



October 2019



Are you Prepared?

The Importance of emergency planning

By Trevor Josti



If an emergency were to happen today, would your facility be prepared? Would your staff? What if the manager was not around?

Does your staff know the basics, such as the location of incident reports, first aid, and evacuation plans?

Planning for emergencies is of major importance in all venues open to the public. Implementing and familiarizing staff with these procedures is of the utmost importance as well. Simply having a plan will not ensure its effectiveness.

Emergencies can happen at any time, being prepared is essential. These are often thought of as fires or injuries, but emergencies can become confusing and complicated quickly. Water main breaks, natural gas or refrigeration leaks, electrical malfunction, even active shooter scenarios are possibilities in our facilities.

What should a basic emergency plan contain?

- ◇ **Main contacts in event of emergency (911, Direct supervisors, maintenance personnel, utility service providers, etc..)**
- ◇ **Location of vital lifesaving equipment and major system shutoffs (First aid, AED, Electrical shut off, Gas main, Water main, etc..)**
- ◇ **Media policy**

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2019 Fall Conference
FREE

Tuesday, November 5th

UPENN page 4-5

SAVE THE DATE:

2020 NEISMA

SPRING CONFERENCE & TRADESHOW

April 19th-23rd 2020

President's Message

by EJ Gottwald, CIT, CAO, CAP, CAM

As we skate right into the fall season with all user groups coming back from summer breaks, I hope that everyone is doing well. Hopefully, most of you enjoyed at least a little bit of the summer and took some much-needed time off.

We are excited to announce that we have selected a location for our 2020 Annual Spring Conference and Trade Show. This coming spring, we will be in Newport, RI at Gurney's Resort on Goat Island, starting Sunday, April 19, 2019 for arrivals. Golf, certification classes, and the welcome reception will be on Monday, April 20, 2019. The conference and trade show will be on Tuesday, April 21, 2019. Additional continuing courses and classes on Wednesday, the 22nd. The conference committee has been working on finalizing a schedule of events and courses. All of those details will be finalized in the coming weeks. We will once again be hosting an Ice Sports Industry course and US Ice Rink Association course. Please mark your calendars with the dates!

Only one more fall conference on the books, coming up on November 5th in PA at UPENN. It looks to have a great agenda, which you can find on **page 4 of this edition**. We hope that those who attended the conference

at Bentley in MA or GCCC in NY enjoyed the day. Our Winter edition of the Rink Rat will have a full recap of all the fall conferences.

NEISMA membership cycle and fiscal year are upon us as well! You've been sent a renewal notice for the 2019-2020 year and we have seen great response to date. On **pages 22-23** you will find a list of current members. All our events are based on membership. It is important that you renew in the fall so we can plan for the year. If you haven't yet renewed, you can find a registration form on **page 31**.

You will find on **page 30** of this issue the 2020 scholarship application. Remember that all member facilities employees are eligible. This is awarded every year at our spring conference and trade show. In this issue you will find some good reads on a wide variety of topics. I would like to thank all contributing authors for submitting some articles and, as always, if you are interested in writing for the Rink Rat, please do not hesitate to send us some of your work!

Best of luck to all as we ramp up into full swing,
EJ

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NEISMA Bentley Conference REcap

The Fall conference season officially kicked off October 8th at the beautiful Bentley Arena. We had a great lineup of speakers and took a tour of the facility which was labeled the first LEED certified platinum ice rink in the country.

A big Thank you to Bo Stewart and the Bentley University staff for your hospitality and to all of our vendors, speakers, and attendees!

On October 22nd the Greater Canandaigua Civic Center conference was held and the University of Pennsylvania conference is being held on November 5th. Registration and conference information can be found on pages 4-5 or at www.neisma.com.

Make sure you save the date for our Spring conference and trade show April 20th – 23rd in Newport, R.I. at Gurneys! Registration will be out by December 1st.



Scott Sweet from HCG and Associates presenting to the group

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2019 Fall Conference

Conference is FREE to all

Registration is required!

FALL CONFERENCE SOUTH

Tuesday, November 5
University Pennsylvania
Class of 1923 Ice Rink
Philadelphia, PA

Pre registering is required.

- 8:30am** Registration; coffee and pastries
- 9am** Welcome note
- 9:15 am** 8 Factors of Quality Ice
(Dave Loverock- Jet Ice Ltd.)
- 9:45 am** Ice Arena Dehumidification (Mark Bradley- CDI)
- 10:30 am** Painted and Drop-In Logos The Lazy Man's
Installations (Dave Loverock and
George Arnaoutis – Jet Ice LTD)
- 11:15 am** Ice Resurfacer Maintenance (Ray Lafond –LSK)
- 12:15** Lunch
- 1:00 pm** Open round Table Discussion Any subjects
- 1:30 pm** Tour of the Newly Renovated Class of 1923 Rink

(NOTE: Seminar topics and speakers are subject to change.)

