in two, twelve hour shifts. For efficiency purposes, the initial bond applications and grey base paints were installed on both FoP's in succession. This allowed us to clean and store the painting barrel without any duplication of efforts. In the same fashion, the logos were measured, pounced and sealed in succession. Painting was performed simultaneously. Paints were combined into 5-gallon buckets and distributed accordingly for the crews on both FoP's. Once the logos were completed and sealed the ice building began. We worked in 12 hour shifts alternating overnights on the competition rink and day ice building on the practice FoP. This accommodated production load in on the competition rink and kept the refrigeration system demands balanced between the two ice surfaces.

Once the practice sessions were underway, the ice crew settled into a routine of coverages for practice and competition schedules. Our ice staff consisted of 1 Deputy Ice Technician, 6 Zamboni operators, 4 runners, 4 deputy ice patchers and 16 ice patchers.

The entire staff with exception to myself were all Korean. Communication and cultural differences required translations and cooperation between me, the

translator and our staff and the additional departments of the Organizing Committee, including Sport and Engineering. Each morning I produced a schedule a detailed schedule of each ice resurface for the operators on the competition and practice FoP's. Each ice make was scripted on a giant white board in each Zamboni room. Details included the ice make number, start time, end time, total time, # of Zamboni(s), amount of ice to be removed, the amount of water to be used, the skating discipline, ice patch indicator, # of ice patchers and the time of the ice patchers. Graphically, symbols were established for the percentages of cut and water requirements. Column and row language was translated into Korean. Over time we began to communicate efficiently through this consistent whiteboard structure, simple phrases and non verbal communications. These items translated to the ice surface as well. In lieu of verbal communications we used arm and hand motions while the operators performed the ice makes. During

(Continued on page 16)

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(From page 15 - "Making Ice in PyeongChang - Part 3")

each ice resurface, data was collected and logged on the ice technician reports. After each resurface, we met with engineering to share the data from the FoP and made adjustments, if needed.

The communication and cultural differences have been the largest challenge for me personally. Some exchanges resulting in confusion and misunderstanding while others in gratification as I continue to learn the language through baby steps. Ultimately, with cooperative efforts and a desire to produce the best ice surface for the skaters, communication prevailed in a variety of forms. Reflecting, it was really incredible the way we were able to overcome the language barriers and cultural differences to achieve a common goal. I can't thank the staff and translators for their patience while I continue to learn the Korean culture. It has been a tremendous experience for me personally and professionally.



## NEISMA Annual Awards Nominations Sought

Tom Walsh, chair of our Annual Awards Committee, is still entertaining nominations for our annual recognitions. If you would like to nominate someone for one of our awards, please send Tom an email along with the person's name and reason why you are nominating them no later than Friday, March 24th. Presentations will be made at the Spring Conference Awards Luncheon on Tuesday, April 25th.

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(Received as of 2-28-17)

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|------------------------------------|------------------------------|--------------------------------|---------------------------------|
|                                    |                              |                                | Dover Ice Arena                 |
| Babson College                     | Berkshire School             | Aleixo Arena, FMC              | Driscoll Skating Arena, FMC     |
| Boston College                     | Brunswick School             | Amelia Park Ice Arena          | Ed Burns Arena                  |
| Boston University                  | Bridgton Academy             | Armstrong Arena, FMC           | Edora Pool Ice Center           |
| Bowdoin College                    | Buckingham Browne & Nichols  | Asiaf Arena, FMC               | Edward F. Loring Ice Arena      |
| Brown University                   | Dexter Southfield School     | Blackstone Valley IcePlex, FMC | Essex County Codey Arena        |
| Connecticut College                | Eaglebrook School            | Breakaway Ice Center           | Essex Skating Facility          |
| Curry College                      | Harvey School                | Buffone Arena, FMC             | Facility Management Corporation |
| Dartmouth College                  | Kent School                  | Burbank Ice Arena              | Fitzpatrick Arena, FMC          |
| Endicott College                   | Kents Hill School            | Burlington Ice Palace, FMC     | Floyd Hall Arena                |
| Niagara University                 | Middlesex School             | Canton Sportsplex              | Gallo Ice Arena                 |
| Northeastern University            | Millbrook School             | Central Vermont Memorial CC    | Gardner Veterans Arena, FMC     |
| Plymouth State University          | Milton Academy               | Champions Ice Management       | Gordon Paquette Arena           |
| Princeton University               | Newton Country Day School    | Charles Moore Arena            | Greater Canandaigua Civic Ctr   |
| Providence College                 | Phillips Academy             | Chelmsford Forum, FMC          | Greenwich Skating Club          |
| Quinnipiac College                 | Proctor Academy              | City of Chilliwack             | Hatfield Ice Arena              |
| Saint Anselm College               | Rye Country Day School       | Clayton Rec. Park Arena        | Hetland Arena, FMC              |
| SUNY Brockport                     | Salisbury School             | Clinton Arena                  | Hobomock Arenas                 |
| SUNY Cortland                      | South Kent School            | Collins/Moylan Arena, FMC      | Holland Arena                   |
| SUNY Plattsburgh                   | St. Mark's School            | Collins Perley Sports center   | Horgan Arena, FMC               |
| Syracuse University                | St. Paul's School            | Connery Rink, FMC              | HPP Rinx, Inc                   |
| University of Connecticut          | Taft School                  | Cronin Rink, FMC               | Hyannis Youth & C Ctr           |
| University of Delaware             | The Governor's Academy       | Danbury Ice Arena              | Ice Rink Events                 |
| University of New Hampshire        | The Pingree School           | Darien Ice House               | JFK Coliseum                    |
| US Naval Academy                   | Westminster School           | Dix Hill Ice Rink              | Jim Roche Arena, FMC            |
| Yale University                    | Williston Northampton School | Dorothy Hamill Rink            | John A Ryan Skating Arena       |
|                                    | Winchendon School            | Douglas N. Everett Arena       | K.B. Willett Ice Arena          |

