



January 2019

rinkrat

RESEURFACER SNOW TANKS

BY ED PEDUTO

Many years ago, I had a gasoline tank in a boat which did not vent well. Running a full tank inevitably resulted in the vent line having a blockage of gasoline in it resulting in the tank sucking in on its aluminum seams as the engine ran. The seam soon opened up and the gas vapor smell made the boat unusable until the tank was repaired. A Sawzall and a toolbox full of gadgets extracted the tank. A fairly simple repair of welding an aluminum seam and repairing the vent line's tendency to trap gas seemed straightforward.

Almost all of my mechanics, friends and acquaintance had the same answer, "WE DON'T DO TANK REPAIRS!"...."BUY A NEW TANK"....."I'M NOT WELDING THAT."

So, a few thousand dollars, hours-and-hours of labor, and a new tank later, the boat was ready to run! Ran it for years, in fact, without smelling a gasoline vapor even once.

THE STORY

What's this have to do with ice rinks??? Well, we all have a resurfacer. While the poly water tanks in most are maintenance-free, the snow tanks are another story. Years of snow scrapings, hockey equipment, pucks and grease take their toll on the heartiest of paint jobs. A backup resurfacer, with its long periods of inactivity, has its own issues. It was recently time to repaint our ice.....the gray had taken over where the ice once had been pristine white. See the before and after pics....these photos were taken less than 12 hours apart.

In order to shave the ice down, which takes more time than the battery resurfacer can handle, we use our backup propane resurfacer. A new blade and full

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2019 Spring Conference and Trade Show

**Monday, April 22 through
Thursday, April 25, 2019**

President's Message

by Ben Ruggles, CIRM, PMP



season.

I'd like to make note of our Fall Conferences that we held at three locations in October—one in Biddeford, ME, another in Andover, MA and a third in Colmar, PA (see page 4) and thank everyone who attended. It's our objective to make our meetings accessible to our expanding membership and hope that you'll continue to support this effort by participating in these events going forward. From all accounts, it's time well spent.

NEISMA is looking forward to 2019, especially our return to Springfield, MA for our annual **Spring Conference and Trade Show**. April 22nd - 25th We last hosted in that city in 2015 and it was one of our best-

attended conferences in quite some time. And this year we'll be hosting it at the brand new **MGM Springfield**. In addition to the conference sessions, there is so much more to do in your spare time so plan on arriving early and leaving late - and bring someone with you this year!

The Conference Committee Chair, Eric Dursin, has the job of trying to fill the shoes of Michelle Stenberg who had done an outstanding job in that role for the past several years. As you can see on the pages of this Rink Rat, the committee has done a terrific job planning the event. Please make every effort to attend this year - you'll be glad you did!

A reminder, too, to consid-



(Continued on page 3)

NEISMA Board of Directors

PRESIDENT

Ben Ruggles

Phillips Academy Ice Rinks
180 Main Street
Andover, MA 01810

bruggles@andover.edu

P: 978-684-7201
F: 978-684-7205

VICE PRESIDENT

EJ Gottwald

William L. Chase Arena - FMC
35 Windsor Avenue
Natick, MA 01760

egottwald@fmcicesports.com

P: 508-655-1013

2ND VICE PRESIDENT

Tom Ferguson

Safehold Special Risk Inc.
230 Commerce Way
Suite 230
Portsmouth, NH 03801

tom.ferguson@safehold.com

P: 603-559-1378
F: 855-529-7684

TREASURER

Michelle Stenberg

Quincy Youth Arena
60 Murphy Memorial Dr.
Quincy, MA 02169

michellestenberg@gmail.com

P: 617-479-8371
C: 781-215-1260

SECRETARY

Thomas Walsh

Boston College Athletic Facilities
140 Commonwealth Avenue
Chestnut Hill, MA 02467

