

MAY/JUNE 2006

EDGE

The professional journal for the ice skating industry

Is Your Facility Prepared for an Emergency?

Standard Operating Procedures for:

- Chemical leak
- Severe weather
- Power outage
- Fire
- Medical emergency
- Bomb threat
- Intruder

- Backup Generators
- AED Litigation Update
- Coaching That Gets Respect



Hat Trick

For insurance coverage that scores big, turn to K&K Insurance - our programs are designed specifically for ice rinks, hockey leagues and instruction. Add in competitive premiums and a responsive claims staff for a triple threat that's hard to beat. Call us today and find out how we can protect your organization.

- Superior Coverages
- Competitive Premiums
- Experienced Claims Handling

K&K[®]
INSURANCE

Insuring the world's fun!

866-554-4636
www.kandkinsurance.com

CONTENTS

OPERATIONS

- Emergency Generators Have Come a Long Way 8**
by Jeffrey Doucette
- Ask iAIM. 10**
Safe LPG fuel handling,
rubber floor replacement tips

MANAGEMENT

- AED Litigation Risk Update. 14**
by Mark B. Seiger and Mary F. Pastorello

PROGRAMMING

- Power Ice: Learning Fuel 16**
by Wendy Marco

- Earn Respect and Discipline Through Positive Coaching . . 18**
by David Jacobson

COVER FEATURE

- Is Your Facility Prepared for an Emergency? 24**
by Lori Fairchild

- The Wrath of Wilma Incredible Ice's incredible hurricane experience. 28**
by Lori Fairchild

- Member Profile: Ed Peduto 30**
by Lori Fairchild

DEPARTMENTS

- CrossCuts Announcements 4**
- Message from the President. 6**
- Coaches' Corner 22**
- ISIA Education Foundation Report 34**
- Ice Arena Association News 38**
- Calendar ISI-Endorsed Competitions & Shows/Exhibitions 42**
- Classified Advertising 44**
- And Another Thing 46**

Publisher
Ice Skating Institute

Editor
Lori Fairchild

Editorial Advisors
Peter Martell
Patti Feeny

Print Production and Advertising Sales Manager
Carol Jackson

Art Director
Cindy Winn Livingston

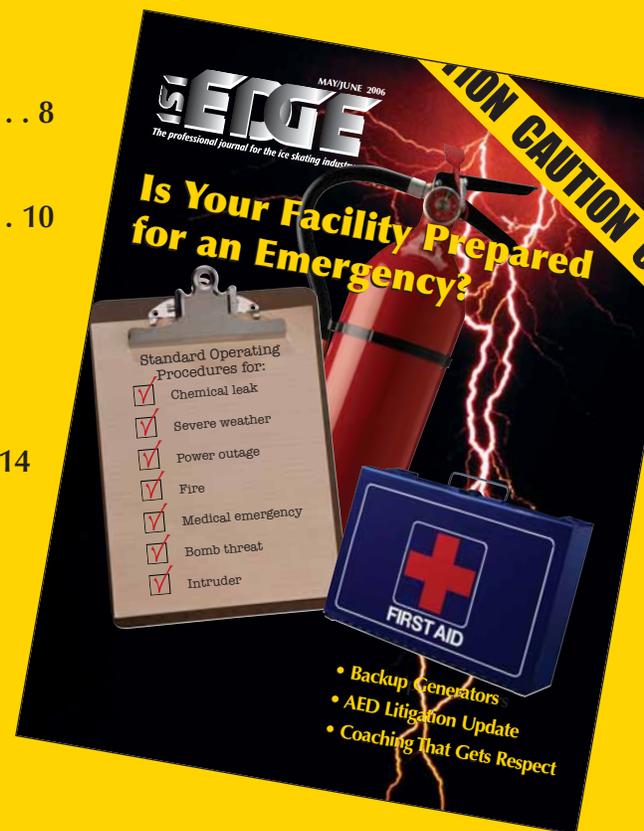
Contributors
Jeffrey Doucette
David Jacobson
Wendy Marco
Mary F. Pastorello
Mark B. Seiger

The ISI EDGE (USPS 017-078, ISSN 1522-4651) is published bimonthly; January/February, March/April, May/June, July/August, September/October, November/December; by the Ice Skating Institute, 17120 N. Dallas Pkwy., Ste. 140, Dallas, TX 75248-1187. Annual Subscription Rate is \$24.00 per year. Periodicals postage paid at Dallas, TX, and at additional mailing offices.

POSTMASTER NOTE: Send address changes to ISI EDGE, c/o The Ice Skating Institute, 17120 N. Dallas Pkwy., Ste. 140, Dallas, TX, 75248-1187. Printed in the U.S.A.

Subscriptions available through membership only.

©2006 by the Ice Skating Institute. Reproduction in whole or in part is prohibited unless expressly authorized in writing by publisher. All rights reserved. Opinions expressed by contributors do not necessarily represent the views of the Ice Skating Institute, the publisher or the advertisers. Submissions of manuscripts, materials, photographs, and artwork are made at mailer's risk and must include self-addressed envelope with sufficient postage for return. No responsibility will be assumed for unsolicited materials. ISI reserves the right to edit material submitted for content and space consideration.





*Dedicated to providing leadership,
education and services to the
ice skating industry.*

ICE SKATING INSTITUTE
17120 N. Dallas Parkway, Suite 140
Dallas, TX 75248-1187
Phone: (972) 735-8800
Fax: (972) 735-8815
e-mail: isi@skateisi.org
www.skateisi.org

ISI INTERNATIONAL HEADQUARTERS

Executive Director
Peter Martell
**Managing Director,
Member Programs & Services**
Patti Feeny
**National Events &
Skating Program Coordinator**
Barb Yackel
Administrative Assistant
Kathy Chase
Controller & Tradeshow Manager
Karen Schaffer
Membership Coordinator
Kimberley Russelle
**Advertising Sales &
Print Production Manager**
Carol Jackson
Sponsorship Sales Manager
Stuart Sedransky
Marketing & Communications Director
Emily Teague
Information Services Coordinator
Jeff Anderson
Customer Service Coordinator
Angela Tooley

ISI OFFICERS

President	Jim Hartnett
1st Vice President	Mike Paikin
2nd Vice President	Janice Forbes
Treasurer	Richard Arenella
Secretary	Margy Bennett
Immediate Past President	Jim Lange
Past President	Boyd Wietecter

DIRECTORS

District 1	Katy Hayden
District 2	Robyn Bentley
District 3	Lisa Fedick
District 4	Jeff Doucette
District 5	Shane Douglas
District 6	Toni Cooper
District 7	Maria Koman
District 8	Jimmie Santee
District 9	Dan Smith
District 10	Char Martin
District 11	Liz Mangelsdorf
District 12	Jenise Jensen
District 13	Cindy Jensen
District 14	Paige Scott
District 15	Bert Blanchette
District 16	Cindy Solberg
District 18	Glyn Jones
Hockey	Kevin McCormack
Builders & Suppliers	Doug Peters
Instructors	David Santee
Commercial Facilities	Scott Slavensky
Public/Not-for-Profit Facilities	Pete Carlson
Schools, Colleges, Universities	Vicki Korn
iAIM Chair	Jack Vivian
PSA Representative	Gerry Lane
USFS Representative	Homer Hagedorn
ISIA/Asia Representative	Raul Gomes
MAMA Representative	Trudy Ivory
MIAMA Representative	Russ Rose
MIRMA Representative	Judy Sniffen
WIAMA Representative	
Education Foundation	Don Bartelson
Lifetime Honorary Member	Carol Zdziebko

CROSSCUTS

announcements

Landmark California ice rink seeks new owner

BERKELEY, Calif. — East Bay Iceland Inc. is seeking a new owner/operator for the historic urban ice skating facility Berkeley Iceland. A concerted effort is being made to sell the 66-year-old property to new owners with an interest in upgrading and maintaining the property as an ice skating rink. Berkeley Iceland had been using an ammonia-based refrigeration system, long the industry standard, for over 60 years. While the system has never posed a significant risk to the public, in 2005, the city of Berkeley required Berkeley Iceland, at considerable cost, to evacuate the ice rink's permanent system and install a temporary system that reduced the volume of ammonia on-site. Jay Wescott, general manager of East Bay Iceland Inc., said the transition to a new permanent system would be cost-prohibitive after the expense of the temporary system installed last year. For sales information, contact John Gordon of Gordon Commercial Real Estate Services, (510) 704-1800 or john@gordoncommercial.com.

Turkey and Croatia. Santee has been an Illinois Special Olympics figure skating judge, co-founder of the ISI District 8 Coaches Education Program, board member of PSA and ISI, and member of the ISIA Education Foundation board of trustees. He is an iAIM-certified ice arena operator, programmer and manager, a Level I U.S. Speed Skating coach and a former associate-level USA Hockey coach.

Suburban Sports Group announces GM promotions

FARMINGTON HILLS, Mich. — Suburban Sports Group has announced that Jeff Mitchell will be assuming the role of general manager at Suburban Ice-East Lansing in East Lansing, Mich. and Julie Pardoski will take over as general manager at Suburban Ice-Macomb in Macomb, Mich.



Julie Pardoski **Jeff Mitchell**

PSA announces Santee as new executive director

ROCHESTER, Minn. — The Professional Skaters Association has announced that Jimmie Santee will become its new executive director, effective June 1. He will take over the position from Carole Shulman, who is retiring. Santee was the 1979 U.S. National Junior Men's Champion and competed internationally until 1985, when he joined Disney on Ice. He served as head coach for the Park Ridge Speed Skating Team, director of skater development and skating director, and is now facilities coordinator for the Oakton Ice Arena, part of Illinois' Park Ridge Recreation and Park District. He has coached at the past 11 U.S. Regional Championships and has trained international-level skaters from Poland, Japan, Luxembourg,

VSC Sports Enterprises promotes Blanchette, Wise

SHERMAN OAKS, Calif. — Michael Paikin, president of VSC Sports Enterprises Inc., has announced the promotion of Bert Blanchette to senior vice president and Richard Wise to vice president-facility operations. Blanchette, who has been with the company since its inception, oversees VSC and client corporate structure and consults on facility designs, financial setup and planning and management for company clients in the ice skating industry. Wise has been with VSC for more than 10 years and has been instrumental in developing and administering IT systems, employee training and setting up skating programs. He has actively managed, consulted and operated ice skating facilities for both VSC rinks and clients' locations.

Continued on page 6



The greatest
risk on your ice
may be the one
you'd least expect.

With over 43 years of winter sports insurance experience, Willis knows the risks associated with running an ice rink are not always obvious. That's why we created RinkGuardSM, an insurance program designed specifically to meet the unique needs of the ice rink industry.

To learn more about RinkGuard, call your insurance agent or broker today.

RinkGuardSM
Cover your ice.



55 Bay Street, Suite 107, Glens Falls, New York 12801, 518-615-0314, scott.brandi@willis.com, www.willisprograms.com
©2005 Willis of New Hampshire, Inc. "RinkGuard" and "Cover your ice." are registered trademarks of Willis. Ice Sharks logo trademarked by Boston Ice Sharks.

MESSAGE FROM THE PRESIDENT

Here we are, just days before the 2006 ISI/NEISMA joint conference. This will be the first time a local arena managers' association and the national trade association have combined resources and efforts for the overall good of the industry. Duplication abounds in our industry and, in time, it will take a toll on all of us. But this joint event is a step in the right direction.

As I was thinking about this conference, my mind wandered back to my first trip to a NEISMA meeting. I was going through a trade magazine (maybe this one) and came upon the notice of an ice skating association's plans for a meeting in the Boston area. I called the number posted to get an idea of the size and kind of attendance they anticipated. The person I spoke to was none other than NEISMA's current treasurer, Ed Peduto. At that time Eddie was single and living in an apartment fondly known as "the Hockey Shack" with a couple of college hockey officials named Gallagher and Gravellese. Ed was not the same loving, compassionate guy he is today. He took umbrage to my questions about the size of his group. He basically told me that they had been doing just fine in the Boston area without me. If I chose to come, fine, and if I didn't, I wouldn't be missed.

Well, I must say that Eddie not only got my attention — he also got my Irish up. So down I went to the meeting at Boston College's Conte Forum. Ed was working the door, supported by his roommate John Gravellese (Hockey East's finest referee). An exchange of wit and sarcasm ensued. I quickly realized Eddie's love and passion for our industry was for real. It came from deep within. Since that first meeting on the steps of Conte Forum, I'm proud to call Ed Peduto my friend. (Read more about him in our member profile on page 26.)

The respect I have for Eddie, Bill Chase, Norm Reid, Al Tyldesley, Lee Roy, Stevie Hoar and all of the other past and present officers of NEISMA has grown and strengthened over the years.

It is these personal relationships that make this conference all the more exciting for me. I can't wait to be with my friends in Boston, sharing education, information and good times. Boston's most famous rink operator, Cheers owner Tom Kershaw, will host a night at Cheers for the rink industry. Maybe we'll get Sam or Norm on skates. Boston is a great city with great people. I'll see you all there.



Jim Hartnett
President,
ISI Board of Directors

Continued from page 4

Ice Rink Events and Becker Arena Products selected for Frozen Tundra Hockey Classic

GREEN BAY, Wis. — Texas-based Ice Rink Events was called in to build the ice rink for the 2006 Frozen Tundra Hockey Classic at Lambeau Field, and Burnsville, Minn.-based Becker Arena Products Inc. was selected to provide the ice rink graphics. The University of Wisconsin Badgers took on the Ohio State Buckeyes in the Feb. 11 event, which also served as the U.S. Hockey Hall of Fame Game.