2019 Fall UPENN Conference Registration Form

RINK: _____

RINK PRIMARY CONTACT : _____

ADDRESS: _____

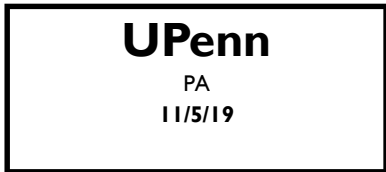
CITY: _____ STATE: _____ ZIP: _____

TELEPHONE (____) _____ - _____ EXT: _____ FAX (____) _____ - _____

EMAIL ADDRESS																					
---------------	--	--	--	--	--	--	--	--	--	--	--	--	--	--	--	--	--	--	--	--	--

Register persons (includes Light Breakfast / Lunch) / **TIME:** 8:00am sign in

CIRCLE
Conference
attending:



Print Names: 1. _____ 5. _____

2. _____ 6. _____

3. _____ 7. _____

4. _____ 8. _____

Registration options:

Register online at *neisma.com*:

Go to **Online Conference Registration** tab

Mail registration form to: NEISMA, PO Box 290595, Wethersfield, CT 06129

Email scanned registration form to: jzullo@neisma.com

Fax registration form to: 1-888-234-3968

OR CALL: 1-888-234-3968

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From front cover - Are you Prepared?

- ◇ **Building Evacuation plans**
- ◇ **A description of potential events with clear and direct steps regarding proper response**
- ◇ **Master copies of all related documents (Incident reports, Phone threat sheets, etc..)**

Having an emergency plan is a great start, however, if it sits in the office and is never introduced to staff, it is as good as not having one. It is the managers responsibility to familiarize staff with this document and check everyone's competency in responding to various emergencies. This can be accomplished through...

- ◇ Introducing the plan during a staff meeting
- ◇ Having staff sign off that they have read and understood the plan on their own, during a shift.
- ◇ Holding drills and mock scenarios with local law enforcement
- ◇ Letting staff handle and run a drill on their own, while monitoring
- ◇ Reviewing and revising this document as your facilities needs change
- ◇ Keeping staff informed of any changes

Have faith in your staff, emergencies are hectic, and mistakes can happen when someone is under immense pressure. By training staff in uniformity and consistency, we are working to reduce the chance of these mistakes happening. We hope none of these events ever happen, but I would rather have my staff well-prepared than caught off guard. Managers that are new to a facility should seek out the emergency plans ASAP. Familiarize yourself with these documents, they could save the life of a staff member, patron, or yourself.

ADV(ICE)- A recurring column dedicated to providing insight to new or struggling managers with quick actionable tips and advice they can implement at their facility. Knowing Ice is only half the equation. This column is meant to spark ideas, and point managers in the right direction. Every rink is different, and it should be expected that not every idea works in every rink. Find the useful parts to tailor it to your facility, situation, and management style.

Written by: T.Josti CIT, CAO, CAP, CAM 8.8.19

Operations Manager for FMC Ice Sports

Violence In An Ice Rink

By Tom Morton

Overall, taking into consideration the number of ice rinks that now exist, the vast number of general skaters, hockey players, figure skaters, the number of spectators and employees that are involved in ice rinks and also considering the competitive nature of various skating programs coupled with umpire judgment calls our industry is very fortunate that we do not have more violence in ice rinks than what takes place. Very fortunate indeed.

But, we still need to keep in mind that on occasion violence does take place in an ice rink. There have been arguments, anger, intimidations, altercations, and threats, profanity, yelling and even sometimes a violent act has resulted in injuries. And in today's society violence can even come from an outside source.

The ice rink manager, in addition to all of an ice rink manager's responsibilities, should keep in mind that an unexpected violence may arise without any forewarning and the ice rink manager needs to be ready to immediately address the situation.

While violence may arise unexpectedly there are some warning signs that may be helpful to an ever alert ice rink manager.

- ✓ The presence of someone with an obvious or (known short) temper.
- ✓ The tendency of a person to always argue hockey calls.
- ✓ Someone using loud and abusive language.
- ✓ Someone constantly objecting to decisions particularly at hockey games.