thomas.walsh.5@bc.edu

P: 617-552-0137
C: 617-594-1205

BOARD MEMBER

George Arnaoutis

Yale University
Ingalls Rink
73 Sachem Street
New Haven, CT 06511

george.arnaoutis@yale.edu

P: 203-430-0662
F: 203-239-9244

BOARD MEMBER

Ed Peduto

Burbank Ice Arena
51 Symonds Way
Reading, MA 01867

edpeduto@aol.com

P: 781-942-2271
F: 781-942-0423

BOARD MEMBER

Tom Morton

Morton & Morton
200 Jackson Street,
Box 700
Zebulon, GA 30295

tom@mortonattorneys.com

P: 770-567-8534
F: 770-567-3786

BOARD MEMBER

William Vecchio

11 Scotland Ave.
Salem, NH 03079

ff108rush@aol.com

P: 617-892-0200

BOARD MEMBER

Eric Dursin

Schneider Arena
Providence College
1 Cunningham Square
Providence, RI 02918

edursin@providence.edu

P: 401-865-2331

BOARD MEMBER

David Korpel

Greater Canandaigua Civic Center
250 North Bloomfield Road
Canandaigua, NY 14424

gcccexecdirector@rochester.rr.com

P: 585-737-7107

EXECUTIVE SECRETARY

John Zullo

NEISMA
P.O. Box 290595
Wethersfield, CT 06109

jzullo@neisma.com

P: 888-234-3968
F: 888-234-3968

(From page 2 - President's Message)

er nominating a colleague for one of our Annual Awards (see page 16) which will be presented at the conference's Annual Awards Luncheon and encourage your employees and their family members to apply for our **William Chase Memorial College Scholarship Program** (see page 26). Those, too, will be awarded at the luncheon. Eric has also made arrangements for us to play **The Ranch** as we did in 2015 - one of the nicest golf courses we've played as part of our conference (see pages 12 - 13). Make plans to arrive a day early and join us.

In this issue of the Rink Rat, you'll find a variety of articles—new and “previously used” for your information and enjoyment. Most have been written by members of our Board of Directors but I encourage YOU to contribute to our publication - on a regular or even one-time basis. There are lots of great ideas, approaches, “tricks of the trade” and lessons learned that you can share with us. And authoring articles for professional publications is a unique and

noteworthy entry on your next resume. A great example of such an article that we all have the potential to write and share is Ed Peduto's front page article entitled “**Resurfacers Snow Tanks**”. Surely you've all had challenges that you addressed one way or another which would be helpful to others. Write a brief article, take some photos. Email them to us. You'll be published! It's that easy.

In closing, back in December, I had reached out to our Board of Directors and asked for a leave of absence as President to deal with a health issue, which they granted. Since then, I had a brain tumor removed, and am now a patient at Dana Farber in Boston and undergoing further treatment. I have an incredible network of family and friends and my employer has been extremely supportive. Today I'm feeling good and trying to get back to normal - even going into work for a few hours this past Friday. I'm planning on my full participation at this year's Spring Conference including the golf tournament. I hope to see you there!

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Fall 2018 Conference Wrap-Up

Three (3) one day conferences were held this Fall and 80 rink professionals and 21 vendor sponsors were among those who attended.

Hatfield Arena,
Colmar, PA - Oct. 3



U of New England,
Biddeford, ME - Oct. 10



Phillips Academy,
Andover, MA, - Oct. 17



Conference topics offered :

- Safety: Active Shooter Protocol
- Regulatory: EPA update, R22 retrofits
- Energy efficient ideas
- Efficiency: Upgrades and optimizing refrigeration equipment.
- Risk: Leveraging risk and how to protect your facility
- What You Need to Know About Offering Curling in Your Rink

- How to Diffuse High Energy Situations
- Efficiency: Energy savings programs
- Tour of facilities

Some good information was taken away by all who attended.

A hugh “THANK YOU” to each Facility manager & their staff

Also a hgh “THANK YOU” to each of our presenters.

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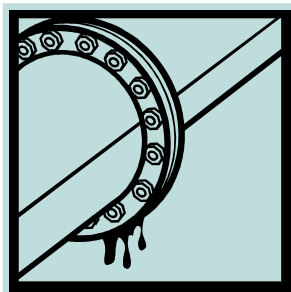
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Cold Weather and Broken Pipes!