### THE RINK RAT

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 New England Sports Center  
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 Olympia Ice Center  
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 Paramount Iceland  
 Pilgrim Skating Arena  
 Pop Whalen Arena  
 Porrazzo Arena, FMC  
 Quincy Youth Arena  
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Revolution Ice Gardens  
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 Simoni Ice Rink, FMC  
 Skate 3 Arena  
 Smead Skating Rink, FMC  
 Smithfield Municipal Ice Rink  
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 Stamford Twin Rinks  
 Stoneham Arena  
 Terry Connors Rink  
 The Edge Sports Center  
 The Forum, Presque Isle  
 The Gardens Ice House  
 The Ice Center  
 Tucker Road Ice Rink  
 Union Arena CC  
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 Valley Sports Arena  
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 If you don't see your name listed here, please contact John Zullo, our Executive Secretary, immediately and he will assist you in renewing your membership or becoming a member.  
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**Thanks for being part of NEISMA!!**

Eddie's Old Enough to Remember When...

## The Beanpot was Provincial and Collegial!

By Ed Peduto

The retirement of Boston Garden Legend and Beanpot Ambassador Steve Nazro has left me with a void that will likely never be filled. Delaware North could tear down the Boston Garden, Fernie Flaman, Len Ceglarski, Bill Cleary and even Jack Parker could retire, but Nazro was always there, graciously thanking the teams for a great game, the fans for turning out, announcing the ever-faithful Eberly family to present the goalie award, announcing and posing with that year's MVP and finally calling the Coach and Captains of the victorious team to receive Boston's bragging rights - the Beanpot trophy!

As a child, I remember thinking "how did THAT



guy get that COOL JOB? Later, THAT same guy spoke to the NEISMA managers in the Blades & Boards Club (Eddie's old enough to remember that, too!) telling the legendary story of the "Boston Garden monkeys" and proliferating the legend that an uncaptured monkey lives on in the "old Garden" rafters. And then

THAT guy was a long-time friend of my new boss at the time, Dana Hennigar! From Dana, I heard a few "Nazro stories," notably the 1978 Beanpot Blizzard story (Old Eddie spent the night in the Garden). Most recently THAT guy made it possible for me to see the phenomenal, first-ever 0-0 2016 Beanpot regulation Championship game between BC & BU (Eddie was happy BC prevailed in overtime!). For all of those great memories, THANK YOU STEVE NAZRO!