Positive Coaching Alliance named Sports Ethics Fellow

KINGSTON, R.I. — For only the second time in the 16-year history of the National Sportsmanship Day program, the Institute for International Sport has selected an entire organization as a "Sports Ethics Fellow." Positive Coaching Alliance (PCA) has received this honor for its extraordinary commitment to fair play in sports through its "Honoring the Game" initiative. PCA is a nonprofit organization run by Jim Thompson at Stanford University. Its mission is "Transforming youth sports so sports can transform youth." National Sportsmanship

Day is widely acclaimed as the largest sportsmanship initiative in the United States, if not the world. More than 13,000 schools around the globe celebrated this year's event on March 7, involving more than 6 million students, coaches, administrators and parents focusing on the issue of sportsmanship.

Zamboni and Browning inducted into World Figure Skating Hall of Fame

COLORADO SPRINGS, Colo. — Frank J. Zamboni (posthumously) and four-time men's world champion and three-time Olympian Kurt Browning were inducted into the World Figure Skating Hall of Fame during the 2006 ISU World Figure Skating Championships in Calgary, Alberta. Zamboni also was inducted into the ISI Hall of Fame in 1965.

Central Missouri hockey group earns coveted award

STANFORD, Calif. — The Central Missouri Eagles Youth Hockey Association has earned Positive Coaching Alliance's coveted Honoring the Game Award for creating a positive

environment for youth athletes. Among the Eagles' achievements was involving their players in community work to benefit patients at the University of Missouri Children's Hospital. PCA paid tribute to the Eagles on March 24 at the Fifth Annual Positive Coaching Alliance National Youth Sports Awards dinner at Stanford University.

Group Ice chooses new Maximum Solutions software

MIRAMAR, Fla. — Maximum Solutions' MaxEnterprise software package has been chosen as the common platform for all Group Ice facilities. Future upgrades will be developed at the facilities. The long-term agreement provides Group Ice with Maximum Solutions' administrative applications while offering Maximum Solutions greater market reach. In addition to being available through Maximum Solutions, Group Ice's sister company, Burleys, will be an exclusive value-added reseller (VAR) of the software. ■

Send announcements and photos to editor@skateisi.org. Look for facility news on ISI Online, at skateisi.org.



RISKY BUSINESS? NOT IF YOU'RE WITH THE RIGHT PARTNER.

How experienced is the agency that handles your insurance? Do they actively help lower your risk of injury and potential claims? Help keep premium costs down? There are lots of changes taking place in the insurance industry. Unless you're careful, the partner you thought you had, may not be there when you need them most.

Give us a call. Or send an email to rink@richardsongroup.com. We'd be happy to answer your questions and share the knowledge we've gained from years of focusing on what matters most—keeping skaters and the rinks they skate in safe.

COMPETITIVE PRICING • PREVENTION FIRST LOSS CONTROL PROGRAM
COMPREHENSIVE COVERAGES • EXPERIENCED CLAIMS HANDLING



visit our website at www.richardsongroup.com

SPECIALTY COVERAGES FOR ALL YOUR INSURANCE NEEDS
1 800 990 RINK

Emergency Generators Have Come a Long Way

by Jeffrey Doucette

Aug. 14, 2003 will be remembered by residents of the northeastern United States and Canada as the day of the big blackout.

It started with a small regional overload in Ohio that caused a domino effect. (At least, Ohio was the one blamed for starting it.) The power outage that hit the eastern interconnect was the worst in U.S. history, affecting 50 million people in eight states and Canada, including such major cities as New York, Toledo, Detroit and Ottawa. It shut down more than 100 power plants. Even some hospitals in New York City were affected because their reciprocating engine-driven backup systems failed for various reasons during the blackout. It is estimated that between 150 and 200 ice arena facilities may have lost their ice or been affected in some way.



Even though most, if not all, facilities have some form of backup generator, very few have the capability of operating the refrigeration equipment in order to maintain ice. Most backup systems are natural gas, propane or diesel power generators designed to

light the interior of the buildings long enough to evacuate or maintain low light levels. Other facilities may simply have battery-powered light packs.

If your facility has light packs or an old generator — or if you are located in a blackout-prone area — it may be time to consider a change.

When evaluating your backup requirements, you need to first determine what you want to accomplish. The first priority is typically people safety, beginning with sufficient lighting to allow people to exit the building. Other concerns may be life-support equipment such as elevators, escalators and any equipment needed for minimal operations by the facilities staff. Next would be equipment that needs to remain energized, such as computer systems and ice-making or compressor controls.

Emergency generation systems have come a long way in the past 10 years. Previously, in order to provide enough power to operate the refrigeration system and control the lighting and comfort in an ice arena, the generator would have been almost the size of a small tractor-trailer, and the cost to operate and maintain this size system was prohibitive. Also, the initial cost and installation space required of such a system would have been a problem for most rinks.

Today, however, there is a system available that has actually been around for quite some time but has just recently become more affordable and appropriate for ice rink application. Microturbines are small combustion engine-type power generators with a twist — instead of massive reciprocating engines with pistons that drive up and down, they use a turbine-type engine similar to a jet engine. The turbine engine is, of course, much smaller and is hooked directly to a generator. Each unit is capable of producing power in the range of 25 to 500 kilowatts. These are considered well suited for hotels, restaurants, farms and light industry and also are capable of operating hospitals and manufacturing facilities.

The earlier systems were considered poor due to their design, which produced heat that was simply released into the air. The new designs recover the waste heat for comfort and other purposes. For ice rinks, it could be used to heat the water for ice resurfacing purposes, heating the building or dehumidification.

Classic uses of a microturbine are cogeneration, in which you use the waste heat, and distributed power generation, in which you use the generated electricity on-site in conjunction with your normal purchased electricity. Increasingly important is the fact that it also can be used as a stand-alone emergency back-up system in which higher capacity and space are part of the consideration.

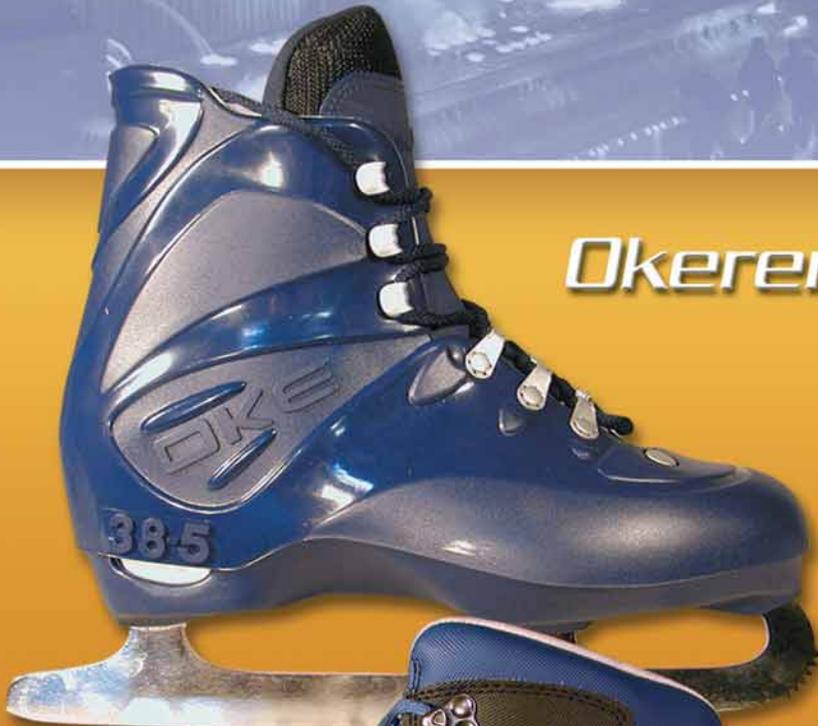
More than 20 different companies worldwide are in the business of producing microturbine generators; however, there are currently only three viable microturbine companies in the U.S. market, and that has been one of the contributing factors to the high cost of the units. But as more companies come online, the cost is decreasing. It is expected that, as volume increases, the cost soon will be well below \$650 per kilowatt and that it will continue to decrease each year. If you are planning major purchases in the next 10 years, keep this in mind.

If you are considering a change in your emergency electrical generator for any reason, consider a microturbine generator and let the professionals help you. I suggest using a search engine and typing in “microturbine.” You’ll find some good sites for information and many articles about installations and studies.

Jeffrey Doucette is ISI District 4 representative and chairman of the ISI energy committee, a facility management and operations subcommittee.

Dennis Rigstad of Altran Solutions (drigstad@altransolutions.com) and James Pfeiffer of PowerHouse Energy (pfeifferjr@aol.com) also contributed to the preparation of this article.

Inspired by Design & Comfort



Okerent



Softrent

The US & Canadian
Distributor of
Okespor
Rental Skates

American Athletic Shoe Co., Inc.

15 South Street • P.O. Box 777 • Ware, MA 01082
Phone: (413) 967-3511 • Fax: (413) 967-3585

info@americanathleticshoe.com • www.americanathleticshoe.com

Check out our
complete line of rental
skates on our
website!



Q

What are some tips for safe and appropriate handling and maintenance of propane tanks?

A

One of the many issues rink operators and owners face today is the safe handling of LPG fuel, otherwise known as propane, and proper maintenance of LPG internal combustion engines on ice resurfacers.

Following is a list of safety and hazard prevention tips to help you safely handle LPG and prevent costly accidents at your facility:

- Always wear gloves when changing the tanks or tightening the hose fitting to the tank.
- New LPG tanks are certified for 12 years; the certification date is stamped in the bracket welded at the top of the tank. If it is past 12 years, the tank needs to be recertified, and recertification lasts for only five years before the certification process must be repeated.
- Keep tanks in good general condition and appearance. If you are using steel tanks, touch up the paint regularly; if the tank shows rust, sand and repaint it.
- Tanks should be replaced as necessary due to age or condition.
- If tanks are being provided by your fuel supplier, ask about the certification dates as well as tank cleaning procedures.
- New LPG tanks come equipped with a device that does not allow for filling over 80 percent of liquid capacity, which prevents overfilling the tanks based on tank or fuel temperature at time of filling. If filling such tanks on-site from a bulk tank, the gauge on the tank should not be used to determine when it is full.
- LPG, by its nature, contains oil, which can cause problems with the components in your fuel delivery system. On newer fuel-injected machines, high levels of oil in the tank or in the fuel can lead to hard start problems or poor performance of the engine. On older machines, the diaphragms can deteriorate, causing starting problems as well as increased levels of exhaust emissions. Regularly clean tanks of oil buildup and take care to ensure only minimal amounts of oil are introduced into the tank. To that end, remember that lower grades of LPG can have higher levels of oils and other contaminants such as butane and paraffin.
- It is a good safety practice to shut the LPG tanks off after each use of the machine. This eliminates the potential for

fuel leakage in the event there is a leak at the connections or in the hoses on the machine.

- Tank connections are designed to be hand-tightened only, so never use wrenches or pliers to tighten the connection from the hose to the tanks. Replace any fittings that show signs of being tightened with a wrench or pliers.
- Periodically check the connections at the hose and the tanks for leaks. The best way to do this is to dab a soapy solution on the connections to see if any bubbles are created by leaking fuel.
- Inspect the O-rings on the tank connection prior to attaching a hose to it. You'll want to make sure there are no nicks or cuts and that they're placed in such a manner that prevents fuel leaks once the hose is connected.
- Mercaptan is added to give the otherwise unscented LPG a detectable odor, making LPG leaks very noticeable. If you detect the aroma of LPG in your resurfacer room, immediately shut off all ignition sources or remove them from the room. The room should be ventilated and the cause of the fuel odor should be determined as quickly as possible.
- Observe the laws of your community and your local fire marshal when storing both empty and full tanks. You typically will not be allowed to store more than two tanks on the machine and one additional tank in your facility. If you store tanks outside, be sure to use a container/locker that meets all codes and regulations. Consider securing the storage container with a lock to prevent theft or vandalism.
- When using any internal combustion engine in an enclosed environment such as an ice rink, air quality should be of utmost concern. The only way to ensure you have a safe environment for your users is to:
 - Regularly test for air quality
 - Ventilate your building
- Remember, propane is heavier than air, so the gas will settle and flow to the lowest level, including below-grade spaces that may hold electric pumps and other equipment that can provide an ignition source. Ventilation in propane storage areas must be properly designed and functional.
- Make sure that the engine and its emission control systems are maintained and serviced on a regular basis.
- You must have adequate ventilation and make sure that this is in operation each and every time your resurfacer is in operation.
- It is critical to warm up the machine as well as the emission control devices to ensure optimal performance. During the warm-up process, the exhaust should be vented to the outside so it is not introduced into the rink area or left to build up in the resurfacer room.

For additional details on standards for storing and handling of LPG fuel, refer to NFPA (National Fire Protection

Continued on page 12

arenafinance



ARENA FINANCE

We keep good company.



ZAMBONI



Arena Finance is dedicated to providing the best financing solutions available to ice rink owners. Its growing network of industry and finance partners' products and services are now available to ice rink owners through www.arenafinance.com.

Together with partners GE Capital Solutions – Vendor Finance & TRANE Leasing, Arena Finance offers proprietary programs to ice arena owners.

- Burleys refrigeration systems with TRANE Chillers
- Burleys dasher board systems
- Burleys arena supplies' new CUSH rental skate
- Maximum Solutions recreation industry software
- ZAMBONI ice re-surfacers

Arena Finance is committed to offering you financing customized for you and your evolving business goals.

info@arenafinance.com • www.arenafinance.com

ARENA FINANCE

If The Arena Must Be Dry, Call C.D.I.