From the archives)

by EJ Gottwald

With winter here, and freezing cold weather coming and going, making sure that the pipes in your building do not freeze is very important to the operation of the facility. With frozen or broken pipes comes a world of headaches for managers and staff. To be proactive, and to make sure this does



not happen to you or your staff, may take some extra time during a shift or before you or your staff close up for the night. However, in the end, you will be glad when you do not get that ever so feared phone call at 5:00am the next morning saying there is no water to fill the resurfacer or the bathrooms are a lake. Usually it just takes a short time to walk around the facility and check to make sure all pipes are insulated, and that refrigeration pipes or condensation drain lines that go thru exterior walls are all sealed so you do not get a draft. Checking all pass-through doors, as well as garage doors to the outside, to make sure all weather stripping is attached properly could save you some headaches. Not everything is 100% preventable, and in this business you never know what problem you may face next, but to take some steps to try and prevent it would be beneficial for you.

I recently had some pipes break in my facility, which reminded me the importance of making sure that all staff is aware of cold weather procedures well in advance of that weather setting in. It is also important to make sure you have the prop-

er tools and stock on hand to repair any problems that may occur. I did not have all the tools necessary and made quite a few trips to my local hardware store to get the supplies I needed to get the pipes fixed in a timely fashion. Of course after the third trip you would think that I had everything I needed but, nope, one more trip was needed to get the job done! After a couple hours at the rink, the repairs were made and we were back to normal operation. Luckily this was a weekday and I had some free hours in the morning to work on repairs before my next scheduled group arrived.

In my experience, to be pro-active rather than re-active is much more comforting. While we are in the middle of the busiest part of the season, and days off are far and few between, the last thing I want to do is get a phone call that something is wrong and have to drive into work. Especially when I could have prevented a problem by taking the time to inspect

(Continued on page 9)

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From front cover - RESEURFACER SNOW TANKS



Before



After

propane tanks and the old machine was shaving nicely. Unfortunately, when it came time to dump the



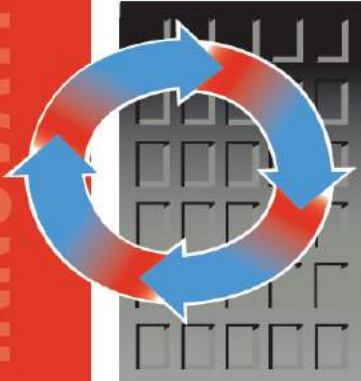
shavings, they were stuck inside as if they were epoxied.

That snow defied gravity for quite awhile....when it finally was persuaded out of the tank, the snow was full of rust and rust particles. See the pic!

What to do??

Thus, the tank renovation began in earnest! First the tank was grinded down with a 4" then 7" grind-