(Continued on page 10)

ICE SPORTS INDUSTRY (ISI) 60th ANNIVERSARY CONFERENCE & TRADE SHOW

By Ed Peduto



The week ended on a much better note than it began! A classy group of rink owners and operators took over the Oak Brook, IL Hilton ballroom and danced the night away! An organization founded by Rink Operators to maximize income from the fledgling indoor ice rink industry celebrated the 60th year since its found-

ing in the city in which it was founded, Chicago! The ISI pioneers shared information then as they do now; focused on the bottom line for the rink owners.

Before my arrival, weeks-long preparation for my rink's hosting it's largest tenant's figure skating competition had worn me out. Sunday's Theater on Ice portion of the competition is nothing if not arduous. After cleaning up the rink inside and out, reinstalling dasher glass and removing the judges' platforms over the players' benches, I was ready to pack. "hmm, why haven't I been prompted to check in for my 8:00am flight tomorrow morning?" After checking my electronics repeatedly, I went "old school" and picked up the phone. The voice was pleasant, the news was not – "your flight is booked for 8:00PM, not AM. You'll be getting prompted to check in shortly, when it is 24 hours before you fly." Even in my exhausted state, I knew that I wouldn't make my 1:00pm ISI Board of Directors Meeting in Chicago with an 8:00PM departure from Boston. Having gone "rinkcheap" and booked through a reseller, I had no option but to book a different flight with a new airfare. "I can make the 7:15am flight, I assured my newest booking agent. As soon as I watched my 5:30am Logan Express bus depart without me, I

knew the 7:15am was departing without me, too. Attempting to check my bag, the screen read "Too late, See Agent." A diligent United Airlines worker got me rebooked onto the 8:25am which I made with ease (so happy I was bound for Chicago, with virtually hourly flights!). After renting a car with my debit card ("have to charge you an extra day, sir, 9am is not 9pm") I arrived at the hotel to find out they can't manually enter a credit card, so they hit my debit card for another \$ 1000. A fine start to the week, indeed! An overnights VISA card put the debit card in my wallet for the week.

The ISI Board is comprised of rink operators and skating directors with experience around the globe. I'd venture to say that their rinks outperform similar facilities due to the ISI's focus on rink profitability. Monday's meeting progressed professionally and the Massachusetts product President Rob McBride expedited the Agenda, with the most pressing news being that ISI will be going to bicoastal meetings in 2020, with a Fall 2020 meeting slated for the Boston "area."

The relatively quick Board Meeting foreshadowed a much too quick week. Highlights included great educational seminars on ALL pertinent rink subjects, enjoyable social activities, including late-night hijinks with NEISMA's own EJ Gottwald!, a Trade Show featuring both rink supplies and ice skating essentials, the Zamboni Cocktail Party, the Awards Dinner, singing, dancing and multiple exciting trips into the



“Windy City!”

I'd be remiss in not mentioning the industry titans that were recognized during the week, namely: Don Bartelson, Patti Feeney, George Spiteri and Richard Zamboni. Local and native award recipients included Mary Sullivan, Donna Razon, and Gerry & Debbie Lane.



The message was made clear repeatedly, “ISI is here to stay!” I will say that I am proud to be a member of ISI, proud to serve on its Board, and I encourage any rink manager to join the ISI, get involved and make it an even better ISI!

Dedicated to a Coach

This is an article published in the September 1977 QYH Rink Rat Newsletter.

I have found that many of the articles from that era still hold true today.

I have taken the license to change some pronouns!!!

Now that our hockey season is starting, a lot of men/women have suddenly found themselves coaches. For the first time or once again. For them, we dedicate the following, taken from the AHA Coach's Manual.

Who are you?

(Continued on page 26)



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From PAGE 7 - **Violence In An Ice**

- ✓ Persons who are obviously under the influence of alcohol or drugs.
 - ✓ A person ridiculing or degrading others.
 - ✓ A person taunting hockey players and supporters of the opposing hockey team.
 - ✓ Etc.
- There are some prevention dos and don'ts such as:**
- ✓ Take each of the foregoing items seriously.
 - ✓ Don't ever think it cannot happen here.
 - ✓ Follow safety guidelines.
 - ✓ Don't dismiss any of the foregoing items as simply "blowing off steam".
 - ✓ Discourage disrespect and degrading behavior.
 - ✓ Learn how best to recognize and avoid potentially violent situations.

In researching material for this article I was sur-

prised to find that the American Nurses association (ANA) of Silver Springs, Maryland had addressed violence in their industry.

ANA issued the following statement:

"ANA works to protect nurses from work place violence in a variety of ways including lobbying for an enforceable OSHA Standard and State Legislation."

So, as can be seen, violence surprisingly does occur in other industries even including the nursing industry.

