

Sport User Package

This document is a compilation of important information that all regular sport users should be aware of. In this package you will find information on:

- Helpful Contacts
- Oval First Aid Procedures
- Evacuation and Alarms
- Participant Lists
- Preferred Sign In and Out Procedures for Children
- Lost Child Procedures
- Access
- Clean Up
- Facility Map
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- Bags and Personal Items

Helpful Contacts: *I need assistance at the Oval, who should I contact?*

Sport Attendants: Your primary link on the activity level.

- Assist with court space, court set up, equipment needs, safety & first aid, maintenance and Sport Program registration. This includes requests for ice, and equipment like extra seating. Note that no additional equipment is guaranteed unless stated on a rental contract.
- Roam over the activity level, but primarily located at the Sport desk on the South West corner of the activity level (near climbing wall).
- During Public Ice times, sport staff can be found in the Skate Shop located outside of rink 1 in the South East corner.

Customer Service Representatives: The first people seen at the Oval.

- Assist with general Oval Information, Oval registration, parking, childminding & lost and found.
- Customer Service representatives can be found at the Oval Front desk centrally located on the first floor of the Oval.

Operations Workers: Behind the scene operators.

- Includes many roles like ice cleaning, event set-up, spill clean-up, and room set-up.

Oval First Aid Procedures: *What do you do when your participants get hurt?*

The Oval has a well developed first aid procedure. If your participant is injured find our staff to apply first aid or initiate the emergency response plan.

Minor first aid

1. Oval Staff will treat injury appropriately.
2. Documentation will be recorded via a Richmond Olympic Oval First Aid / Incident Report Form.
3. Documentation will be passed along to management for any follow up.

Major first aid

1. Oval Staff will begin appropriate treatment
2. The **Emergency Response Team** will be activated.
3. Emergency Responder will take leadership of situation

For minor first aid ice is readily available. Please contact our Sport Attendant if this is required.

Evacuation and Alarms: *You heard an alarm, what do you do?*

Stay calm. The Oval has a two tiered alarm. The first alarm is an intermittent alarm that pulses. This indicates an alarm has sounded but has not been confirmed. Staff will have 5 minutes to confirm or cancel the alarm. Continue activities.

If the second tier alarm occurs (constant ringing), please gather your participants and wait for further instruction. The second tier alarm does not mean an emergency but does mean that participants will need to be ready to evacuate. If you are an ice user please prepare participants for evacuation to the outdoors (take off skates).

If staff or a PA announcement indicates evacuation, please follow staff instruction. You will be led out of the building.

Participant Lists: *How do we screen for authorized participants?*

To best ensure the integrity and legal liability of the Richmond Oval it is requested that regular sport users provide an up to date list of active participants in their programs. This will be used to verify participants who indicate why they require access to the building.

A roster or schedule will be required for participants to gain entry.

Mitigating Lost Child: *Preferred Sign In and Out Procedures for Children*

The Oval is a large, active, and open facility. Because children can be picked up by parents without coaches knowing, we recommend a sign in and out procedure for programs of extended length.

For Oval camps all participants must be signed in and out of camp by an identified authorized individual only. If there are any changes to the authorized pick up list, parents must send written permission to camp staff. Children will only be authorized to sign themselves out with signed

parental consent. This procedure helps to track all children when they are under Oval care so that our Missing Child Procedure (above) is not accidentally activated.

It is required that all user groups provide adequate supervision to their participants at all times.

Lost Child Procedures: *If a child is lost, what should you do and expect?*

If a child goes missing:

1. Stop the activity, and contact Oval staff. We will initiate our missing child procedure. The Emergency Response Team will need to know where and when the child was last seen, and where you are so the Emergency Response Leader can come to you. Provide the Emergency Response Team with a detailed description of the child. Include the following:
 - Hair color
 - Age
 - Clothing they were wearing
 - Where they were last seen
 - Name of the child
 - Ethnicity of the child
 - Any distinguishing characteristics (glasses, etc.)
2. Please speak with the other children in the program to gain as much information as possible about when the child was last seen. Communicate this to the EMR.
3. When Oval staff hear the code we will initiate our own head count immediately, in case the missing child has moved to another camp mistakenly.
4. It is recommended that if participants get lost they are directed of an identified meeting location. Please check the identified meeting location to see if the child has gone there.
5. Members of the Emergency Response Team will begin a systematic sweep of the building and adjacent outside spaces. The sweep will continue until the child has been located or all areas of the building have been searched.
6. The Customer Service Desk staff will be on heightened awareness, keeping a lookout for the child, and monitoring all the exits in the area. If the child is located trying to leave via one of these exits, get the child to stay at the Customer Service Desk and radio the Emergency Response Leader to let them know the child has been found. The Emergency Response Leader will then relay that message to your team so the search can be discontinued.

7. If the child is not located after a sweep of the building, the Emergency Response Leader will contact 911.
8. Be prepared to provide the authorities with a detailed description of the child and the events leading up to the disappearance.
9. Once authorities have taken over the search, you will be interviewed to complete an accident/ incident report before you leave. Include as much detail about the situation and what was done as possible.

Access: What do I have access to?

Schedule C: Schedule C is the definitive list of courts, dates, times, and costs associated with the rental. It is imperative that user groups review this list and contact the Oval with any concerns asap.

General Rentals: Participants only have access to the listed space in the rental contract and public change rooms. Participants will only be allowed entry 15 minutes prior to their rental.

Ice Rentals: In addition to your ice time you are allocated two change rooms during your corresponding time.

Spectators: Must check in at the front desk and will be permitted to watch provided they are not taking part in the activity. The Oval does have the right to refuse entry to any spectator.