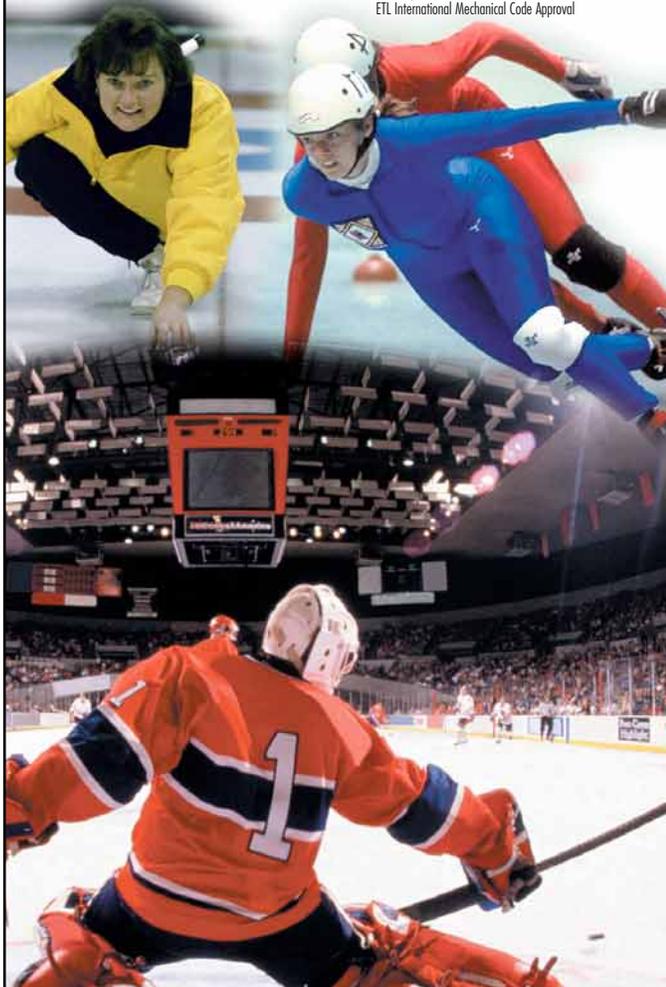
Concepts & Designs is the premier supplier of Arid-Ice™ desiccant dehumidifiers. Equipped to reduce humidity levels, eliminate indoor condensation and fog, prevent mold, reduce refrigeration costs and improve indoor air quality, these systems utilize natural gas, steam or electric reactivation. We have provided equipment for over 300 skating surfaces throughout North America from 500 to 45,000 SCFM.

For sales and equipment specifications, call 248-344-7236.



Concepts & Designs, MS
"Keep it Dry With C.D.I."

29235 Lorie Lane
 P.O. Box 1013
 Wixom, MI 48393-1013
 Phone: 248-344-7236
 Fax: 248-344-9401
 contact: sales@cdims.com
 website: www.cdims.com



Continued from page 10

Association) 58 Standards, contact your local fire department or discuss with your LPG supplier.

Q We are getting ready to replace our rubber flooring. What should we look for in terms of material, design and price?

A As one of your larger arena purchases — in terms of both size and cost — flooring is a very important investment. Bad flooring decisions can haunt you and your customers for years, with uneven edges, cleaning difficulties and poor aesthetics. Since rubber flooring is not inexpensive and wears under heavy traffic, it is wise to value durability over looks in most areas. However, you may want to upgrade your flooring selections in the more prominent public areas (entranceway, lobby, skate change and concession areas) to create a more appealing environment for customers.

Use flaked, marbled or multicolored flooring material that will tend to look good even during high traffic periods. Avoid raised surface patterns (circles or squares); they can be difficult to keep clean. Don't cut corners; install flooring from wall to wall to allow skaters access to all public areas of your facility. Nothing looks worse or is harder to keep clean than runners or strips of flooring.

Rubber flooring ranges in cost from \$2.50 to \$7.50 per square foot for material based on grade, thickness and finish. Lower-priced material tends to be recycled and sometimes does not stand up well in high-traffic applications. If the flooring is glue-down, expect to pay an additional \$1 to \$1.50 per square foot for adhesive. Professional installation ranges in cost from between \$1 and \$3 per square foot. In most cases, reasonably skilled arena staff can install flooring.

Tips & Suggestions

- When pricing sheet flooring, specify trued edges that are laser-trimmed or you may receive pricing for standard edges that do not seam together well.
- If you have the funds, most high-end flooring manufacturers offer laser-cut logos or designs that look great on your entrance or lobby floor.
- Use polypropylene carpet or floor grids at all entrances to remove as much dirt from shoes as possible before it tracks through your facility.
- Avoid raised-surface (disks or squares) flooring as it is difficult to clean, and automatic floor scrubbers are not effective on it.
- Use 3/4-inch heavy-duty rubber flooring in team areas and purchase extra to replace the high-wear areas outside player gates and in team boxes.
- Pull up sheet flooring regularly to disinfect and inspect for mold.

**Do you have a management, operations or programming question for iAIM?
 Send it to editor@skateisi.org.**

SALT LAKE CITY OLYMPICS

THE GOLD STANDARD IN ICE PERFORMANCE

OPENING CEREMONIES ICE BY PACE INDUSTRIAL (USA) INC.

ICE RINK REFRIGERATION EXPERTS

- DESIGN & ENGINEERING
- ADVISING & CONSULTING
- MANUFACTURING
- INSTALLATION & SERVICE

PACE Industrial (USA) Inc.

The Refrigeration Group A Yecora Company

Nobody knows ice better.

Vancouver • Calgary • Edmonton • Winnipeg • Denver

1-800-414-0990 www.paceindustrial.com



AED Litigation Risk Update

by Mark B. Seiger and Mary F. Pastorello

In recent years, corporations and entities responsible for public places such as airlines, health clubs and recreational facilities, including ice arenas, have had to evaluate the benefits and risks associated with acquiring automated external defibrillators (AEDs) for use in medical emergencies on their premises. An AED is a lightweight, computerized medical device that, when used properly, will monitor a cardiac-arrest victim's heart rhythm and will alert a rescuer if and when the rescuer should monitor a shock. According to the American Heart Association, AEDs are accurate, easy to use and can be operated safely with only a few hours of training. The medical benefit offered by an AED is significant.

State and federal AED legislation

In considering whether to acquire an AED, an entity should familiarize itself with the requirements and/or protections contained within applicable state and federal AED legislation. Many state laws support the concept of public access to defibrillation, often referred to as "PAD," but will require physician oversight, training and program registration for the AED. For example, under New York law, no person may operate an AED without successfully completing a training course by a nationally recognized organization or state emergency medical service (EMS) council. New York law also requires that health clubs of a certain size have an AED on the premises, as well as a certified AED user available.

Recent litigation

Recent negligence and wrongful death lawsuits brought against companies for failure to have a cardiac defibrillator readily available and trained personnel on duty have undoubtedly caused many company executives to rethink acquiring an AED. Many of these suits have involved the airline industry. United Airlines' settlement of a wrongful death lawsuit (Somes v. United Airlines, D. Mass. 1999) brought by a widow who sued the airline for negli-

gence for its failure to equip its planes with portable defibrillators after her husband died of in-flight cardiac arrest in 1995 illustrates the potential risk exposure for enterprises without AEDs. Although the case settled, the Somes litigation resulted in the United States District Court for the District of Massachusetts rejecting United Airlines' argument that the wrongful death action was prohibited as preempted by federal law, leaving the gates open for future similar litigation.

There have been a number of recent lawsuits involving claims against health club facilities. In 2002, the Supreme Court of Pennsylvania affirmed a trial court's grant of summary judgment in favor of a tennis club in a negligence action in which the plaintiff stroke victim and his wife claimed that the tennis club's failure to have an AED on its premises amounted to a breach of the duty of care owed to club members (*Atcovitz v. Gulph Mills Tennis Club*, Pa. 2002). The court, however, held that the tennis club did not have a duty to have an AED available on its premises. Citing the four elements necessary to sustain a negligence action (the existence of a duty requiring conformity to a certain standard of conduct, breach, cause and damages), the court focused its analysis on the first element, the threshold element of duty. Citing a previous Pennsylvania Supreme Court case (*Althaus ex. Rel. Althaus v. Cohen*, Pa. 2000) for the proposition that public policy considerations support the legal concept of duty, the court rationalized that because AED use was subject to strict regulation and because such regulation did not specifically authorize the tennis club to acquire or use an AED that, as a matter of public policy as decided by the legislature, the tennis club did not owe a duty to carry an AED. Without such a duty, the *Atcovitz* plaintiffs were unable to establish a prima facie claim of negligence.

Issues for sports-related industries

As a result of recent litigation, a likely question for many sports-related

industries is whether the standard of care owed to invitees includes providing access to an on-site AED. The American Heart Association and the American College of Sports Medicine have issued recommendations urging the inclusion of AEDs at health clubs that recruit members with known cardiovascular disease. Likewise, the International Health, Racquet and Sportsclub Association encourages health club operators to consider the advantages of installing AEDs in their facilities. It remains to be seen whether and to what extent various courts will consider the effect of such industry association recommendations when analyzing the standard of AED care within a particular industry.

Good Samaritan laws aside, given the potential for litigation for misuse of an AED, sports-related enterprises may wish to consider whether to use AED consent forms. Given that a victim is often unconscious when an AED becomes necessary, it may behoove a sports facility to consider getting an invitee's consent (and waiver) pre-participation. Such a consent form may prove to be particularly helpful in jurisdictions that have AED laws that prohibit AED use on an objecting individual.

Although several courts have found that an entity's failure to provide an AED does not amount to actionable negligence, the risk of potential liability is a real one. Companies and organizations that welcome the public on their premises are encouraged to consult counsel to determine whether they should provide their clientele with access to an AED and to discuss the risks and requirements associated with obtaining, maintaining and using an AED.

Mark B. Seiger is a partner in the national law firm of Edwards Angell Palmer & Dodge LLP, where he specializes in complex civil litigation and risk management.

Mary F. Pastorello is an associate with Edwards Angell Palmer & Dodge LLP in the firm's insurance and reinsurance department.

Soft Series 850



A Soft Boot For Your Toughest Customers

Now there's a rental figure skate that offers unmatched durability for you and lasting comfort for your toughest customers. Riedell's new 850 Soft Series is loaded with features that provide the ultimate fit and longevity to increase your bottom line.

SOFT MESH NYLON UPPERS WITH NUBUCK PVC TRIM

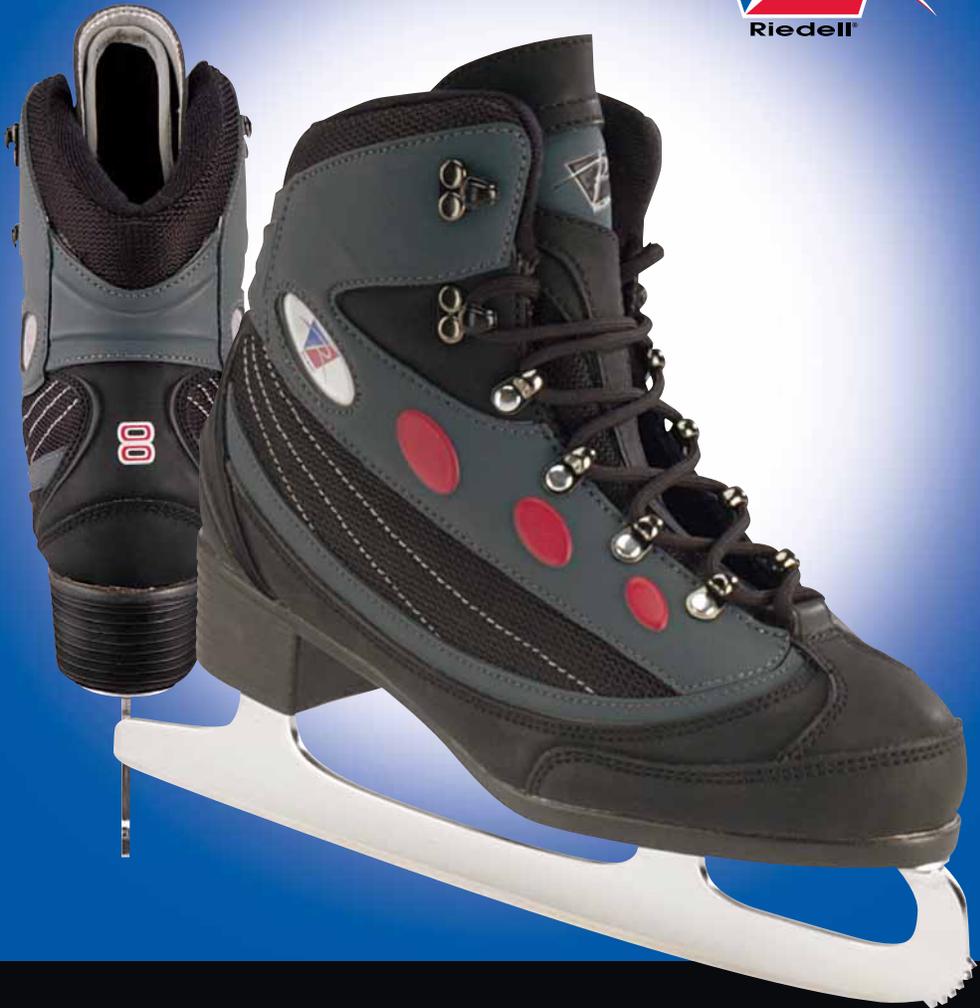
COMFORTABLE NON-WOVEN MANMADE LININGS

MULTI-LAYER WRAP REINFORCEMENT

DELUXE 3/8" THICK ANKLE FOAM PADDING

HEAVY DUTY STEEL EYELETS AND LACING HOOKS

DURABLE ONE-PIECE PVC OUTSOLE AND HEEL



Also available from Riedell rental skates:



60 Series



50 Series



Hockey Series



Riedell skates are synonymous with durability and comfort. That's why more rink managers rely on Riedell rental skates as a profit building tool for their rinks. From figure to hockey skates, Riedell provides the finest stitched boot in the industry.



Learn how Riedell can fit your rental skate needs by calling **651.388.8251** or visit riedellskates.com

© 2006 Riedell Shoes, Inc.