In a previous article as well as in this article, as NEISMA, ASTM and OSHA's representative, I have addressed safety in our industry including the matter of violence in our industry. In doing so NEISMA, on behalf of its membership, has been in the forefront in keeping our membership advised on such matters.

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How I Saved My R22 Rink, My Business

A couple years ago, Ron Zimmers looked out over his two full-size ice sheets and felt a certain sense of doom.

The 40-year-old sports complex, about 25 miles southwest of Detroit, was a hub of activity with people of all ages enjoying ice skating, volleyball, basketball, futsal, wrestling, and floorball. The center was busy and things were going well, but the VP of Operations knew for some time that things needed to change with his rinks.

Long ago, the United States Environmental Protection Agency declared that new production and the import of R22 will cease by 2020. As that time approached, refrigerant costs were rising and supply got tight. The prospect of not having R22 available and/or at reasonable prices left ice rink managers with R22 direct and indirect flooded systems facing the prospect of possibility having to shut their rink down. Something had to give.

So, Zimmer took an in-depth look at his direct liquid overfeed refrigeration system with approximately 11,000 pounds of R22 refrigerant operating with mineral oil.

“I did a fair amount of research and concluded the easiest and least expensive fix was to change out the R22 to ComStar’s RS-45 (R434a) drop-in replacement refrigerant. I breathed a sigh of relief knowing I wouldn’t be caught without any R22 options down the road,” Zimmer said.

ComStar International Inc., had introduced a turnkey program for ice rink managers to comply with the government-mandated phase-out of R22 refrigerant and was pleased to get Zimmer’s call.

ComStar, a 49-year-old U.S. company, manufactures the only R22 replacement refrigerant for use in flooded, R22 liquid overfeed ice rink systems without changing components or oil — and that was big deal for Zimmer and other ice rink managers who operate on a lean budget and can’t easily make costly capital expenditures, especially in emergency situations.

ComStar supplied the new RS-45 (R434a) refrigerant along with empty recovery cylinders for the R22 that was removed from the system and subsequently purchased by ComStar. Serv-Ice Refrigeration, a mechanical contractor from Northville, Michigan evacuated the R22 and recharged the system with RS-45 (R434a) for the two rinks over a four-day period in August 2017. The cost of the RS-45 (R434a) was offset by the R22 buyback, resulting in a small net cost to the Brownstown Sports Center. There was no maintenance performed on the system before or during the replacement of refrigerant.

Zimmers monitored the sequence of events and said, “We charged the first ice sheet system with approximately 5,000 pounds of RS-45 (R434a) and the ice was good to go the next morning. The results were much better than I imagined.”

As promised, ComStar’s RS-45 (R434a) refrigerant proved to be a true drop-in replacement

(Continued on page 16)



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DID YOUR SON/DAUGHTER WRITE THIS LETTER?

Dear Mom/Dad,

I Love you!

Since I probably don't tell you that as often as I feel it, I thought that before I gave you this letter, I'd tell you now.

You really are great to me in so many ways, and although I sometimes appear to accept much of what you give me with an uncaring attitude, I do really appreciate it and I am glad you are my mother/father.

What I want to say is not going to be easy, but I remember you telling me that it's important to be honest with yourself and with others and not take the easy way out when the more difficult way is

the honest way.

Remember after our last game I met you in the lobby and you asked me how I got that bruise on my cheek? Well, I didn't get it in the game as I told you. I got it in the locker room after the game when one of the kids said you were a loudmouth.

The reason he said it, Dad/Mom, was because not only he, but everyone in the rink could hear you yelling at the referee, our coach, and, yes, even me. There's quite an obvious difference between good old fashioned cheering and the kind of critical sounds we most often hear from the stands.

Don't worry Mom/Dad, I got in a few pretty good licks myself and his eye looks something like my

(Continued on page 17)

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1979 - 2019



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From page 15 - How I Saved My R22 Rink, My Business for R22 and blended with any remaining R22, featuring a low glide for high performance applications.

“After charging the first ice sheet with RS45 (R434a), the system was exposed to normal load conditions upon start up. Daytime ambient temperatures during the four days of the two ice sheet conversions ranged from a high of 91 to a low of 81. Under normal operation, the compressor performed load demand easily. Discharge pressure with RS45 (R434a) was slightly lower than R22. Suction pressure was easily achievable and oil pressure was normal. The system was running smooth and efficient,” Serv-Ice reported.