Open Courts: Participants who are not members or have not paid for drop-in are not permitted access to any other facilities aside from the booked space; this includes warm up space (i.e. if you booked a basketball court, you cannot run on the Track to warm up, or access the fitness centre after practice). It is expected that the renter will enforce this for their clients – additional charges will be incurred for use of extra space.

Oval staff may ask members for proof of membership or proof of Drop-In payment at any time. If your group would like to extend their stay at the Oval at the end of the rental, they are welcome to pay the drop-in rate and have access to other areas of the building (restrictions apply-see the Front Desk for more info).

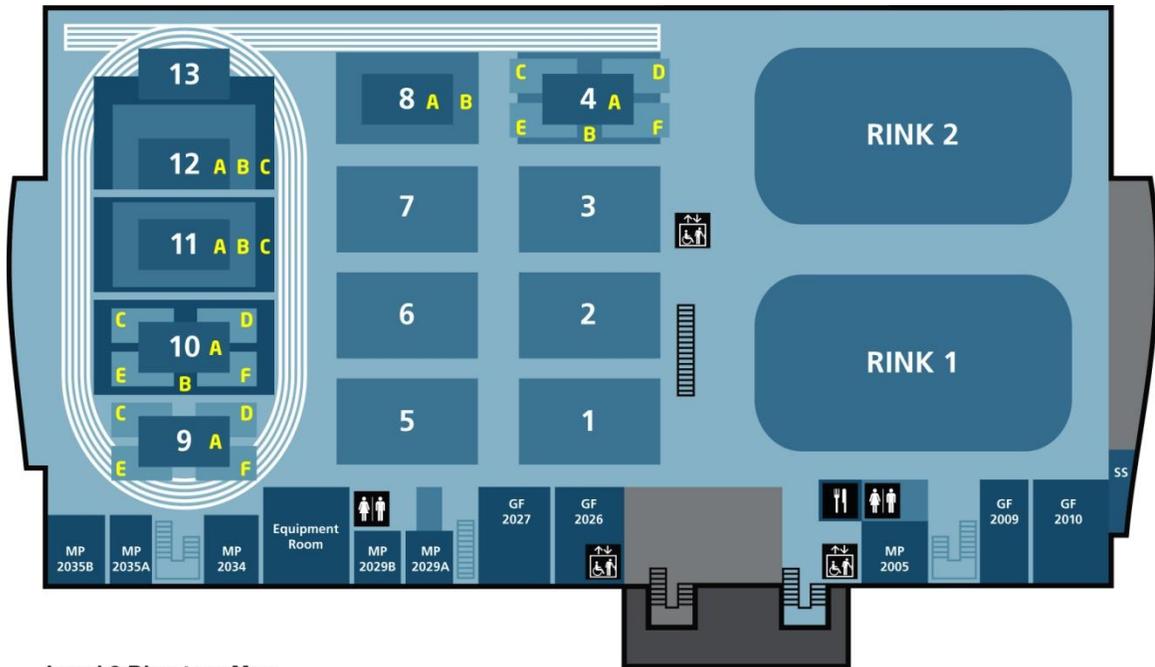
Member Courts: The Oval strives to commit to two member courts at all times and any open courts will be allocated to member courts/Oval programming. If you are unsure which courts your group has booked, please see your organizer or an Oval Sport Attendant.

Clean Up: How do we expect the area to be left?

Please leave the courts as you find them. Dispose of all garbage and recycling immediately after the completion of the rental and leave the space rented in a clean and safe condition. User Groups who damage any Oval property and equipment, or leave an excessive mess, at the discretion of Oval staff, may be subject to applicable fees.

If your group generates large amounts of recycling or waste contact a Sport Attendant to have additional collection.

Facility Map



Level 2 Directory Map

Food, Music, and Drink: *What and where can I eat? What can I listen to?*

If you plan to play music please inform us in advance of your booking. Music requirements change based on the types of bookings at the Oval on each particular day. Music volume must be kept low and cannot disrupt any other programming. Staff will need to adjust music volume based on the bookings, please respect their requests. The Oval is a family friendly atmosphere, offensive language is not permitted.

- Ice Zone Music: The Oval has one sounds system that is shared between 2 rinks.
- Court Zone Music: Outlets are available on the courts. Please contact a Sport Attendant for assistance. User groups must bring their own audio equipment if not included for an additional rental fee.

Food & Beverage:

The Oval is pleased to provide catering services by O Cafe, and requires that they be given an opportunity to provide pricing and services for your needs. Their manager can be reached at 604-299-1960 or via ocafe@oliveu.ca.

Note:

- All food and beverages should be consumed at O Cafe (located on level 1).
- No food or beverages permitted on the courts, track or ice without written approval.
- Any large user groups wishing to eat at the Oval must book a multi-purpose room.
- In order to prevent confusion and potential misplaced children during lunch, it is requested that any summer camp group eating lunch at the Oval work with your Oval representative to find the best eating option.

Bags and Personal Items: *Where can I store my personal items?*

The Richmond Olympic Oval is not responsible for lost or stolen items.

Court & Track: There is limited storage on our activity level; and no secure storage available. It is recommended that all personal belongings be stored in a locker in our main floor locker rooms located down the east hallway off the front desk. If users are wishing to bring items to the activity level please place things neatly to the side lines or request shoe cubby benches during the time of your booking request.

Ice: All Ice users will receive 2 dressing rooms per ice time (unless otherwise noted) and can secure belongings there. To safely secure belongings ice users are reminded to bring 2 standard size pad locks and keys to place on the team room doors during use.