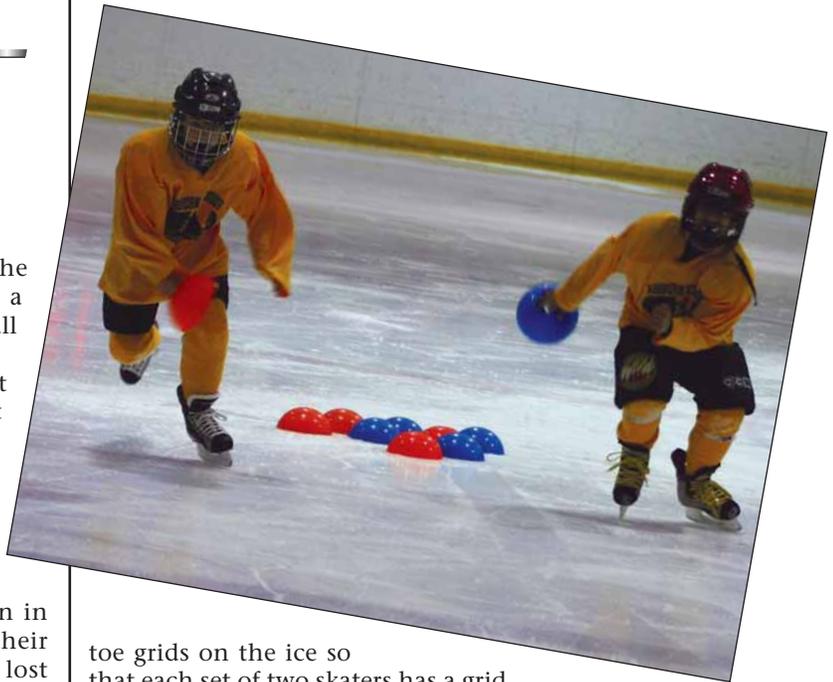
POWER ICE
with Wendy Marco

Learning Fuel

Your skating director assigned YOU to teach the hockey class, and you've got 30 minutes to fill, a class full of wannabe hockey players and a small strip of ice ... YIKES!

North American hockey players have figured out what Europeans have known for years: to be an impact player, you'd better be good at the most fundamental skill in the game: skating. More and more are finally — and in many cases, reluctantly — turning to the experts for their instruction. That's you.

The truth is, you're fighting a bit of an uphill battle when you take on a hockey skating class. Not only is skating instruction not a respected tradition in hockey; usually when hockey teams are told that their next practice is a skating practice, it is because they lost a game and their coach feels they need to learn a lesson. That's right, skating is frequently used as PUNISHMENT in the hockey world! As professional skating instructors, we come to this with our own set of preconceived notions too, so it just might help to lay all of the cards on the table right up front:



toe grids on the ice so that each set of two skaters has a grid. Use colored beanbags as the X's and O's, and give each skater five in a single color. Place the beanbags in a pile some distance from the board. It's important to note that this isn't the civil, take-turns kind of tic-tac-toe; this is GO AS FAST AS YOU CAN and place one bean bag in an empty box, go back and get another one, put it in a box, go and get another, etc. and try to beat your partner to get three in a row. If no one gets three in a row, the person with the most bean bags on the board wins!

For forward and backward crossovers, try a "cat/dog race." Place two skaters back to back on a circle. When you say "go," they take off in the same direction around the circle, one forward and the other backward. The forward skater tries to catch the backward skater in a certain number of laps and the backward skater tries to keep from getting caught. The number of laps changes depending on the skill of the skaters. If they are very good, the forward skater gets five laps, but if they are inexperienced, two laps will do.

Once they are a little bit tired, you'll be able to hold their attention for a few minutes to talk to them about the skating skill you're working on. If they start squirming, you've probably talked too long and it's time to move again. Working *with* them instead of *against* them, you'll be amazed at how much you'll accomplish together.

As their very first skating instructor, you are in the perfect position to leave the impression that skating is not only very important but fun, too. If you do that, practicing this fundamental skill will become a habit they will keep throughout their careers.

With hundreds of students from Mini-Mites to the NHL, Wendy Marco is considered one of North America's top hockey skating coaches. Her new DVD is loaded with skating drills and on-ice games and can be found at www.ColdRushHockey.com.



What they're thinking ...	What you're thinking ...
"Only figure skaters take skating lessons."	"I wish this was a freestyle class."
"This is going to be BORING!"	"UGGHHH ... hockey kids are out of control!"
"My hockey coach says I HAVE to take lessons, so let's get this over with."	"My skating director says I HAVE to teach this class, so let's get this over with."
"I hope none of my teammates see me."	"I hope none of my competitors' moms see me!"
"Why is my teacher a girl? I thought this was supposed to be hockey!"	"What's that smell?"
"I must have done something really bad to deserve skating lessons!"	"What did I do to make my skating director so mad?"

Let's come to a meeting of the minds. They want skating class to be like hockey — fast, furious and fun. You want to be able to teach them something and maintain some semblance of control.

The best advice I ever received when I began teaching hockey skating was "KEEP 'EM MOVING!" The secret is to find a way to use their energy as learning fuel; then everyone will get what they want. A great way to accomplish this is to use less talking and, instead, trick them into learning by using activities and games. Here are a couple of ideas to get you started:

If you're working on stops and starts, play a good old-fashioned game of tic-tac-toe. Draw enough large tic-tac-



MEETING YOUR NEEDS



**The OLYMPIA™ IceBear® and Battery Edger
The Pollution Free Solution**

The OLYMPIA™ line of world leading ice resurfacers are designed to meet your exact needs with the most innovative, leading edge ice resurfacing technology backed by built-in quality, performance proven technology and global service second to none. To meet the demand for pollution free, battery powered ice resurfacers, the ICEBEAR® Electric has been added to the OLYMPIA™ line.

The OLYMPIA™ ICEBEAR® Electric has 20 years of proven performance and reliability in Europe and is now available in Canada and the United States.

The OLYMPIA™ Millennium and Millennium Plus are powered by the Chevy Vortex engine.

The OLYMPIA™ ICEBEAR® Electric is powered by an 80 volt lead acid battery pack.

The OLYMPIA™ Battery Edger is powered by a 36 volt lead acid battery pack.



LSK Enterprises Inc.
P.O.Box 62885 Virginia Beach
VA 23466 USA
Tel: 757-438-6556
Fax: 757-321-2627
sales@lskenterprises.com
www.lskenterprises.com

Regardless of the size of your arena or ice surface there is an OLYMPIA™ ideally suited to your needs.

WHAT EVERY ICE RESURFACER SHOULD BE



Earn Respect and Discipline through Positive Coaching

by David Jacobson

A common misconception about positive coaching and the Double-Goal Coach™ model that PCA and ISI espouse is that it is somehow weak or soft. Some people assume that a positive coach will not discipline players or exercise “control” over practices, allowing for an environment where the proverbial “tail wags the dog.” Nothing could be further from the truth. Here’s why.

Double-Goal Coaches strive to win (goal No. 1), even while focusing on the second, more important goal of using sports to teach life lessons. Therefore, far from being weak or soft, positive coaching is even more difficult



than its opposite — win-at-all-cost coaching.

Positive coaching requires more discipline, because Double-Goal Coaches face the same standards of winning, and along the way they “fill emotional tanks” rather than taking the traditional, tank-draining route of berating, demeaning and threatening their athletes.

The discipline of a Double-Goal Coach sets an example for his or her athletes, so they also are likely to be more disciplined. Treated respectfully, most people behave respectfully, resulting in a culture that all youth sports constituencies — administrators, coaches, parents and athletes — buy into.

Once athletes buy into that culture of respect, Double-Goal Coaches do not *have* to berate, demean or threaten their athletes. Yet, the tail does not wag

the dog, because coach and player alike agree on mutual goals and how to achieve them.

Key steps Double-Goal Coaches take to ensure a disciplined, focused environment include:

- **Enlisting parents early**

Youth athletes are more likely to cooperate and give coaches their all if they face a consistent set of standards at home and on the ice. In a pre-season meeting with parents, coaches should explain the behavior they expect from players.

Coaches may explain: “As a Double-Goal Coach, I teach life lessons. Among those lessons will be matters of respect, manners and attentiveness. Players developing and exhibiting those traits will thrive in our program and be rewarded.

Continued on page 20

FROM FITTING DAY TO SKATING YOUR PROGRAM, IN AS FEW AS TWO DAYS

HEAT MOLDABLE

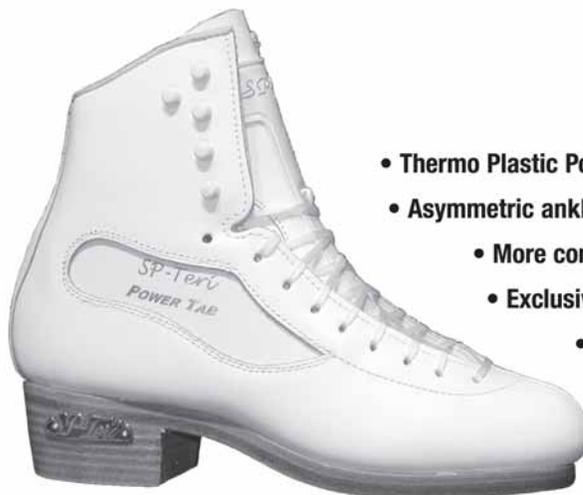
KT-2 & KT-3

More comfortable, easy break-in, better Plantar Flexion for added knee bend.
Designed for skaters doing double and triple jumps. Available in White, Black and Beige.



436 North Canal Street, Unit 1,
South San Francisco, CA 94080
Phone: 650-871-1715
Fax 650-871-9062
www.spteri.com

**Contact us for a dealer near you.
All major credit cards accepted.**



Features:

- Thermo Plastic Power Tab for support
- Asymmetric ankle pattern with V-cut
 - More comfortable ankle area
 - Exclusive Lace Bite Stopper
 - Offset hook pattern
 - Low cut back

BUILDING SOLUTIONS TO MEET YOUR NEEDS

BUILD



CRYSTAPLEX DASHER BOARDS SYSTEMS:

- » Seamless Glass for optimal viewing
- » CheckFlex® impact-absorbing boards
- » GlassFlex® impact-absorbing shielding



- » Acrylic
- » Goals and nets
- » Poly
- » Ice dams
- » Tempered glass
- » Line kits
- » Cleaning products
- » Ad boards
- » Ice paint
- » Ice covers
- » Flooring
- » Protective netting
- » Glass clips
- » And much more



MAINTAIN

PROUDLY SERVING YOUR NEEDS FROM OUR
ONTARIO AND MINNESOTA LOCATIONS

» www.athletica.com » **800.809.RINK(7465)**

Warehouses in Ontario and Minnesota



"I will make every effort to send home respectful, mannered, attentive athletes, and I hope you will make every effort to send them to me the same way. Together, we'll cultivate the behavior we hope to see."

• **Clearly outlining expectations for athletes**

When discussing such matters with youth athletes, it is most important to be specific. "Listen up" is not specific, compared with "When I ask you to listen, that means stop skating, put down your equipment, focus your eyes on me and keep still until I ask you to raise your hands to ask questions."

It is important that players sense your rules are not meant to establish control, but to create the best learning environment, and therefore the most fun and the most success. "If you listen to me and pay attention, you will learn. As you learn your performance will improve, and we'll have more fun and win more."

Outline consequences for misbehavior and enforce those consequences. But rather than saying "I will not tolerate disrespect," which invites a personal

power struggle, couch consequences in the context of the good of the team. For example: "Those who pay closest attention show me they are working to improve, so they will have a chance to demonstrate their improvement. Those who make background noise while others are trying to learn are not ready to perform their best, so they will have less of a chance to perform."

Note the tandem message emphasizing a positive reward to strive toward, rather than just a negative consequence to avoid. Sooner or later, though, you may need to deliver on the promised negative consequence, so make sure you are prepared to do so.

• **Setting aside time to listen to players**

Regardless of how convincing you are, players still need a sense of control. There must be some time when you solicit their feedback and ideas for drills or plays to practice.

Within the context of what you feel is most important to achieve in a given practice, you can ask players which of several drills they want to run first. That helps keep the dog wag-

ging the tail, even while nominally ceding control of events.

This is particularly effective late in practice, when players likely are tired and their attention spans are waning anyway. Freeing your athletes to practice or play as they wish for some time often re-energizes them and leads to greater creativity and productivity at the end of practice, plus a heightened desire to return to practice next time.

Most important, you give the players the respect you demand from them, meaning they are likely to reciprocate. In this way, the Double-Goal Coach builds character in his or her athletes just as they help the coach build a positive, character-building environment.

David Jacobson is PCA's media/communications manager. To learn more about how the ISI-PCA national partnership benefits your skating community, contact PCA at (866) 725-0024 or PCA@PositiveCoach.org, or visit PositiveCoach.org.




BREAKAWAY FROM YOUR COMPETITION.

It's time to take Control.



SOFTWARE MODULES:

- **POINT OF SALE**
CHECK-IN/ADMISSIONS
RETAIL/PROSHOP
CONCESSIONS
- **SCHEDULING**
PARTIES, SURFACES
- **LEAGUE SCHEDULING**
- **ONLINE WEB ENROLLMENTS**

1 stop. 1 solution.
VENUE 1
Frontline Solutions, a Venue 1 division

Total Control of your rink operations is what you'll get with FrontLine Solution's Rink Management System (RMS). Designed specifically for ice rinks, our system is the industry leader. We've adapted it to fulfill all of your operational needs. **FrontLine Rink Management Software** is more efficient & productive for your operations.

Our goal is to streamline your business and improve your profit margins.

Call us for more information – 610.225.0580
www.frontline-solutions.com

Heartland Agency, Inc.



Have you looked everywhere and still have not found the insurance coverage you need at the price you can afford?