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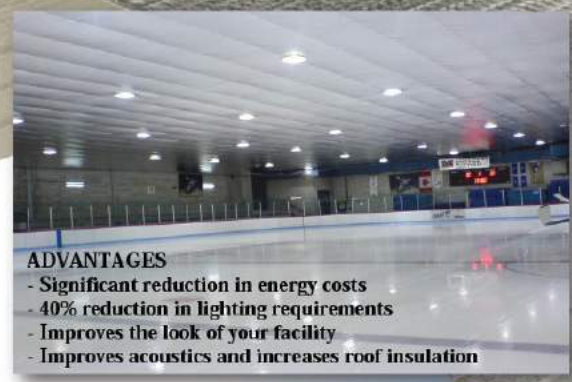
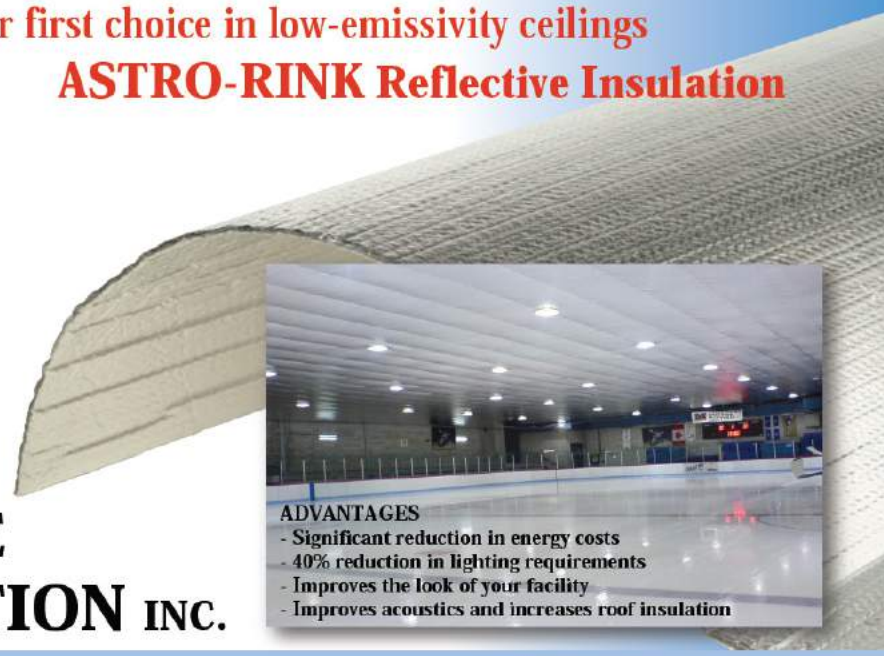
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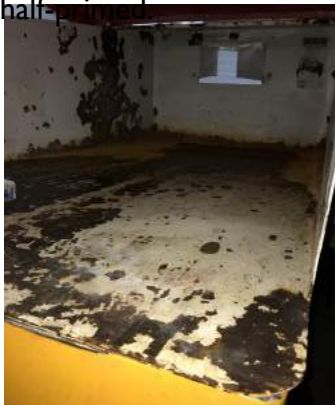
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er, using ample ventilation and a vacuum to capture the particles generated. Spray primer was then used to help the paint adhere..see picture with the tank half-primed



As I run up against deadline for the Rink Rat, the project is not complete. A few spray coats of gloss white have been applied. I will follow up when the tank is complete.



The ASTM committee on Sports Equipment, Playing Surfaces, and Facilities expressed their deep appreciation to NEISMA Board Member **Tom Morton** for his significant contributions, dedication, leadership, efforts and accomplishments to the development of standards for over the past 24 years.

From page 7 - Cold Weather and Broken Pipes

the areas and set a best practice for the staff for cold weather procedures and what to do.



NEISMA would like to say "Thank you!" to all its current & past loyal members.



NEISMA 2019 Spring Conference & Trade Show Schedule

Monday, April 22

4:30 pm - 6:00 pm ISI University (Certified Arena Executive)

7:00 pm - 9:00 pm Welcome Reception

Tuesday, April 23

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

8:30 am - 5:30 pm ISI University (CAM - Part I)

8:30 am - 5:30 pm US Ice Rink Association (PMP)

9:00 am - 4:00 pm NEISMA Golf Tournament—The Ranch

7:00 pm - 10:00 pm President's Reception

Wednesday, April 24

8:00 am - 9:00 am Registration and breakfast

9:00 am - 9:45 am Welcome and Keynote Speaker (TBA)

10:00 am - 12:30 pm Educational Sessions:

NEISMA— (TBA)

ISI University (Continuation of CAM - Part I)

US Ice Rink Association (Continuation of PMP)

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 - 9:30 pm NEISMA Cup Ice Hockey Game—Smead Arena

Thursday, April 25

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

8:30 am - 11:00 am ISI University (Completion of CAM - Part I Certification)

8:30 am - 12:00 pm US Ice Rink Association (Completion of PMP Certification)



Programming, Marketing and Promotions

This management course is designed to help administrators and managers evaluate their established facility programming and maximize its' potential growth. Attendees are provided resources to create and implement their own marketing plans and examine the different media delivery approaches of each. Special events, advertising (both purchasing and selling), and cross promotion of activities are also examined. .