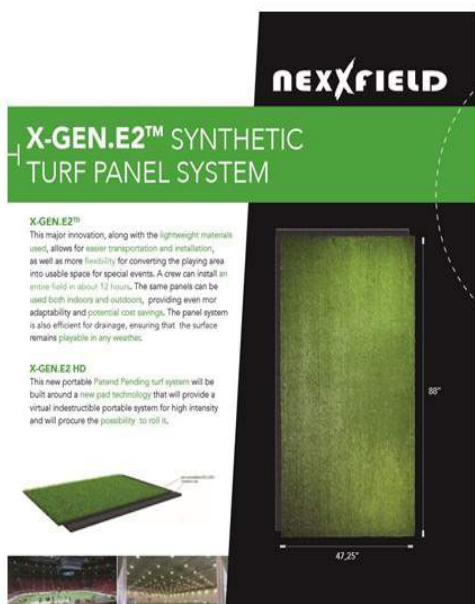
Remarkably, the second ice sheet conversion began with no ice, just concrete. After observing the performance of the first sheet for two days, the crew recharged the second rink with RS-45 (R434a) in the afternoon and flooded the rink with water during

the night. The next morning the ice was solid, ready to be painted and then re-flooded. Hockey players were skating on it the next day — an amazing 36-hour turn around.

“I’ve never seen ice freeze that fast. The system actually runs a lot more efficient and smoother now,” Zimmers said.

He smiled as he watched the skaters zip back and forth in front of him, realizing he had checked off a huge task on his never-ending list of projects and maintenance. The Serv-Ice technicians were similarly satisfied.

“Based on this experience, it appears that the retrofit of a R22 direct system to RS45 (R434a) is a great alternative to maintain the existing power plant for many years to come. The change out from R22 to RS45 (R434a) was easy, fast and provided good results to everyone’s satisfaction,” the company stated.



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The Brownstown conversion to RS-45 (R434a) proves, without a doubt, that a sheet of ice can be changed out and operating in 24 hours or less. And Ron Zimmers was really happy about that! Since then dozens of R22 rinks have converted over to RS-45 (R434a).

[sidebar]

SPECIFICATIONS OF CONVERTED R22 FLOODED SYSTEM

**Direct liquid overfeed refrigeration system
R22 refrigerant charge of approximately
11,000 lbs**

**Two reciprocating compressors; York GI-12
and an Emerson Vilter 450 XL**

No oil separation system

**System operation on mineral oil (no change
out required)**

System has a manual expansion valve

From page 15 - Son / Daughter letter!

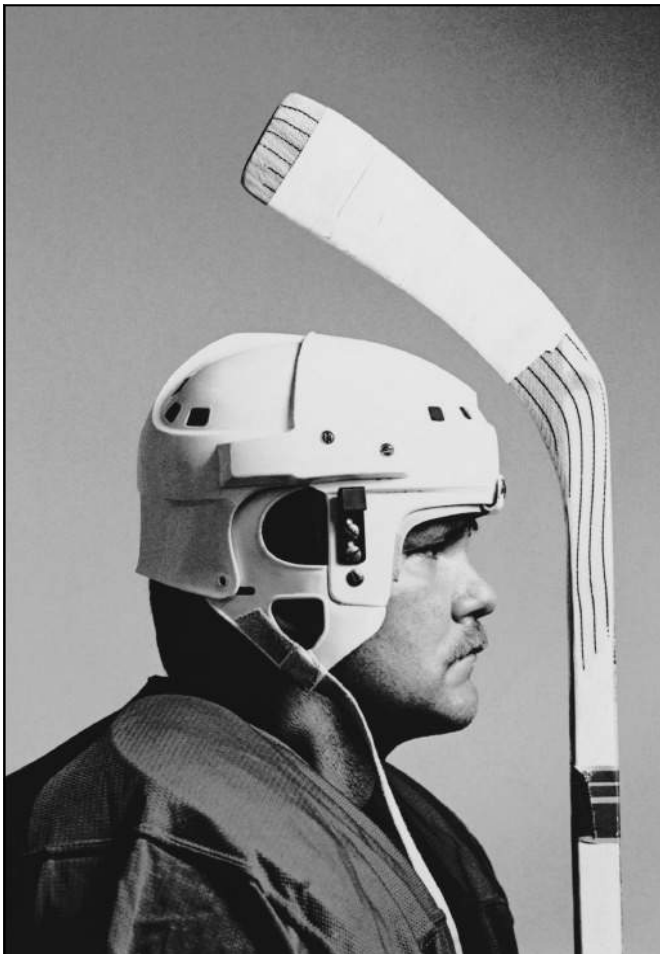
cheek, but the fact that it had to happen at all was wrong. It's not just you, Mom/Dad, but it seems that it starts as soon as the puck is dropped and just doesn't let up for the whole game. In fact, it really gets embarrassing, especially when it's your own mother/father who is the loudest of all!