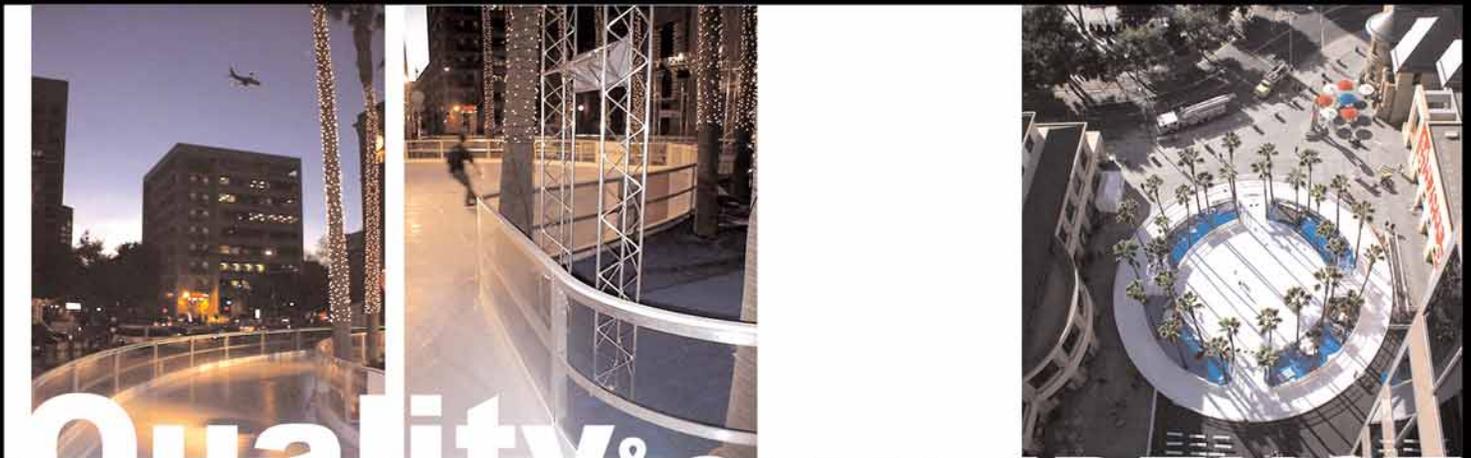
Check us out on our website at:
www.heartlandagencyinc.com

we can offer:

- General Liability (various limits)
- Property, Excess & Boiler/Machinery
- All with "A & A+" rated carriers
- Financing (if needed)
- over 20+ years combined experience

Check our website, or call us at:
1-800-266-8314
for more information

"Setting the Standard In Insurance"



Quality & CONFIDENCE



Knight Ridder's Downtown Ice

**THE NEXT GENERATION OF ICEMAT® TECHNOLOGY,
BUILDING ON OVER 30 YEARS EXPERIENCE.**

RENT OR BUY NEW OR USED

TEMPORARY OR PERMANENT WORLDWIDE



Distributor



877-423-3836
icerinkevents@yahoo.com

www.IceRinkEvents.com



COACHES' CORNER

by Barb Yackel

ISI National Events & Skating Program Coordinator

Have you recovered from the chaos of your annual ice shows? Gosh, I remember picking up sequins, feathers and glitter from my carpet until August. What we don't do for the love of the sport and the kids!

As much as we would all love a trip to Tahiti about now, we need to take a big breath and gear up for the second half of 2006 and all the excitement that's scheduled.

First on the list is the annual ISI World Team Championships, July 24-30 in Boston. The tentative schedule has been posted on the Web site (www.skateisi.org) and the compulsory moves, figures and dances have been chosen. Our most requested events — Interpretative, Individual Surprise and Team Surprise — return this year. With the May 1 deadline already past, it is now my job to get the official schedule completed so your plans can be finalized to head east!

No, you can't start sipping those little umbrella drinks yet, because right on the heels of Worlds, the adults boot scoot to Nashville Sept. 8-10 for the ISI Adult Championships, and then the creative and innovative take center

stage Nov. 3-5 in Denver for our Artistic Challenge. This means you need to keep your blades and minds sharp so that you don't miss out on any of our exciting national events.

Please take the time to review all national event entry forms before you send them. Here's a helpful checklist:

- Gender indicated
- Legible form (please print or type)
- ISI number included
- Appropriate test level included
- Double-check events entered
- ONE individual Spotlight category per skater
- E-mail address included
- Payment included and correct

OK, now you can pack your bags and head to Boston (you thought I was going say Tahiti, didn't you?) to learn from the best. One session I would suggest not missing is the debut of the new weSKATE National Instructor Training Program. This is a hot, new, much-needed program that focuses on consistent techniques, standards and professional requirements of coaching. Four pilot programs are scheduled for late summer. Watch and listen for all the breaking news about this program!

In the meantime, iACT is always a great time to network with our peers and have fun doing it. See you in Beantown, and until next time ... remember:

Believing in yourself and what you do is everything. If you don't believe, it is almost impossible to grow and achieve!

CHECK OUT THE UPCOMING 2006

ISI Skating Events



ISI WORLD RECREATIONAL TEAM CHAMPIONSHIPS

JULY 24-30, 2006
MARLBORO, MA
NEW ENGLAND SPORTS CENTER

ENTRY DEADLINE: MAY 1



ISI ADULT CHAMPIONSHIPS

SEPTEMBER 8-10, 2006
NASHVILLE, TN
CENTENNIAL SPORTSPLEX

ENTRY DEADLINE: AUGUST 1



ISI ARTISTIC CHALLENGE

NOVEMBER 3-5, 2006
DENVER, CO
SOUTH SUBURBAN ICE ARENA

ENTRY DEADLINE: SEPTEMBER 1

Register for all events online at www.skateisi.org

Rink Management Services Corporation

9400 Charter Crossing, Suite D • Mechanicsville, Virginia 23116
Telephone (804) 550-7002 • Fax (804) 550-7004 • www.rinkmanagement.com

the most trusted name in ice rinks

Last Year's Results

New Turnkey Facility Management Contracts

Project	Owner
Fredericksburg Ice Park	The Rappaport Companies
Ice Time Sports Complex	A.R. Kronstadt Realty Investment
Cranston Veterans Memorial Rink	City of Cranston (RI)
LaHaye Ice Center	Liberty University
Ellenton Ice and Sports Complex	MJ Squared Corporation
Brenton Skating Plaza	City of Des Moines
Wichita Ice Center	City of Wichita

Consulting

Client	Scope
City of Effingham (IL)	Feasibility Study
City of Ashville (NC)	Operations Supervision
Burnaby Winter Club (B.C.)	Operations Supervision
Baltimore County Revenue Authority	Feasibility Study
Charlottesville Ice Park	Redo Ice Floor
Jamestown Savings Bank Ice Arena	Operations and Marketing
Brenton Skating Plaza	Feasibility and Operations

Project Design Coordination

Project	Owner
New Quinns Junction Recreation Center	Park City (UT)
Manhattan Square Park	City of Rochester (NY)
Lakefield Ice Rink	Lakefield School (Ontario)
LaHaye Ice Center	Liberty University
Colorado Sports Center	Colorado Sports Group

Contract Renewals or Extensions

Project	Owner
Americas Ice Garden	Trizec Office Properties
Bank of America Skating Center	City of Providence (RI)
Chapel Hills Ice Arena	General Growth Properties
Harris Pavilion Ice Rink	City of Manassas (VA)
Ice at the Parks	General Growth Properties
Ice at Stonebriar	General Growth Properties
Ice Skate USA	Metro National
Ice Sports Facility	Beal Bank
Ice Zone	The Mills Corporation
Lloyd Center Ice	Glimcher Realty
Loy E. Harris Pavilion	City of Manassas (VA)
Palos Verdes Ice Chalet	Cousins Properties
Stony Point Fashion Park Rink	Taubman Companies
York City Ice Arena	City of York (PA)

Acquisitions

Company	Specialty
North American Ice Development	Ice Rink Design and Construction

Equipment Supplied

Al Salam Plaza	Riyadh, Saudi Arabia
Assir Mall	Abha, Saudi Arabia
Azzir Plaza	Abha, Saudi Arabia

*call Rink Management Services
for all your ice rink solutions*

Turnkey Facility Management • Design and Construction Management • Consulting and Feasibility Studies

Telephone (804) 550-7002 • www.rinkmanagement.com

Is Your Facility Prepared

by Lori L...



By its very nature, an ice arena is exposed to the potential for emergencies at any

given moment. Long operating hours, large numbers of patrons with various abilities, the presence of refrigeration and resurfacing equipment, rigorous physical activity — the list of exposures is long. Some situations are preventable while others may be inevitable, but all emergencies have one thing in common: the level of their damage and loss can be mitigated by preparedness. How prepared are you?

Emergency Response Plans

An emergency is defined as an unforeseen situation that requires immediate action. An ice arena should have an Emergency Response Plan (ERP) for each of several different types of emergency situations. Some of the universal situations for which to be prepared include:

- Medical emergencies
- Mechanical/equipment/utility failure
- Weather-related emergencies
- Hazardous material leaks
- Fire/explosion
- Bomb threat
- Intruder/hostile person
- Crowd control issues

Facility managers must add to this list any potential emergency exposures that are specific to their facility or their geography (for example, earthquakes, tornadoes, hurricanes or blizzards).

The first step in developing an ERP is to determine the chain of command at the facility. Who makes which decisions? Who makes emergency telephone calls? Who is the designated media spokesperson?

The next step is to develop a separate worksheet for each potential situation, with answers to the following questions:

Evaluate Situation	Determine Action Steps	Determine Training Needs
<ul style="list-style-type: none"> • What has occurred? • How did it occur? • Is anyone in danger? • Is professional assistance required? • At what point is assistance called for? • Is evacuation or shelter necessary? 	<ul style="list-style-type: none"> • What actions should be taken? • Who is responsible for each action? • When is each action carried out? • How is each action carried out? • Where should action be carried out? 	<ul style="list-style-type: none"> • What training is required? • How often should training be provided? • Can training be done in-house? • What training tools are available? • Is professional training required?

Preparation for an Emergency?

Fairchild

Standard Operating Procedures

Standard Operating Procedures (SOP) lists should be developed, posted and reviewed with staff on a regular basis. These should be a part of the arena's policies and procedures manual.

"SOPs are critical," notes Al Tyldesley, ISI instructor, retired fire captain and former ice arena operations director. "Every ice arena should have SOP lists for fire extinguishers, first aid and building evacuations, to name a few of the major examples. In some situations, knowing what *not* to do is as important as knowing what *to* do. For instance, in an emergency first aid situation, you should *not* move a person who might have head, neck, spine or limb injuries. All of this should be spelled out in your SOPs."

Training tops the list

"You can't talk about emergency preparedness without these three things: the equipment you have on hand, the manpower you have to use that equipment and the training you provide your people. Those three will solve 90 percent of your problems," says Tyldesley.

Equipment that should be standard in any ice arena includes, but is not limited to: automatic fire alarms, fire extinguishers, a sprinkler system, an AED, a quality communications system, first aid supplies and emergency lighting.

When it comes to manpower, more is better. "If you don't have the right number of people on duty

Fire Extinguisher SOPs

1. Always call the fire department first.
2. Know the size, type and location of the fire.
3. The fire extinguisher must be correct for the type of fire, in good condition and properly charged.
4. You must know how to use the equipment.
5. Make sure your exit way is clear and your back is to it while attempting to extinguish the fire.
6. Know the capacity of the extinguisher.
7. Leave the building immediately if your efforts fail.

—Courtesy of Al Tyldesley



in an ice arena, you're going to watch an emergency escalate because you can't do anything about it," Tyldesley says.

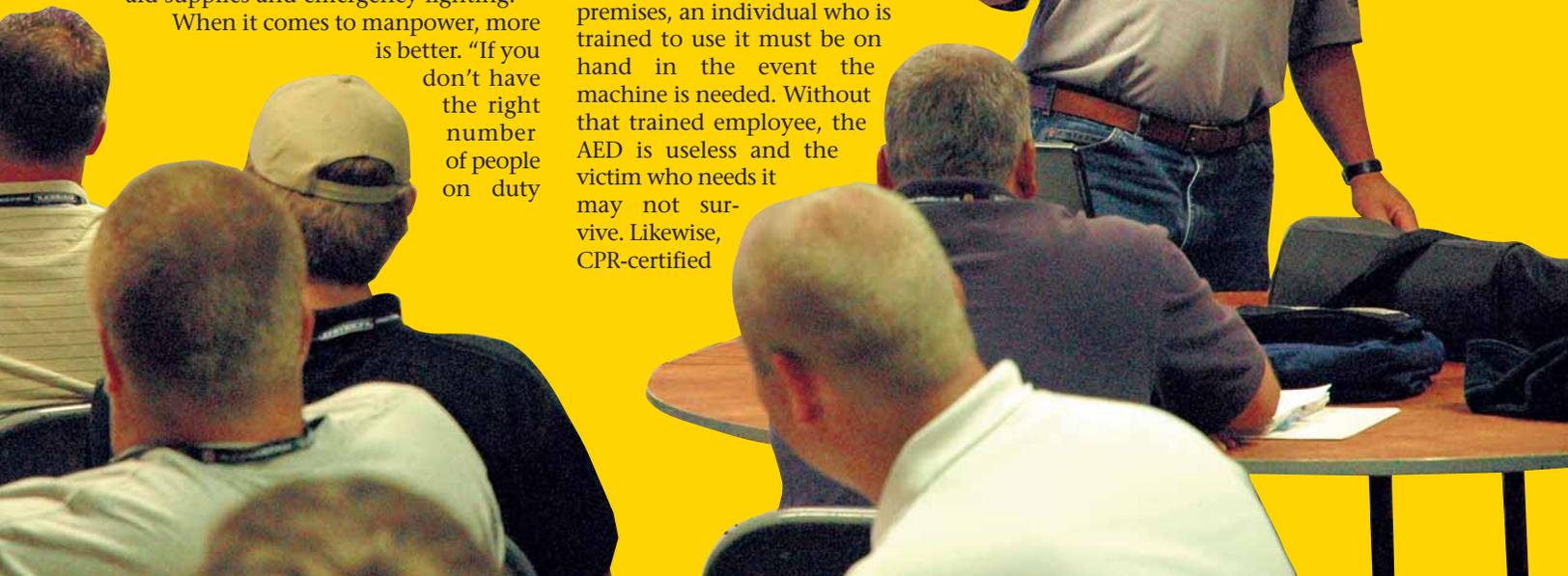
But without the proper training, equipment and manpower can be worthless, he adds. "The most important tool that professionals use to deal with an emergency is not necessarily the equipment they have, it's the knowledge in their heads. They know what to do, when to do it and how to use that equipment."