Dare I say that the Beanpot of 2017 is FAR different from the Beanpots prior to 1996? You can de-

bate it, I will not. I will adamantly say the Beanpots in the Old Garden were far superior to the current iteration. Why? Here are my reasons:

1. The COLLEGE atmosphere – it was NOT corporate. It was the hockey "social must" of the winter, with the entertainment provided by the college kids – ALL the college kids – the PLAYERS, of course, but the BANDS were seated in the Promenade, right at the rink's corner by the glass. The MASCOTS were both on and off the ice, and when the mascot of the opposition went near the band's corner, the heckling began. The STUDENTS made their way to the bands with colorful, occasionally inappropriate signs, chants and jeers toward the opposition. The UNOFFICIAL MASCOTS, notably BU's "Sasquatch" parading down the LOGE stairway as the BU faithful cheered and the BU Band awaited him with his hairy, open arms! Clearly it's the money involved with selling the lower seats, but I am adamant that all of the present-day college games in the TD Garden lose A LOT MORE THAN MONEY, by banishing the students and bands to the balcony. The team hoisting the Beanpot and straining to see their fans high above PALES in comparison to the team and students being separated by a mere 1/2" of plexiglass.
2. The PRE-GAMING - Far too many social choices in the present day "West End." The Parochial nature of the Beanpot was only enhanced by the limited choices of the 1970's West End / North End. I vividly remember my father loading up the Country Squire for Beanpot night, parking in the lot which is now TD Garden and not having 1 ticket on him. "We'll go to Polcar's, there's always a BC alum loaded with ducats who has extras" Dad would say, and we never missed a Beanpot game! Other places of note in the area, Tecce's, The Fours, The Penalty Box and Sully's Tap. While they



pale in comparison to today's "Greatest Bar" and others, they more than made up for it in character!

3. The IRON HORSE – a dingy bar INSIDE the lobby of the Garden. To those who lived "The Horse" no explanation is necessary, to those who didn't, no explanation would suffice.
4. The GARDEN STAIRWELLS – Truth be told, there was 1 elevator (upon "modernization" of the 2Nd Balcony, the luxury box patrons used it) not sure who used it before that! No escalators. Cement ramps led you to the ice level, it was all stairways from that point northward to your seats. After a few Beanpot years, you knew who would be in each stairwell every year. If someone was missing, they were typically ill or dead since the prior year's pot.
5. The CONCESSIONS - Dunkin' Donuts? Hard Liquor? Name brand ice cream, hot dogs, pizza & lobster rolls? Not in MY Garden, that being the Garden pre-1996! The Valenti's cutting the Rectangular Pizza with the giant scissors wins hands down! As an aside, do others think the pizza quality suffered when they opened their satellite pizza sales counter about 5 promenade sections away? When was the last time you saw the gallon bucket lowered on a string from the balcony to buy a few hot dogs, since the Loge had the "monied" people, and the "monied" people got the majority of the roving concessionaires!
6. The SCOREBOARD, the Time of Day CLOCK, the ANNOUNCEMENTS - All superior in my youth. Today's scoreboard? Yuck! Too much! Too many moving digital stats, pictures of the players?? We know what they look like! Hell, we left our warm houses for these games! The fact that most Beanpots the time of day clocks (on balcony ends) were covered by partisan school signs, who cared? It's the Beanpot, nobody's leaving early, no need to tell the time! I was always of the Eddie Andelman "Boston fans know the game, we don't need to be led in cheers, we know when to cheer" mindset. Jim Prior's death has led to shrilly, "wooooo" chanting announcers. How I miss Joel Perlmutter!

7. The PLAYERS – with the exception of the Terriers, the teams were heavily New England bred kids. The NHL was still very much a league of Canadians. The BEANPOT was these kids' STANLEY CUP! Today, players staying for a year or two and moving on? You tell me what you prefer.

I hope that someday at least 1 of these things is brought back to the Beanpot. The easiest seems to



be the relocation of the students to a spot where EVERYONE could see, hear & relive their youth through! If not the Beanpot, maybe Commissioner Bertagna could reinvigorate the Hockey East Semifinals & Final with a rousing band at the front rows of Modern Day Loge 15!