Certified Arena Manager- Part I

Topics include: Role of Arena Manager; Leadership; Financial Management; Contract Administration; Arena Scheduling; Public vs. Private Management; Risk Management; Budgeting for Managers

Certified Arena Executive

The Certified Arena Executive (CAE) program is the graduate school layer of the curriculum and it truly sets iAIM apart. This comprehensive program was designed to identify and hone our industry leaders. It is the only educational forum designed to equip tomorrow's ice arena executives to prosper in a wavering industry.



2019 CONFERENCE AND TRADE SHOW

Monday, April 22 - Thursday, April 25, MGM—Springfield, MA
ATTENDEE REGISTRATION (not for Exhibitors)

Facility Name: _____ Primary Contact: _____

Facility Address: _____ City: _____

State: _____ Zip: _____ Phone: _____ Fax: _____

Primary EMAIL																				
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For ID Badge:		CAE Seminar	NEISMA Cup	Trade Show Only		
First Name	Last Name	Conference Fee*	Add \$50 or \$20	√	Add \$50 or \$75	TOTAL
		\$	\$		\$	\$
		\$	\$		\$	\$
		\$	\$		\$	\$
		\$	\$		\$	\$
PLEASE REGISTER EARLY!						TOTAL - \$

CONFERENCE FEE*	NEISMA Member Rates		Non-Member Rates	
Full Conference Full Conference includes meals, functions listed, keynote, Tuesday seminar and Trade Show.	Early Bird	\$ 145	Early Bird	\$ 245
	After 1/31/19	\$ 175	After 1/31/19	\$ 275
	After 3/31/19	\$ 200	After 3/31/19	\$ 300
Full Conference + USIRA Certification Programming, Marketing and Promotions	Early Bird	\$ 545	Early Bird	\$ 745
	After 1/31/19	\$ 595	After 1/31/19	\$ 795
	After 3/31/19	\$ 645	After 3/31/19	\$ 845
Full Conference + ISI University Certification Certified Arena Manager - Part I	Early Bird	\$ 275	Early Bird	\$ 375
	After 1/31/19	\$ 325	After 1/31/19	\$ 425
	After 3/31/19	\$ 375	After 3/31/19	\$ 475
NEISMA Golf Tournament The Ranch—Southwick, MA		\$ 85		\$ 100
	After 4/9/19	\$ 90	After 4/9/19	\$ 110
OTHER CONFERENCE OPTIONS				
CAE Seminar: TBA	CAE Credit	\$ 50	Audit only	\$ 20
NEISMA CUP Hockey Game—Smead Arena, Springfield, MA		\$ FREE	Not available	
Trade Show Only		\$ 75		\$ 100

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2019 Spring Conference Golf Tournament

The Ranch, Southwick, MA

Tuesday, April 23, 2019

Registration form

\$85 NEISMA Member / \$100 Non-member (per golfer)

Sign up as a team or as an individual (we will pair you up)

Deadline to register - Monday April 8, 2019

Name	Rink/Vendor	Avg Score 18 Holes
1 _____	_____	_____
2 _____	_____	_____
3 _____	_____	_____
4 _____	_____	_____

Team or individual player contact:
Name:

Phone: _____

Email: _____

Total enclosed -

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UCONN Approves Plans For New 2,500-Seat Ice hockey Arena

The UConn Board of Trustees took a step toward the construction of a new ice hockey arena on campus Wednesday, approving plans for the facility.

The arena will seat 2,500 and be located adjacent to and connected to the Freitas Ice Forum. **Hockey**

East requires that schools have an arena to play in on campus.



The trustees authorized UConn to “execute agreements necessary for any portion or all of the design, construction, financing, and operation of a new ice hockey arena on the Storrs campus, provided that the arena meets the minimum requirements of the Hockey East Association.”

The Trouble With Winter

By Tom Ferguson

The weather has been crazy this year and it looks like it is going to end the same way. Who knows what

2019 will bring. Just in case, I thought that snow and ice might be something to talk about.



It has been my experience that a surprising percentage of liability claims brought against rinks and venues are due to injuries suffered outside the building. How do you protect your business?