One of the most common and devastating mistakes is failing to have on duty an individual who is trained to handle a specific situation. For instance, while an ice rink may have an AED on the premises, an individual who is trained to use it must be on hand in the event the machine is needed. Without that trained employee, the AED is useless and the victim who needs it may not survive. Likewise, CPR-certified

employees should always be on duty.

Tyldesley says another emergency preparedness issue involves a very simple question: When you leave your building, does every employee who's left in charge know how to shut off your utilities in

Continued
on page 26





an emergency? "I've seen a lot of jaws drop when I've asked this question in iAIM classes, but it can save you unbelievable aggravation and escalating damage.

"Training," he emphasizes, "is the key to equipment and manpower. Ninety-nine percent of the important information for staff to know is going to come out of a classroom training session, which should be held a minimum of once a year."

When to evacuate

Knowing when to evacuate is a vital component to any effective ERP. Fire, explosions, bomb threats, chemical leaks and structural damage to the facility are some of the events that may require evacuation.

Emergency evacuation routes should be clearly marked and well lighted. Maps showing these routes should be posted in all interior rooms and included in the employee handbook.

"In some cases, you might not want to state the nature of the emergency if you think it will cause a panic," advises Al Gray, fire life safety inspec-

tor with the Massachusetts Bay Transit Authority. "You can simply announce that an evacuation is being called in order to do a safety check of the facility."

A standardized script is a valuable tool in an emergency, notes Roy Jensen, risk management services manager for PDRMA (Park District Risk Management Agency, Illinois).

"Training is the key to equipment and manpower. Ninety-nine percent of the important information for staff to know is going to come out of a classroom training session, which should be held a minimum of once a year."
— Al Tyldesley

Evacuation SOPs should be followed for communication, turning off equipment, assisting patrons, gathering outside and securing the building. A procedure should be in place for conducting head counts and determining when it's safe to return to the building.

"The goal of any evacuation," says Gray, "is to get people out quickly, orderly and safely."

Who you gonna call?

"No facility should consider itself self-sufficient; nine times out of ten, you're going to be calling on others for support in the event of any emergency," points out Jensen. "The key is to tell your local police and fire department about your facility. Have them come inside, meet you and learn the layout. They love to get these invitations, and you might even do some joint emergency response training with them."

You can also submit your current ERP to your local police and fire departments and ask them for suggestions, Gray notes.

If you're in the process of creating or updating a plan, the Ice Skating Institute offers expert resources, particularly through the iAIM curriculum, the annual conference and networking with fellow members.

Professional consultants are also available, for a fee, to develop a comprehensive ERP for any facility. Gray recommends contacting the National Fire Protection Association (NFPA) for a list of such consulting firms, and then having an attorney review any plan before you implement it.



Quick Tips

for Emergency Preparedness

✓ Detector Do's and Don'ts

- Every ice arena needs a chemical/gas detection system. Know what the threats are in your facility, based on the equipment in your building, and get a system that offers the necessary alerts.
- The price of detection systems runs the gamut. Don't wait until you can afford the top-of-the-line system — start with what you can afford and upgrade from there. Multi-hazard carbon monoxide, natural gas (methane) and propane detectors offer an inexpensive solution. The detectors, which feature a battery backup and a loud alarm, typically cost less than \$75 and are available at home improvement stores and many RV/camping supply retailers.
- While it makes sense to position the detector near the source of the hazardous material, make sure its alarm is sufficiently loud to be heard throughout the building, beyond the mechanical area. Consider a system that has multiple alarms for each sensor.

✓ Where There's Smoke ...

- Vandalism and petty theft often result in fire extinguishers being so well hidden that nobody knows where to find them when they're needed. Make sure their location is known and accessible to all staff members. (The same goes for flashlights — keep lots of them on hand and replace the ones that disappear.)
- Don't use a fire extinguisher as a doorstop! It's likely to get misplaced, stolen or damaged.
- Al Gray recommends multipurpose dry chemical extinguishers, which cover all three major classes of fires. Buy metal, not plastic. Check the gauge regularly — if it is not fully charged, replace it immediately.
- Train employees in the proper use of a fire extinguisher.

✓ Wear It Proudly

Employees wearing staff-labeled shirts or jackets is helpful to patrons. Even better, have key staff members wear apparel labeled "Security." This sends a message to anyone contemplating misbehavior.

✓ Shaky Ground

- Installation of the refrigeration package calls for an extra step in earthquake-prone areas. Bert Blanchette, senior vice president of VSC Sports Enterprises and co-chair of the ISI safety committee, recommends that this heavy equipment

be bolted to the floor in the mechanical room to avoid damage to piping. While this step is not required by building code, it's a simple and inexpensive way to avoid unnecessary damage. Ideally, it is done during installation, but Blanchette says a retrofit is neither costly nor complicated.

- Likewise, any storage unit or stationery equipment that could topple and injure someone during an earthquake should be bolted to the wall, floor or ceiling.

✓ Speak Up!

- Your communication system won't be of much use during a power outage. Be sure to have a bullhorn or megaphone on the premises, as well as portable radios. These items are inexpensive and readily available at many retailers, such as Radio Shack.
- A battery backup system will cost a bit more than a bullhorn, but it will keep your sound system operating for the critical period after a blackout.

✓ Turn It All Off

If your power fails, have a procedure in place to turn off everything that was on at the time of the outage, including the lights and the refrigeration equipment. Otherwise, when the power comes back up, all of the equipment will power up at the same time, creating a surge that could damage some equipment as well as a peak energy draw on which your next utility bill will be based. Turn it all back on gradually, one compressor every 20 minutes or so.

✓ Back It Up

Is the data on your facility's computers backed up regularly and kept in a safe place? Options include manually copying your data to CDs, using a daily backup program that stores data on an external hard drive or using an Internet-based file storage service.

Special thanks to Jerry Krewer, iAIM; Al Tyldesley; Bert Blanchette; Roy Jensen, PDRMA; and Al Gray, Massachusetts Bay Transit Authority for their contributions to this article.

The Wrath of Wilma

by Lori Fairchild

The staff at Incredible Ice was preparing for a 24-team youth hockey tournament when Hurricane Wilma hit Florida last October.

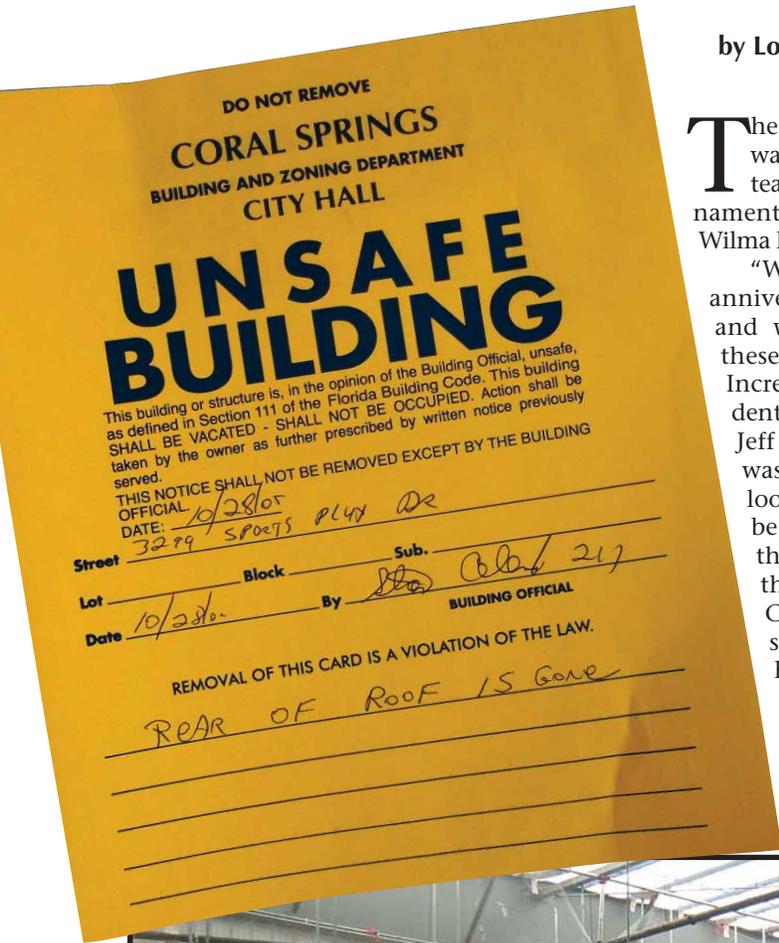
"We'll celebrate our 10th anniversary this November, and we've always dodged these bullets before," says Incredible Ice's vice president and general manager, Jeff Campol. "The way it was being reported, it looked like it would just be more of a rain storm than a wind storm by the time it reached us in Coral Springs. But we still went through our hurricane preparedness procedures, even though we weren't anticipating much. We canceled the tournament and took a

big hit. But in hindsight, we did the right thing."

Wilma picked up momentum and breadth as she blew through the Everglades, and Incredible Ice found itself out of luck this time. "This was the first direct hit in Broward County in 50 years," Campol notes. "There was no power anywhere for nearly two weeks. You couldn't get gas because the pumps wouldn't work. You couldn't recharge your cell phone. We had to give away about \$8,000 worth of food from our freezers; we gave it to staff members to barbecue at home. It was just organized chaos for awhile."

The twin-sheet ice skating and entertainment facility, owned by the Florida Panthers, sustained extensive damage and was closed for more than two months, losing most of its hockey season.

"We had to scramble to find our figure skating coaches other places to work and our travel hockey teams other places



Incredible Ice in Coral Springs, Fla. suffered extensive damage in last year's Hurricane Wilma.

to practice. We were able to keep all of our full-time staff on, but we lost a lot of good part-time staff," says Campol.

The facility's mezzanine rink was left with a gaping, 4,000-square-foot hole in its sheet-metal roof, and is not expected to receive its permanent replacement until mid- to late May. "You can't get roofers, materials or contractors," he explains. "We also have new, stricter building codes in south Florida, so we couldn't simply replace the roof with the same material as our previous one."

Humidity, exacerbated by the extended power outage, resulted in significant interior damage. A complete set of dasher boards was warped and required replacement. Rubber flooring was popped and also had to be replaced. Ceiling tiles were sagging, some blown through due to roof leaks.

The entire exterior of the building was damaged. And the property lost most of its lush landscaping and its irrigation system.

"It was a real mess. The facility was just trashed. We're still feeling the trickle-down effect and still playing catch-up," says Campol, who continues to plan his days around construction project meetings and insurance dealings.

With the roof still unfinished, a torrential rain on March 23 closed one of Campol's ice surfaces and whitened a few more hairs on his graying head. "It's been an interesting year," he says. "It started last May when the Goodyear blimp fell across the street and we lost power for 18 hours. Then the hurricane. We're learning patience. I'm thankful for what we have, for the incredible staff here and



Incredible Ice Hurricane Procedures

Last October was not the first time Incredible Ice implemented his facility's hurricane procedures, and it won't be the last. Here's the list that protected the facility's people and property to the greatest extent possible:

Hurricane Watch

- All programs will continue as scheduled during a hurricane watch.
- Install hurricane shutters throughout the entire building (except front glass doors).
- Bring all outside patio tables and chairs inside the building. Secure dumpsters.
- Save all essential computer files to your directory on the server or back up onto disk and store in a safe, secure area away from any windows or possible flooding.

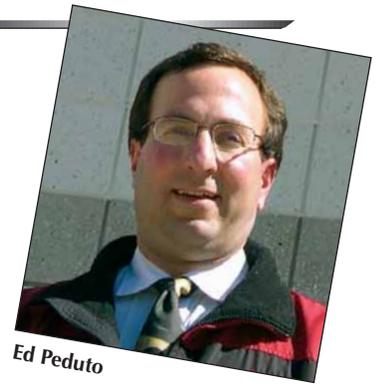
Hurricane Warning

- All programs will be suspended in the event of a hurricane warning.
- Turn temperature DOWN on the compressors. Place Visquine over both ice services.
- Install hurricane shutters on front glass doors.
- Unplug all computers and other office and electrical equipment (TVs, VCRs, copy machines, kitchen appliances), cash registers, etc. to protect from damage due to power surges.
- Plan for backup and safe storage of all important documents.
- Unplug server and move to secure location in the center of the building.
- Place sand bags at exterior doors where water infiltration is a problem.
- Turn off all lights.
- Lock all doors.
- Arm security alarm and notify security company of impending storm.
- Distribute emergency contact list (full-time staff).

everybody that chipped in, and our customers. It's nice to have them come back and say, 'We didn't realize what we had here and we're so thankful to be back.'"

If there's anything good about a hurricane, he adds, it's the warning that it's coming, sometimes as much as a week in advance. "So if you're not prepared, shame on you." ■

Industry Insights, Peduto-Style



Ed Peduto

by Lori Fairchild

It's been 20 years since Ed Peduto attended his first ISI annual conference, the last time it was held in Boston. "I learn so much from so many of the legends of the industry every time I attend conference," he says.

ISI is headed back to Boston — this time, for a joint conference with NEISMA — and Peduto will be there as an active member of both organizations. He may not be old enough to wear the "legend" label, but his industry experience and dedication make him a wealth of insight for this year's conference crowd.

"Ed is one of the most influential, progressive and best-known ice arena managers in the Northeast," says Al Tyldesley, an ISI and NEISMA legend in his own right. "He's feisty, and I've never known him to hold back an

opinion. But he always projects a positive image of our industry."