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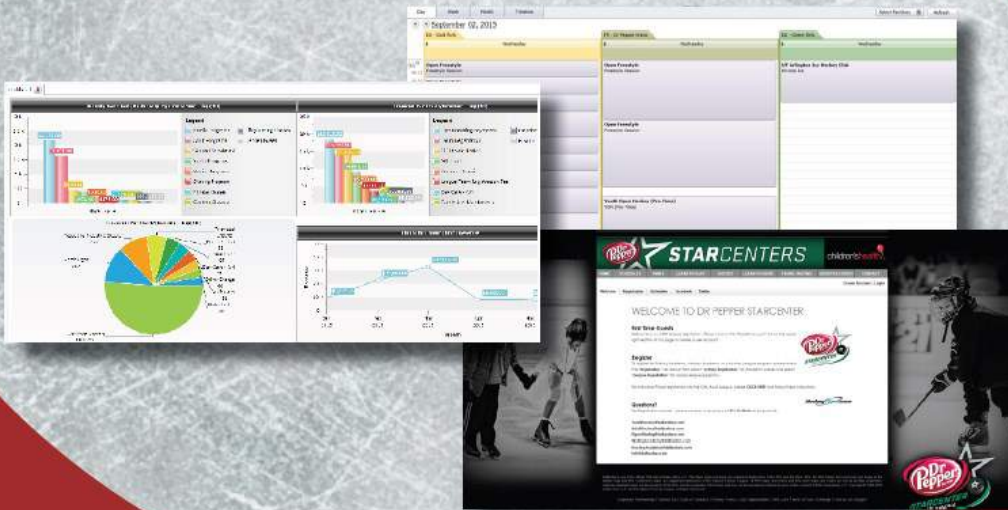
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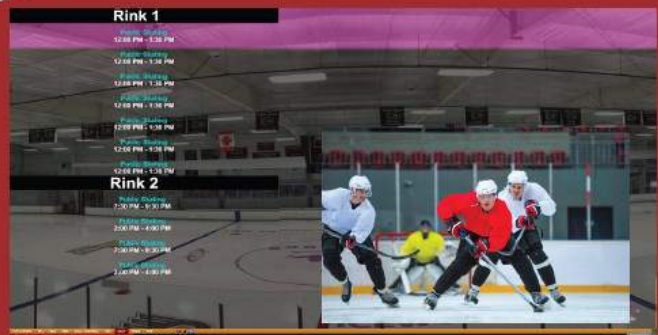
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- Beth Lenz, Kettler Capitals Iceplex





## ASTM Update

by Tom Morton

In a previous article, I reported on a proposed ASTM Safety Symposium. Since that article was published I have received responses from the Health Departments of Minnesota, Wisconsin and Florida expressing an interest in being involved in the proposed symposium. This high level expression of interest is both interesting and encouraging.

The proposed ASTM Ice Rink Industry Safety Symposium is presently scheduled for May 2018. To bring this about requires a great deal of preparation coupled with a host of volunteers. Listed below are some matters to be addressed:

1. We can issue a call for special formal papers to be presented regarding any ice rink industry safety matter. Should you be willing to prepare such a paper then please let us know.
2. We need to start the symposium off with a presentation(s). Should you be interested in being a presenter then please let us know.
3. All participants are volunteers and will be responsible for their own travel expense or they can be sponsored by an ice rink industry organization.
4. Participants do not need to be a member of ASTM. NEISMA's ASTM membership is sufficient. So you can be a participant without being a member



of ASTM.

5. Presentations are usually 12-20 minutes.
6. Presenters can take questions from the floor or participate in a round table discussion. Questions from the floor usually take 5 to 8 minutes.
7. A small group of volunteers can help with the symposium preparation and with a call for formal papers. If you would like to help with some aspect of the preparation please let us know.
8. Safety topics are needed. If you have a particular topic that might be considered please let us know.
9. ASTM will provide the room and electronic equipment for sound and recording.
10. It is possible that ASTM may publish the proceedings.

The proposed symposium presents a great opportunity for our members, as well as for other interested persons, to be a prominent part of the symposium and to be a key player in what may well be a milestone for the ice rink industry.

NEISMA members can be proud of the fact that we continue to be an active and prominent leader in the ice rink industry.

## Arena Curling Continues to Grow!

By Russ Lemcke



With the growing popularity of curling, more clubs are starting in cooperation with arenas. Since last fall, we have started Hopedale, Marl-

boro and Orleans MA and are currently working on a club in Ithaca NY. Five more are in the works for the fall of 2017.

The 2018 Olympics will include a new type of curling called mixed doubles. The game takes about 1 ½ hours compared to 3 hours for 4 person teams, mak-

ing it better for TV coverage. As a result, clubs in the US are gearing up for significant increases in membership.

It is not always easy for arena managers to make ice time available on a consistent basis so curling clubs can grow. On the other hand, such clubs provide consistent, predictable cash flow, as members usually pay at least ½ season in advance.

The USCA will have a booth at the upcoming NEISMA spring conference at the Sea Crest in Falmouth. We hope to see you there.