So please, Mom/Dad, sit back and enjoy the game. You can be sure the referee, the coaches, and, yes, even I, your pride and joy, will continue to make the mistakes.

Let us make those mistakes. Hopefully, we will learn not to make the same mistake twice.

And don't forget, I love you.

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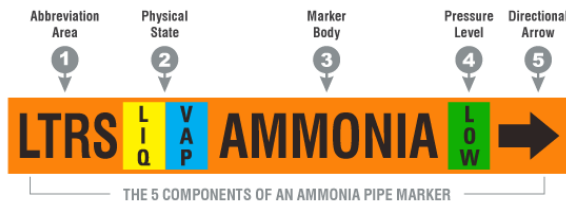
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Valve Tagging and Emergency Response Procedures



Standards for system labeling on rink chiller packages differ for Halocarbon Refrigerants (Freon) and Ammonia packages. The International Institute for Ammonia Refrigeration (IAR) has specific labeling schemes for Ammonia refrigeration, while the American Society of Heating and Ventilating Engineers (ASHRAE) governs Freon in accordance to ANSI A13.1 color coding.

Shut down valves on rink chillers also need to be tagged or labeled to different standards based on whether the refrigerant is Freon or Ammonia. ASHRAE requires stop valves to be “suitably labeled”. IAR requires that emergency shutdown valves shall be “clearly and uniquely identified at the valve itself and in the system schematic drawings.”

Both standards require that the emergency shut down valve or “King Valve” be labeled in a conspicuous manner so in the event of an emergency it can be easily identified and procedures can be followed. Both standards also require that emergency shut

down procedures are written, available and posted to be accessed in the event of an emergency situation.

Along with these procedures being written and available, it is the owner/management’s responsibility that employees are trained specifically to each rink’s



emergency shutdown procedures. Depending on how the procedures are written, this may mean that employees evacuate and contact a contractor for response. All contractors working in the vicinity of the refrigeration system are required to be trained on the rink’s emergency procedures. Both ASHRAE and IAR put the responsibility on the facility owner/management for emergency procedures to be posted and training recorded on these procedures.

These emergency procedures are to be written by someone with knowledge of the specific chiller package and well versed in refrigeration equipment operation. The valve tagging, piping and instrumentation diagram (P&ID’s) need to be accurate so that in an emergency the responders can review these from



(Continued on page 23)



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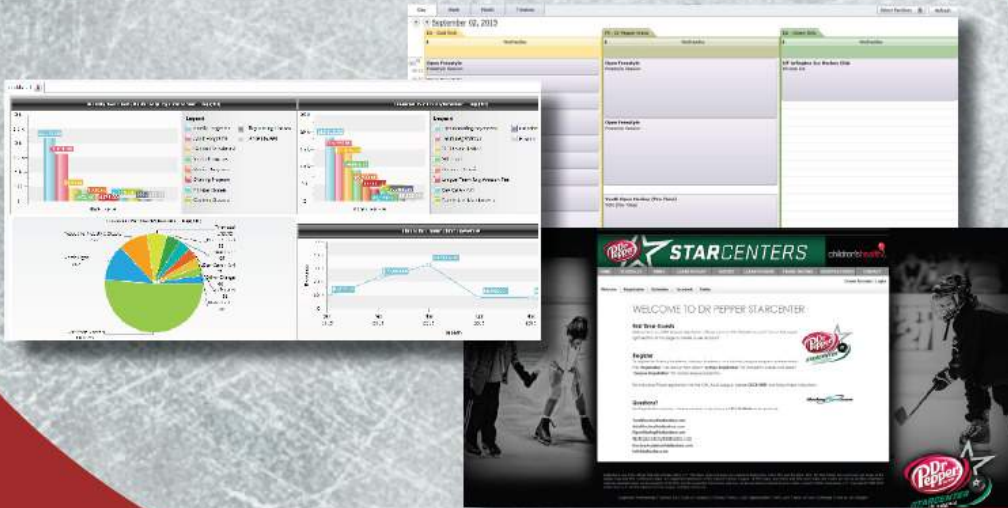
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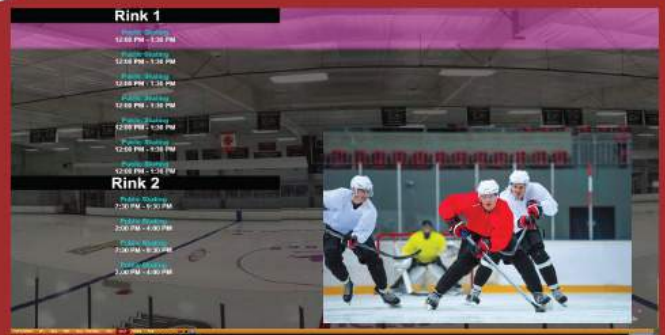
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- Beth Lenz, Kettler Capitals Iceplex