Peduto describes this year's joint conference as a watershed event. "While both organizations fulfill their respective missions very well, there is a lot of synergy to be gained by co-hosting a conference, since both groups share the goal of rink management education," he notes.

Early in his management career, Peduto attended a NEISMA meeting in Falmouth, Mass., and found new friends as well as an organization that was ready for new leadership. "Completely innocently, unorganized and uninsured," he and one of his mentors, Norman Reid, threw a cocktail party for 80 NEISMA members, and before it was over, the duo had agreed to take the reins. Since then, Peduto has

served as president, vice president and treasurer — his current role — of the NEISMA board of directors.

A lifelong hockey enthusiast, Peduto played on one of the first organized Mite teams in Arlington, Mass., and his Bronx-raised, non-skater father served as the Arlington Youth Hockey president for many years. "Whether on the ice or on the street, hockey was a staple of my childhood," Peduto says.

He began timekeeping and refereeing youth hockey at age 13, and later went to work for Reid (now manager of Boston College's Conte Forum) at Arlington Sports Center, driving the resurfer and rebuilding dasher boards. While studying for his biology

Continued on page 32

Zamboni® remains the overwhelming choice for professional, private & municipal ice rink operators throughout the world.

Trusted & proven performers, Zamboni® ice resurfacers bring unequalled quality & superior value to the rink every day.



Zamboni USA
Frank J. Zamboni & Co., Inc.
P.O. Box 770
Paramount CA 90723
Phone (562) 633-0751
Fax (562) 633-9365

www.zamboni.com



NHL and the NHL Shield are registered trademarks of the National Hockey League. All Rights Reserved. ZAMBONI and the configuration of the Zamboni® ice resurfacing machine are registered trademarks of Frank J. Zamboni & Co., Inc.

ZAMBONI®

Nothing else is even close.

solutions



DESIGN
MANUFACTURE
INSTALL
FINANCE
SUPPORT

We do it all!

REFRIGERATION SYSTEMS
DASHER BOARDS
RINK FLOORS
PORTABLE SYSTEMS
ARENA SUPPLIES

BURLEYS DASHER BOARD SYSTEMS

Your single source solution arena systems manufacturer.

Burleys designs, manufactures and distributes a full range of the industry's best indoor and outdoor dasher board systems for ice and in-line hockey, soccer and multi-sport rink systems.

- Steel frame – built for professional play
- Aluminum frame – strong, attractive, affordable
- Batterboards™ – revolutionary design ideal for indoor and outdoor applications
- Roller Drome – modular design perfect for both permanent and portable applications

New or retrofitted, Burleys dasher board systems are custom designed to be safe, durable, easy to maintain and built to last for the life of the arena.

Burleys is committed to offering you solutions: quality products and services, and financing customized for you and your evolving business goals.

1.800.428.7539 • info@burleys.com • www.burleys.com

BURLEYS

ARENA ICE SYSTEMS

A HOUSTAN UNITED COMPANY

degree at Boston College, Peduto worked at the rink in Watertown, Mass., and became its manager at the tender age of 20. Seven years later, he moved across the country to work for the Zamboni family as the general manager of East Bay Iceland in Berkeley, Calif.

"East Bay was a wonderful experience for me. My suspicions that the rink community was a universally hard-working one were confirmed by my time there," he says. "Three industrious staffs kept Berkeley Iceland, Belmont Iceland and Dublin Iceland operating successfully despite ever-increasing competition from newer rinks in the Bay Area, most of them publicly subsidized."

It was truly a dream job, Peduto recalls, being in charge of multiple rinks in a beautiful part of the country. But his Boston ties drew him back east 12 years ago, to manage the newly built Burbank Ice Arena. The single-sheet facility is home to the 58-year-old North Shore Skating Club, youth and high school hockey programs, Reading Special Skates and a strong public skating program. Burbank was recently named favorite rink of the Cape Ann League Hockey Coaches in the *Newburyport Daily News*. The arena is also

acclaimed for its annual New Year's Eve Bash for Families, which has attracted as many as 758 participants.

Peduto practices "participatory" management, which means he can be found wherever the need is greatest at any given moment, whether that's answering the phone, serving in the snack bar, performing maintenance on equipment, billing ice rental customers or scheduling ice time. He's a stickler for the kind of service that makes customers eager to come back.

"I appreciate my job every day," Peduto declares. "I enjoy the personal side of rink management and am in awe of the mechanical side — simultaneously, part-time mechanic, part-time shrink."

Peduto sees the high cost of energy as one of today's toughest industry challenges. "My utility bills this year tell me that we might be on the tip of the next great energy crisis," he says. "Organizations such as ISI and NEISMA can address this issue by educating managers on energy-efficient operations and possibly setting up group utility buying."

Another challenge, he adds, is "the negative image of ice hockey that is perpetuated by adult and professional

leagues whose sponsors and events might lead one to believe there is a direct relationship between alcohol consumption, violence and success in the game of ice hockey."

If he could do anything to improve the ice arena industry, Peduto says, it would be to put the fun back into ice sports and make them more affordable to all members of the community.

"House leagues within the same towns have gone the way of the dinosaur around Greater Boston," he says. "The win-at-all-cost mentality of travel hockey has resulted in a loss of respect for officials, coaches, teammates and arena personnel. The social growth of playing on a team with members of your community has been eliminated."

Peduto escapes the demands of the rink through boating, kite-flying and family time. He and his wife, Arline, have three daughters, ages 11, 10 and 6, for whom he built a backyard rink modeled after one he enjoyed as a child.

"My philosophy on youth sports is 'Let the kids play!' says Peduto. "Our backyard rink, the basketball hoop in the driveway and the soccer goals in the yard all let them play without any adults even watching." ▀

Jet Ice[®]
WE BRING ICE TO LIFE[®]

Our premium line of high quality ice paints are specifically designed and carefully formulated for reliable use in the ice making industry.

Ice Marking & Template Kit

Paint Stick
This design is lightweight and offers the flexibility to adjust the liquid paint flow.

www.jetice.com

Our application packages are exclusively designed to apply our white ice paint.

(Standard Package Shown)

Additional text in the ad: "Another challenge, he adds, is 'the negative image of ice hockey that is perpetuated by adult and professional leagues whose sponsors and events might lead one to believe there is a direct relationship between alcohol consumption, violence and success in the game of ice hockey.'" and "If he could do anything to improve the ice arena industry, Peduto says, it would be to put the fun back into ice sports and make them more affordable to all members of the community."

FACILITY MANAGEMENT CORPORATION

Vision
Service
Efficiency
Innovation



Facility Management Corporation is an innovative leader of public recreational facilities. FMC's team has over a century of combined experience in the industry.

Currently operating 22 arenas across Massachusetts, FMC offers quality ice sports for skaters of all ages and abilities.

OPERATIONAL CONSULTATION
ARENA MANAGEMENT
PLANNING & DESIGN

P.O. Box 93
Rockland, MA
02370
781.982.8166

www.FMCArenas.com



S.O.S. Send Our Skaters to College

(and have fun while you're at it!)

by Lisa Fedick

The ISIA Education Foundation and NEISMA are putting the finishing touches on the Third Annual Golf Outing Extravaganza, to be held in conjunction with the iACT international conference in Boston. The fundraising golf event, which benefits the Foundation's scholarship program, will be held on the afternoon of Tuesday, May 30 at the Southers Marsh Golf Club. Southers Marsh was voted best golf course in Plymouth, Mass. in 2003, 2004 and 2005. *New England Golf Guide* rated it No. 12 overall among 655 public golf courses.

At 4,111 yards from the back tees, this par 61 track is the longest and most challenging course of its kind in New England. The seven par 4's and 11 par 3's will force you to use every club in your bag. Even the most accomplished golfers will be challenged, however, four sets of tees ensure that golfers of *all abilities* will be able to enjoy themselves, *so you have no excuses!* Just come out and join us!

Even more exciting than the golf, this is your chance to experience a true piece of American history. The course is situated in the Stearns family's 100-year-old working cranberry bogs. We would like to believe that the Stearns ancestors made the trip over on the Mayflower, but at the very least, you will live a part of what they saw upon landing, and it all makes for a great story to take home to the kids!

Because we want to show all of our guests some "Yankee" hospitality, this year's event is packed with extras. The driving range will be open, with unlimited balls, one hour prior to tee-off, with club pro Ted Flynn available for whatever ails you. At tee-off, your cart will be equipped with a box lunch and beverage, four Top-Flite balls, tees, a ball mark and repair tool and, of course, the legendary golfer's goodie bag and golf shirt, as always, compliments of the Zamboni Co. During play, holes 2 and 14 will have closest-to-the-pin

Continued on page 36



The Second Annual School of Ice Technologies

June 11-16, 2006 • iPAY One Center • San Diego, CA

Attend the 2006 School of Ice Technologies and you'll return to your facility equipped with the confidence that comes from knowing trade secrets the industry veterans know!

This informative, interactive workshop will prepare you with the tools and techniques to perform an outstanding job for your facility. The instructors have years of experience straight from the "Front Lines," so the School of Ice Technologies gives you more than just theory. It's practical, intensive ice technology training you can put into practice as soon as you return home—brought to you by a team who has been there and done it.

We'll teach you step-by-step how to master key ice making and maintenance skills. And you'll be amazed how incredibly simple your job will become with the training you receive in this hands-on course!

Course includes:

- Refrigeration theory and maintenance
- HVAC and dehumidification
- Energy management
- Building conversions
- Ice-making and installation
- Resurfacer operation and maintenance
- Dasher installation and maintenance

Register online at www.iaam.org

Click on the meetings section to register.



Last year's School of Ice Technologies was a huge success. Ice arena professionals traveled from across the nation and even as far away as Alaska and Puerto Rico to learn tricks of the trade from industry leaders.



The School of Ice Technologies is jointly hosted by the International Association of Assembly Managers, Inc. and the Ice Arena Institute of Management.

» For more information about the iAIM Program, visit www.skateisi.org «

You're in the business of fun.

We're in the business
of keeping it that way.

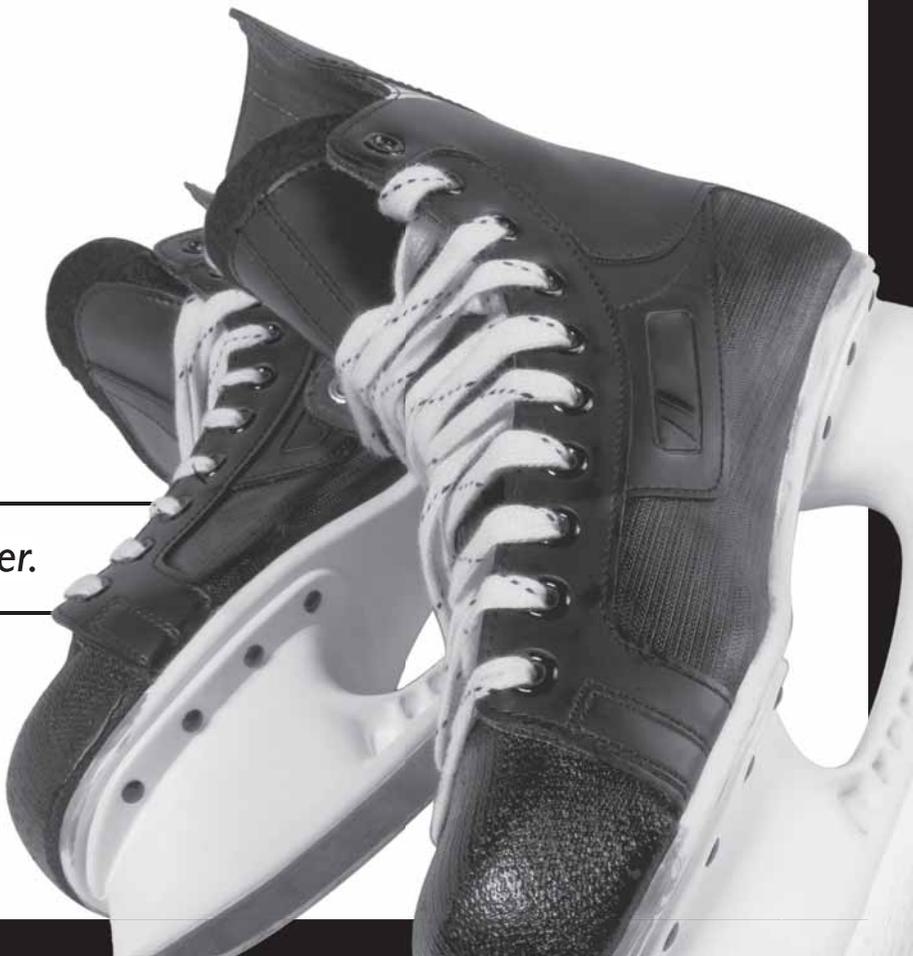
At Rice Specialty Risk, we understand the unique risks associated with rink and arena ownership. We offer comprehensive insurance products at competitive rates designed to protect your business. So you can concentrate on more important things, like having fun.

Turn to us for:

- Trained sports adjusters who investigate claims with expertise
- Equipment breakdown coverage
- Underground pipe coverage
- General liability
- Umbrella coverage

To learn more, contact Joan Rice
or Chuck Rice at 1-800-733-RICE.

Let's protect your rink. Together.



contests and long drive on hole 18, and Jimmie, did you say mulligan?

Immediately following the golf, a sponsored cocktail hour(s) will be held at the club with hot appetizers. *Everyone* is encouraged to attend this reception and golf awards ceremony; tickets will be available for \$25. Transportation to and from will be provided, but Doug, no one will be allowed on the bus in wet clothes.