**See you in Falmouth!!!**



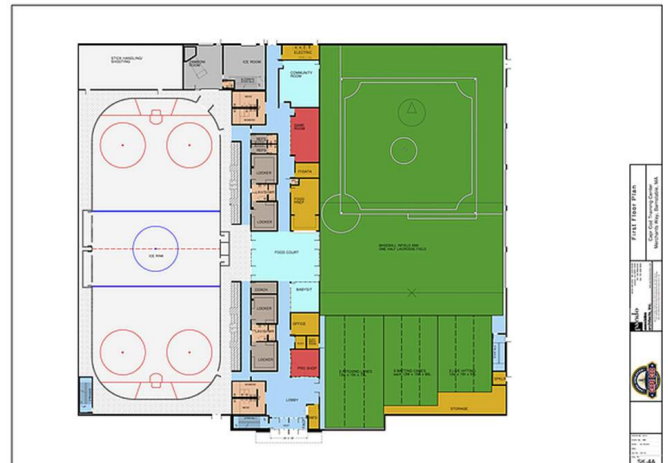
## Supply and Demand

### Is the Ice Business Booming - Or on the Verge of Decline?

(Supplement to the September and December 2016 Issues)

The new rink rage continues with the development of **Total Athletics of Cape Cod** in Barnstable, MA. The land is being cleared now for a planned opening in late 2017 / early 2018. The design is for a 65,000 sq foot indoor sports facility. It will be the first of its kind on Cape Cod. The NHL size ice surface will have training stations set up alongside the ice surface with a skating treadmill and stick handling stations. They are already having evaluations for the hockey teams and acquiring ice on the Cape to make sure they hit the ground running once the doors open. Their goal is to be an elite training site for the Cape and beyond as well as provide recreation opportunities for all. They have signed up an impressive hockey staff joining forces with BU standout and former NHLer Tom Poti, who is coaching the Mite Penguins. Dan Hodge is the GM of their Junior program and will coach the '05 team.

In addition to the rink the facility will contain a 120 foot x 180 foot indoor turf field with sport turf. This field will have enough space for a baseball or softball diamond. They will be able to convert it to an indoor field for soccer, lacrosse or other requests. The 4 batting cages with pitching machines, the rock wall climbing area and trampoline section will also add to the options.



Outside will be a 60 yard x 110 yard turf field will be set up for full field soccer, lacrosse, field hockey, football. That will be easily sectioned off into four 25 x 50 yard areas for smaller groups. The entire outside playing area will have lighting that will keep the kids and adults busy into the night.

The facility will have a nice combination of partners including the Eastern Hockey League, the Cape Cod Baseball League and Cape Cod Youth Field Hockey. In a well thought out placement they will have Cape Cod Rehab on site for various training paths for users. The physical therapy, strength and conditioning and fitness classes will be a great source for guests to get and stay healthy.

- Contributed by Tom Walsh, BC



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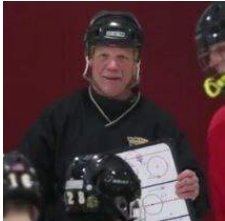
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# New York Rink Legend Calling it Quits

By David Korpiel, Greater Canandaigua Civic Center



Al Vyverberg is calling it quits. After over 36 years working in the ice rink industry in the Rochester, NY area, he is ready for retirement. "Al V" has worked at the old SIR rink in Rochester and for the last three years at Village Sports Ice Rink in Perinton, NY.