First, you have to decide if you are going to do your own snow and ice removal or contract it out. If you want to do it yourself, you need to keep a log of what you do and when. Plaintiff attorneys are going to know the exact weather conditions at the time their client fell. You will have to show that you were on the ball at the time. Security cameras can be a big help as well but only if you save the video. Just because you don't see any incident on the screen doesn't mean someone isn't going to allege otherwise. If you do see something, it is critical to retain and document it. This may surprise you but sometimes the claimant might have a different version of the event that you are witnessing.

If you are hiring a contractor, make sure you do a contract. You want to make sure that the contractor is keeping logs, too. You want to make sure



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the contract holds you harmless and indemnifies you in the event that the contractor is negligent. Further, make sure that it requires the contractor to carry insurance that names you as an Additional Insured. Finally, require a Certificate of Insurance as verification.

Next, the roof. Snow is one thing, rain another. Both is trouble. There were a lot of problems with

snow loads just a couple years ago. You don't want to experience a collapse. Please get up there and be vigilant. One more thing, make sure that the area above your entrances and exits are clear and free of snow and ice! You don't need to be bombing your customers. They might sue you.

Happy holidays and a prosperous season to everyone!



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NEISMA Awards

Each year we look for worthy recipients for NEISMA awards given at the Spring Conference. We have a few nominees but are still looking for more suggestions. As last year's recipients indicate this isn't an "everyone gets a trophy" kind of thing. The Frank J Zamboni Hall of Fame inductees were Jim Hartnett and Dave Lovero. Doug Peters was awarded the Friend of NEISMA. The three combined had over 100 years in the business.

While we look for recipients who are NEISMA members that have positively influenced the industry as a whole that isn't the only way to be an awardee. NEISMA and the rink industry are strengthened by each member helping keep their rink a safe, clean and enjoyable place for their users. That includes someone who excels at one facility, a group of facilities or works as a vendor.

The Frank J Zamboni Hall of Fame- This award is given to the individual with at least fifteen years of experience in the arena industry and who has given of him or herself in such a way as to benefit the entire industry.

Friend of NEISMA - Awarded to an individual, group or organization that has demonstrated meritorious contributions benefiting NEISMA or its programs.

NEISMA Achievement - The award is presented to a NEISMA member who has demonstrated unusual leadership and has made significant contributions benefiting NEISMA or its programs.

If you want to nominate someone for consideration please forward their name and a brief bio to

thomas.walsh.5@bc.edu



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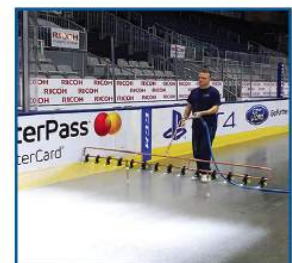
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It's a Party! (From the archives)

By John Zullo

No, this is not a big NEISMA party invitation, but it is something that you may be interested in. You invite people into your facility everyday and you hope that they look forward to coming and have a good time while they are there; sounds a lot like you are throwing a party? In essence isn't that what you are doing throwing a party? You have sent out notification that you are having a party/event and that all are invited to attend (for a fee of course). Everyone who shows up is a guest you invited to your party/event and is expecting to have fun and enjoy themselves.

Shouldn't this be how you and all your staff perceive events at your facility, as a party?

I don't know about you but when I throw a party at my home I do everything I can to make sure my guests have a good time. When I see them after my party I hope they say "what a nice party; I can't wait until the next one.

Of course you can not be in charge or attend to everything within your facility to make sure your facility is throwing a great party, your staff needs to be on board. If your staff sees it as a party they also will start to view your customers differently. Maybe your staff has never thrown a party or just don't understand that it is a large part of their job. I am sure many teenagers or even college kids have been to parties and enjoyed themselves while someone else did all the work to make sure they or/and others had a good time. Your staff needs to be trained how to throw a party. For that matter they probably have not done very much cleaning after a party, this they also need to learn.

You should make sure your staff is accountable for a good party by outlining for them how they should throw your facility parties so that guests have a good time.

Here are some ideas that will lead to a good party /event at your facility.