Showmanship in the Arena

by Andrew Barten, Ocean Ice Palace

Make left turns. Run two machines at once. Experiment with new patterns. Add an unusual horn, or lights, or both to your resurfacer. These are all ideas our staff, my wife and I contemplate and test everyday. We are constantly looking for ways to create buzz, show our guests something new or give our regulars something to talk about. We believe every aspect of the arena is a show from the moment a person walks in the door.

There is a lot of experimentation taking place currently in the game of baseball whether it is the wild and crazy antics of Jesse Cole and the Savannah Bananas* or the experimentation taking place in the Atlantic League at the request of Major League Baseball**. The fact of the matter is in the modern age of technology, social media, binge watching, and obsessive

video game consumption people are less patient and expect to be entertained in anyplace, at anytime. The goal of our team is to keep people off their phones and engaged with our experience from start to finish.

Those of us in the ice sports industry are fortunate to be involved in a fast-paced, highly visible game (from the fan perspective: black pucks, white ice, confined space, etc). Unlike baseball, hockey & figure skating fans don't typically complain about a lack of action or leave early (to be fair, 9 innings is a long time). That being said, there is an opportunity to stand out from the crowd and make your arena different from the rest. There are so many ideas.

The NHL has been doing this for years too, we look for opportunity to fill some of the down time and empty spaces between games. Whether it's Knockerball between periods, chuck-a-puck challenges, bumper cars on ice, resurfacer ride along, customer photos with the resurfacer, t-shirt giveaways, character visits (think Dora the Explorer), and so much more. People want to engage.

Aside from engagement, people also want pictures, conversation pieces and WOW! moments. The examples listed above are just a few. More subtly however, we also like to use the Zamboni to accomplish the aforementioned. We love to make left turns once in-while, the change in direction typically keeps the surface flatter, smoother & faster. It draws the customer's attention and it is astounding how many customers will pull myself, my wife or the resurfacer operator aside and ask what was happening there,



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why did you do that? This builds rapport and again engages your consumer in a manner in which they have not been engaged previously.

Recently, I posted on LinkedIn, a social media site geared towards professionals, a short video and a description of a dual Zamboni pattern we ran during our War at the Shore summer ice hockey tournament series that I have coined, ‘glimmer glass.’ It involves using two resurfacers where the first machine completes its lap(s) around the outside of the arena and then begins its pass(es) down the center of the ice. Once the first machine begins cutting the center strip, the 2nd machine starts the pattern again, using 1/2 water and simply flooding over the existing pattern, using hot water of course. The result of how the ice looks relative to the spectator over a very time efficient period is astounding. It gener-



ates at least 2-3 separate comments from each new person who sees it.

To be clear, I do not recommend using this method constantly or repeatedly over a short period of time. Indeed, there are potential ramifications to the quality of your ice sheet regarding oxygen trapped in pooling water, the density of your ice, and the potential for ‘snowiness’ resulting from this. However, under certain circumstances it is a great tool to have in your toolbox. Allow me to provide you an example:

During our summer tournament series, War at the Shore, we operate one sheet over four (4) consecutive weekends, between sixteen to eighteen (16-18) hours a day. Performing between eleven to fourteen (11-14) ice cuts per day. These resurfaces are often completed quickly due to schedule constraints and our focus on keeping our tournaments on time, which directly correlates to customer satisfaction. Undoubtedly quality of ice is

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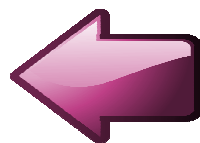
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NOT listed
 Renew your facility or vendor membership as early as possible. See the Registration form on **page 31**

(From page 18 - Valve Tagging)



a safe location and work through them once in the room. Along with the operation of the emergency equipment (ventilation and emergency stops), signage on the valves themselves is critical for timely response and minimizing exposure during leaks. These should be reviewed with local first responders as well, to ensure the safety of all parties who would be present in the case of an emergency.

Primary Account holders may Check their NEISMA account at NEISMA.com.

- Check the accuracy of your info on file with us.
- Just go to neisma.com and click on **On line membership tab**
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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.

(Continued on page 26)



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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.