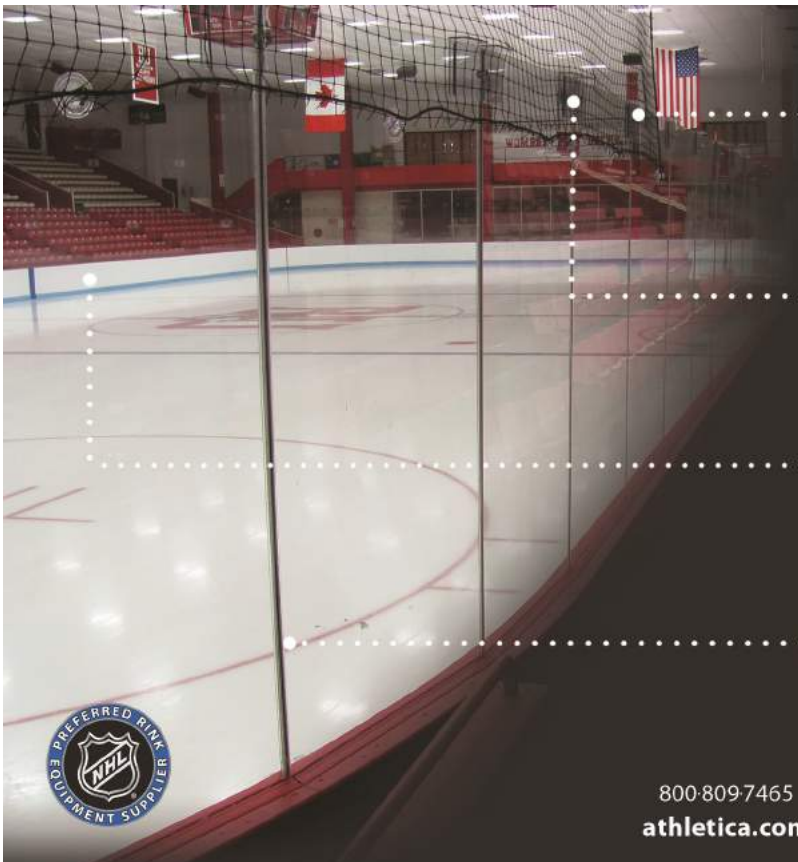
Vyverberg started skating as a nine year old on the Erie Canal in Pittsford, NY. He couldn't get enough of skating and hockey and played all the time. In high school he played for legendary coach Don Cherry. He moved onto Rochester Institute of Technology and captained the ice hockey team. It was when he was at RIT that he was exposed to the ice rink industry.

"I started driving the Zamboni when I was a student at RIT. I was 18 years old at the time", Vyverberg said during a morning phone con-

versation. "I didn't know much about the Zamboni then, but it was pretty cool to drive it."

When Vyverberg was attending RIT he was driving the Zamboni and worked as a goal judge for Monroe County High School Hockey games. "I was double dipping at the time", he said. RIT rink would host three high school games on Saturdays. "I was the goal judge during the game and cut the ice as well. It became a problem when the water fill in the Zamboni would run over and there was hockey action at my end of the rink! It was a lot of fun back then", he said. "In this industry", according to Al V, "you have to be a jack of all trades. If there is a plumbing problem and you can't afford to call a plumber, you'd better be able to fix it yourself!"

Al V is a legend in Western NY and he will be missed but his knowledge in the ice rink industry will live on. He has helped many people become rink administrators as well as rink managers.



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Home Phone: \_\_\_\_\_ Email address: \_\_\_\_\_

Parent(s) Name(s): \_\_\_\_\_

High School attended: \_\_\_\_\_ Year Graduated \_\_\_\_\_

College/University enrolled in the Fall 2017: \_\_\_\_\_

Major/Minor: \_\_\_\_\_

Rink industry work history: \_\_\_\_\_

NEISMA Member Affiliation (dues paid 2016 – 2017):

Facility/Company Name: \_\_\_\_\_

Manager/Owner Name: \_\_\_\_\_

### **ESSAY** (Please include one page, single spaced.)

Please explain how your personal history (school, extracurricular activities, jobs, hobbies, involvements, etc.) has shaped your future plans in your pursuit of a college education and possible career.

### **ELIGIBILITY**

The 2016 – 2017 William Chase Scholarship is open to employees and children of employees of current NEISMA members (rinks and vendors alike). Student applicants shall have worked a minimum of two (2) seasons in a NEISMA member organization, or the student's parent shall have worked a minimum of five (5) years in a NEISMA member facility or company. Students shall be high school graduates and be enrolled into an accredited college or university in the Fall of 2017.

### **CHECKLIST**

A complete application shall consist of the following:

- \_\_\_\_\_ The above application filled out will all necessary information completed.
- \_\_\_\_\_ A letter of recommendation from a NEISMA member (facility or business owner/manager, etc. - please no relatives).
- \_\_\_\_\_ Your most recent high school transcript.
- \_\_\_\_\_ A one (1) page, single spaced essay on the abovementioned topic.

**APPLICATIONS SHALL BE POSTMARKED NO LATER THAN MARCH 15, 2017.**

Applicants will be notified in early April. Scholarships will be awarded at our annual Spring Conference.

**Send to: NEISMA, P.O. Box 290595, Wethersfield, CT 06129.**



## 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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RINK or VENDOR Primary Contact: \_\_\_\_\_  
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A photograph of the Sea Crest Beach Hotel at dusk, with a large outdoor pool area in the foreground. The hotel building is illuminated, and the sky is filled with colorful clouds.

# SEA CREST

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