- ◆ Greet your guests at the door with a smile, a hello and say thanks for coming
- ◆ Explain to guests about where to go and how the party will be taking place.
- ◆ Smile a lot and enjoy the people at your facility.
- ◆ Make sure that you keep things clean and neat for your guests.
- ◆ Move around at your party and see how guests are doing.
- ◆ Cook food and present it in the best way possible.
- ◆ Play music that they will enjoy.
- ◆ Help guests if they need assistance or have questions (being proactive).
- ◆ Talk to your guests, don't treat them like you don't care, try to learn more about them (i.e. what brought them to your facility).

(Continued on page 23)

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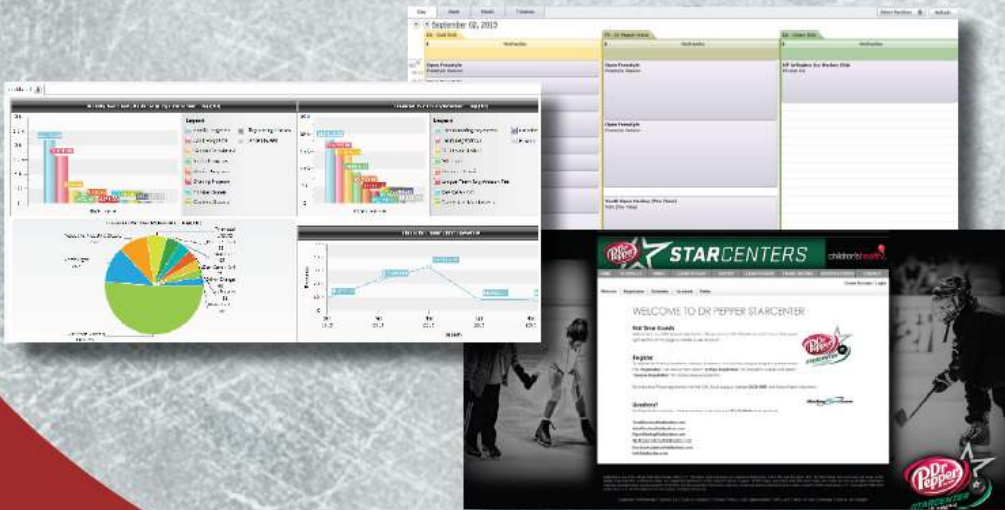
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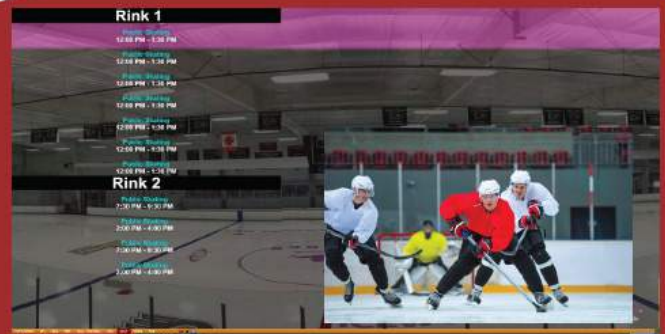
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- Beth Lenz, Kettler Capitals Iceplex



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It's a Party ! - (from page 20)

- ◆ Make sure that your guests are kept safe, respecting each other and your facility.
- ◆ If someone gets hurt at your party attend to them immediately!
- ◆ Say goodbye and hope to see you again soon.
- ◆ Clean up your facility right after your guests leave.

I am sure you can think of much more that I have left out that would make it a great party.

Remember your staff sets the tone for each and every one of your parties (events), they are your party hosts and your facility is where the party is being thrown.

So look at a facility event as a party and run it so well that everyone who was there will tell others how much fun it was. These customers will be your best advertisers.

Everything You Wanted to Know About Curling but Were Afraid to Ask

By Michelle Stenberg

I have been fascinated with curling since the 2018 Olympics and the USA's great win, and I believe many of you share my interest in this sport.