(From page 20 - Showmanship

always a priority, however we also strongly believe in balancing this with sustainability of the sheet, recognizing staffing demands, team morale, and 'showmanship'/public perception.

The ice arena industry is tough business and difficult to maintain margin. The ice sports are expensive as are the expenses to operate a well-run facility. Focusing on all the aspects of the customer experience is an easy, team building practice that helps you create, grow and maintain customer loyalty. Presenting a perceived beautiful sheet of ice is important after every game. Making sure the guests to your arena know you appreciate them from the moment they walk in the door is important. Go out of your way to demonstrate your expertise and willingness to ensure players, skaters, and spectators alike have a great experience and are able to engage with your brand at every opportunity. This breeds loyalty, loyalty creates long-term success.*

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From PAGE 8 - Letter to a Coach

If you're like thousands of other people in the United States, you're a person who was in the right place at the right time (or the wrong time depending on how you view the situation) and you find yourself a volunteer coach with a group of kids who are ready and willing to be led.

The law of averages would say that you're probably the parent of one of the players, but in any case, you're just an average citizen who, for one reason or another, has agreed to act as a coach for the first time -- or if you're dedicated to helping kids, you've been around a while.

Volunteer coaches in many programs seem to think that all they have to do is coach a winning team and they've done a good job. Nothing could be further from the truth, because whether you realize it or not, you will have a great influence on the youth of your team. They will notice how you dress, how you speak, whether you can control your emotions, whether or not you have a sense of humor, if you are fair, if you know the rules of your sport, and a lot of other things which will be impressed on their minds for the future. So you see, you're not just the average person who has "graciously" agreed to volunteer his/her time. Believe it or not, You've got a very important job on your hands as a leader of young people. What kind of job you do is up to you.

Every coach should recognize that players continue to participate in youth hockey because they are having fun. And whether your players DO have fun is up to YOU.

They will have fun if they play. Remember that winning is important, but your objective is to win using ALL of the players, not just the "best" players. They will have fun if you encourage them. To be yelled at in

(From page 24 - It's A Party)

- ◆ 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).
- ◆ 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 great it was. These customers will be your best advertisers.

front of teammates, opponents, and parents does not encourage a hockey player.

They WILL have fun if you are understanding. There will be times when your players perform to the very best of their ability but the other team is simply better.

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Workers Compensation Insurance and Independent Contractors

By Tom Ferguson

One of the most frequently asked questions regarding Workers Compensation insurance involves independent contractors versus employees. When is someone an employee and when is he/she an independent contractor? I am going to attempt to provide a brief outline of what is involved. Please note that this only scratches the surface. Hopefully, however, it will serve as a guide in approaching the issue.

Generally speaking, an independent contractor is a completely separate business entity (corporation, LLC, partnership or individual) with which you contract for services. That entity performs the work on its own schedule, provides whatever tools and materials are needed, works for as many customers as it wants, invoices the customers in order to be paid, is liable for its own negligence and is subject to the same legal and taxation requirements as any other business.

Sounds just like the refrigeration company, the plumber, etc., right? It is. When dealing with these companies you would normally want to have some sort of agreement or contract with them to outline what is to be done and who is responsible for what. You would want to make sure that the entity has insurance that names you as an Additional Insured so that, if you are sued because of its negligence, you will be protected. Standard stuff.

Now, what about the person that you want to use as a referee, scorekeeper or coach? If they are to be considered independent contractors, they are subject to the exact same criteria. If they don't meet the standard, they are most likely employees. Says who? The IRS, the state Dept of Labor and the insurance companies do. In fact, they are

becoming increasingly vigilant in this area.

These individuals almost never have their own Liability or Workers Compensation insurance coverage. That may not matter in your state. It may not matter to the IRS but it may to your insurance carrier. The insurance companies providing coverage for the facilities will often consider such individuals to be employees and attempt to make a premium charge, if the person can't show evidence of their own coverage. To them, no contract and no insurance equals employee. Why? In many cases, people have agreed that they are an independent contractor only to turn around and claim employee status when they are injured. Unfortunately, the Dept of Labor in some states side with the injured party in these cases and have forced the insurers to cover the claim.

The point is that there are all manner of legalities at play here and I am not an attorney. You need to know the rules in your state.



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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.

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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 - please, no relatives).
- _____ Your most recent high school or college transcript.
- _____ A one (1) page, single spaced essay on the abovementioned topic.

APPLICATIONS SHALL BE POSTMARKED NO LATER THAN MARCH 1, 2020.

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NEISMA 2019 - 2020 Membership Registration

September 1, 2019 – August 31, 2020

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: _____
Last First

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- Current Rink Issues and How to Address Them

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