Recently, NEISMA hosted a curling workshop and demonstration at the Fall Conference held at Phillips Academy, Andover, MA. Dave Gyger from Plymouth State was very knowledgeable and is an on-hands representative for Curling.

Although I could possibly make this a 4 page article, here are the highlights of that workshop for those who missed the conference. I highly recommend taking a deeper look into this exciting sport.

IMPORTANT FACTS:

⇒ The seasons for local arena are typically March through May and then July through October



- ⇒ A set of 16 stones BRAND NEW will run between \$11000 and \$13000
- ⇒ A set of slightly used (and these are perfectly acceptable in ice rinks) will be more in the range of \$4000-\$8000
- ⇒ Other items required for the sport: Brooms, Hacks, Sliders, Stabilizers, Push Sticks, Pebbling Cans, Portable Scoreboards, Measuring Device. This is not a complete list, but gives the essentials.
- ⇒ There are MANY you-tube videos on Curling
- ⇒ Players need a new pair of shoes for curling (NOT the shoes worn entering the rink)
- ⇒ Keep the pebble heads clean
- ⇒ Bonspiels is the term for a Curling tournament

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Now, as to starting a Curling Program at your venue (note that both Plymouth State and Phillips Academy have successful Curling Clubs at their rink).

- ⇒ Get in touch with a venue that has curling and ask for advice. As Dave explained, it is a great group of people more than willing to help the sport grow.
- ⇒ Host a "Learn to Curl" event at your rink

- ⇒ ADVERTISE in the local papers and on social media.
- ⇒ Begin with novice leagues.
- ⇒ Begin with lessons for your staff on painting the ice as well as making ice for and then after curling.

This is just a small portion of what we experienced at Phillips. I was amazed watching Dave walk backwards with a backpack and “pebbling” the ice. Many Thanks to Dave Gyger and Plymouth State for sharing their expertise in and passion for Curling.

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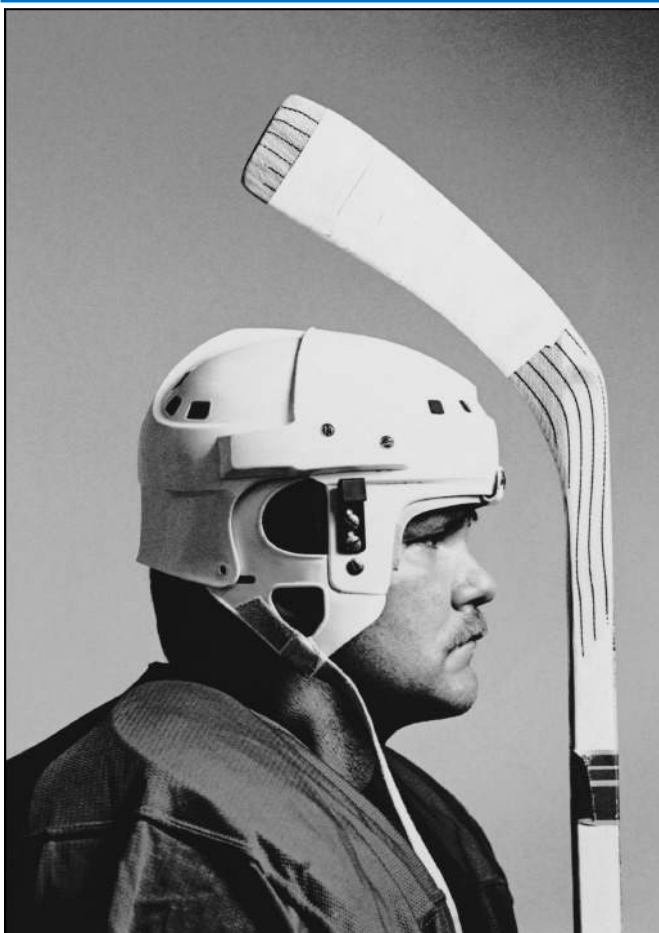
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ESSAY (Please include one page, single spaced.)

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CHECKLIST

A complete application shall consist of the following:

- _____ The above application filled out with 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, 2018.

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.

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September 1, 2018 – August 31, 2019

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