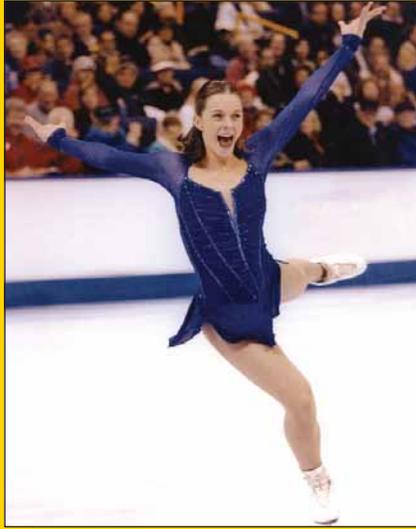
Oh, and here's why you really can't miss the reception: We aren't in Vegas this year, but the Foundation can still provide you the opportunity to try your hand at a game of chance. The Wonderland of Ice will be sponsoring a helicopter golf ball drop fundraiser. Just after the last golfer has completed his or her round, the helicopter will arrive, fly down the 18th fairway and release 500 numbered golf balls at the first flagstick on the driving range. The ball that stops closest to the pin is the winner. Balls will be sold for \$10 per ball or \$50 for six, and the proceeds will be disbursed 50/50. Since all ball numbers will be assigned, you need not be present to win, but this promises to be a unique event!

The cost for the complete golf package is \$175 per individual or \$600 per foursome. Rental clubs will be available at the course for \$15. The tickets for the cocktail reception will be available for \$25 and may be purchased until 5 p.m. on

May 29. For more information, to register for golf or to reserve your balls, please contact LAFMIRMA@aol.com.

Sponsors are needed for tees and prizes. This is a great opportunity for vendors, districts and individuals to give back to our industry and it's all tax-deductible. See you in Boston! ▀

Emily Hughes to Star in Benefit on Ice



The ISIA Education Foundation's 2006 fundraising efforts will continue during the ISI World Recreational Championships at the New England Sports Center in Marlboro, Mass. This year's Benefit on Ice show, to be held Friday, July 28, will feature none other than Olympic figure skater Emily Hughes. Seating is limited, so be sure to reserve your spot today (go to www.skateisi.org, select "Event Info," then "Worlds"). Tickets are \$20 before July 14, or \$25 at the door.



**KIMBALL
POWER
COMPANY, LLC**
a Kimball Company

IS THE HIGH COST OF ENERGY A CONCERN TO YOUR OPERATION?

Kimball Power Company is your ***ISI endorsed energy management partner***. We specialize in working with facility owners, operators, and managers to reduce their natural gas and electric supply costs while at the same time limiting exposure to the extremely volatile energy markets.

Based in Houston, TX, Kimball also has offices in Kalamazoo, MI, Philadelphia, PA and Portland, OR. The ISI partnership is supported through the Michigan office. We have a long history working with organizations such as ISI bringing value to their memberships.

We would be pleased to provide a free, no-obligation review of your energy supply needs and options. Together we can identify opportunities to make your operation more profitable.

Please contact Bruce Frandsen at 888-345-0440 ext 22 or bfrandsen@kimballresources.com and visit our website at www.kimballresources.com.

PROBLEM SOLVED!

The RinkMusic Inc[®] system was developed to provide a convenient way for skaters to transport, play and control their music programs without the cumbersome task of using cassettes or CDs.

*What Key is
your music in?*

See Us at

The PSA International Conference & Trade Show
Friday, May 25, 2006
Carolina Ice Palace
Charleston, South Carolina

AND

iACT

Ice Arena Conference and Tradeshow
May 30 - June 3
Boston 2006



RinkMusic[®] Inc.



4282 Prado de los Ciervos, Calabasas, CA 91302
Phone: 818-224-7837 Fax: 818-222-9901
E-mail: mail@rinkmusic.com Website: www.rinkmusic.com



North East Ice Skating Managers Association (NEISMA)

by Tom Morton, President

NEISMA is coordinating closely with ISI in preparation for the upcoming joint NEISMA/ISI conference in Boston. The NEISMA board of directors made a final review of the conference arrangements at their March meeting and will be making specific conference assignments for each board member. Based on informal surveys, it appears that the joint conference has sparked more than just some passing interest.

Also on the board's agenda was a status review of NEISMA's liaison program with other organizations in the ice rink industry. Recent incidents in the ice rink industry have again pointed out the need for a continued emphasis on safety. NEISMA will be considering a renewed program of action on safety to address the importance of ongoing safety awareness.

Rumor has it that some additional states may be looking into the possibility of developing air quality safety standards similar to those in Massachusetts. The NEISMA board is discussing the possibility of coordinating with any states that may be considering developing standards in the same way NEISMA coordinated directly with Massachusetts and with Rhode Island when those states were drafting their air quality standards.

Board member Arthur Ales, who chairs NEISMA's committee on gathering new ideas for expanding NEISMA's membership service, will be bringing a status report to the board's next meeting. Looking to the future, the board plans to develop a forward program of action, with the 2007 spring conference as its target.



Tom Morton

Minnesota Ice Arena Managers Association (MIAMA)

by Tom Moriarty, President

MIAMA held its spring conference on May 2 at the New Ulm Civic Center in New Ulm, Minn. The focus for our one-day meeting was energy solutions and discussion.

We all had "sticker shock" when we received our energy bills this season. Representatives from the Center for Energy and Environment presented ideas on lighting and "recommissioning" arenas and facilities. Other topics included: planning and expenditures for replacing building and equipment components; a presentation by the Civic Center's architect; planning for the many uses the facility encounters; a discussion on geothermal technology; and an update by Maximum Solutions and the tie-in with our www.rinkfinder.com Web site for ice sales and ice availability.

New Ulm is noted for its tourist attractions and hospitality, and they certainly opened their doors to MIAMA. Thanks!



Tom Moriarty

Many of our arenas are preparing for upcoming camps and training sessions planned for skaters of all ages and levels. Skating classes and camps are highlights of the summer for our customers as they get new perspectives on drills, strategies and fitness tips. In addition, many of these same users are involved in other summer sports and vacations. I have questioned how long Minnesota arenas will lower their summer hourly prices to attract customers, when we are in a season of higher demand for energy and keeping ice temperatures fit for use. How many of you ask the same question in your area? Certainly the volatile situation in the Middle East will continue to play a role in not only our arenas' operations, but in our daily lives.

The ISI conference will be held soon in Boston, and we are sending two representatives from MIAMA. Doug Brady from St. Croix Recreation Center and Dean Mulso from Burnsville Ice Arena will be in attendance to garner ideas from NEISMA members and meet individuals to prepare for 2007 when ISI and MIAMA hold the spring conference in the Twin Cities. We look forward to their report to help us prepare for 2007. Thanks to ISI's Peter Martell for working with us.

We will be holding our fall conference Sept. 6-8 at Ruttger's Bay Lake Lodge in Bay Lake, Minn. Come check us out!

Metropolitan Ice Rink Managers Association (MIRMA)

by Lisa Fedick, Secretary

It's official! MIRMA has now joined the 21st century Cyber Age with the launch of our Web site, www.skateMIRMA.org. Thanks to the technical wizardry of Kevin McCormack, the site will offer contact information and links to all of our arena and vendor members; downloadable forms for competition announcements; competition schedules; a calendar of district events; and skating, hockey, facility and ice maintenance tips of the month.

The MIRMA spring managers' seminar was held at the Richard J. Codey Arena in West Orange, N.J. Special thanks to John DeCarlo, who was a very gracious host. The program was designed as an effort to empower our members as they face several of the biggest potential roadblocks in our industry: rising energy costs, safety and designing on-ice programming that will satisfy the changing needs of our customer base.

Milan Baljak from Energie Innovation gave a presentation on the evolving technology of low-emissivity ceilings. Scott Lebedz of Athletica, "the net guy," spoke on safety netting and its maintenance, a part of our building that, too often, is taken for granted.

Kevin McCormack, ISI Hockey Section representative, and Bob Koch, MIRMA vice president, presented the evolving ISI Hockey Program, which can be a valuable asset in every arena. The program provides the perfect vehicle with which to build a strong house hockey program, which can be an end in itself or provide a strong feeder program for other USA Hockey travel programs. Either way, the program, like all others designed by the ISI, should help increase participation and longevity, which will always increase your bottom line.



Lisa Fedick

Continued on page 40

Figure the Savings!



Medals, Pins & Patches
Custom designs created by You!

Great for Fundraisers!



- Design your own
- Any size — Any shape
- Patches 50% to 100% embroidered
- Up to 5 colors on medals and pins and up to 7 colors on custom patches
- Medal price includes drape ribbon, event card and poly bag.
- No Setups or Die Charges
- Minimum Order 100 pieces
- Delivery time approximately 6 to 8 weeks



800-251-2656

In TN: 615-244-3007
fax: 615-244-5937

kkirk@goldnerassociates.com



Goldner
Associates

231 Venture Circle
Nashville, TN 37228

Bumper Cars On Ice

The Amazing Bumper Cars
Battery Powered
Ages 4 and Up • Speeds up to 5mph
Safest Bumper Cars on the market
Fun for all ages • Easy maintenance

Please give us a call and
we will send you a DEMO DVD



Valley Ice Skating Association, Inc.
14318 Calvert St. Van Nuys CA 91401
(818) 785-2883
valleyice@earthlink.net
www.bumpercarsonice.com

Ice

98 Arena Projects
in 23 States...
and Counting



Northbrook, IL — Ice Arena Renovation



Morris County, NJ — Arena Expansion



Montgomery County, MD — Ice Arena



Coralville, IA — Coral Ridge Mall Arena



Ramsey County, MN — 2nd Sheet Addition

Bonestroo
Ice • Aquatics *Sports*

Engineers & Architects

1-800-880-4700

St. Paul, Minnesota

a division of Bonestroo, Rosene, Anderlik & Assoc., Inc.

www.bonestroo.com/icearenaexamples.asp



Chicago, IL — Outdoor Ice Sheet

Excitement

The day ended with an energy conservation roundtable discussion. I am always amazed by the depth of human ingenuity and as always, I left scratching my head, saying, "Why didn't I think of that?"

Which brings me to my last point: There is no substitute for education, and in our industry, there is no substitute for networking. Quit procrastinating, register for the iAIM online programs and sign up for the Boston conference. We'll see you there!

Michigan Arena Managers Association (MAMA)

by Rob Mueller, President

The Michigan Arena Managers Association held officer elections in February, with the following board members elected to two-year terms:

- President – Rob Mueller, owner, Charles R. Mueller and Sons Inc., Zamboni and Jet Ice dealer
- Vice president – Kevin Barns, manager, Ferris State University Ice Arena
- Secretary – Ron Baas, manager, Plymouth Cultural Center
- Treasurer – Carol Burns, Melvindale Civic Arena

Our annual summer conference is set for June 12-13 at the Soaring Eagle Casino and Resort in Mt. Pleasant, Mich. ■

BELOVED BERKELEY ICE RINK FOR SALE



**BERKELEY
ICELAND**
2727 MILVIA STREET
BERKELEY, CA 94703



- 58,920 sf building on 1.87 acres
- Olympic size rink-200 ft x 100 ft
- 75,000-100,000 skating visits/yr
- Bleachers that seat 3,000

CONTACT:

JOHN GORDON
510-704-1800

2091 Rose Street
Berkeley, CA 94709

john@gordoncommercial.com
www.gordoncommercial.com



Here's what you'll learn:

- Getting started in the business
- Communicating with parents
- Parent/Teacher relations
- Your duties/responsibilities as an employee
- Preparing resumes
- Starting the beginners
- Class structuring
- Basic first aid
- Sports nutrition
- Judging tests vs. judging competitions
- Preparing skaters for competitions
- Test standards
- How to choose and edit music
- Choreography tips
- Code of ethics
- Customer service
- How to build your own clientele
- Re-enrollment techniques
- Training for all levels of the ISI program
- And much more!

DEVELOP COACHING SKILLS THAT

STAND OUT FROM THE REST!

The weSKATE Program is THE learn-to-skate program of choice for ice arenas wishing to increase participation and improve retention. Get your certification from the weSKATE National Instructor Training Program

Benefits of getting your certification:

- Advance your career
- Differentiate yourself from your peers
- Increase your earning potential
- Gain respect and credibility
- Qualify to teach all ISI levels
- Create winning resume
- Expand your job opportunities
- Become more valuable to your facility
- Learn new and innovative ways of teaching skills
- Become a more knowledgeable coach

Take advantage of the weSKATE National Instructor Training Program and gain the skills you need to be an outstanding coach—and to teach the leading learn-to-skate program! For more information on training in your area, contact the Ice Skating Institute at 972.735.8800

UPCOMING CLASSES

Chicago, IL	August 19
Boston, MA	August 25
Minneapolis, MN	August 26
San Jose, CA	September 26



Facilities of Distinction

Canlan Ice Sports is North America's leader in the development and operation of multi purpose ice rink facilities.



Canlan Ice Sports Management Services Division offers industry expertise every step of the way.

Design & Planning

If you're building a new facility or upgrading an existing one, Canlan Ice Sports can share its unparalleled industry knowledge to ensure the success of your facility.

Contract Management Services

Professional facility management is the key to the success of any ice rink facility. Canlan Ice Sports puts the knowledge gained through the successful operation of 20 ice rink facilities across North America to work for you.

Business Analysis & Reporting

Canlan Ice Sports specializes in comprehensive business analysis to provide knowledge and guidance for your development plans or existing operations;

- Market Feasibility
- Financial Analysis
- Facility Viability
- Business Plan Development
- Operational Analysis

For More Information on these and other services contact;



**Canlan Ice Sports Corp.
Management Services Division**

6501 Sprott Street
Burnaby, BC V5B 3B8
Ph: (604) 736 9152
Email: canlan@icesports.com

www.canlanicesports.com www.icesports.com

CALENDAR

ISI-endorsed competitions & shows/exhibitions

Deadline for July/August EDGE calendar: May 15

For regular calendar updates, see www.skateisi.org, Event Info

COMPETITIONS

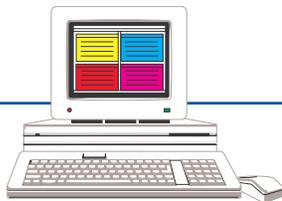
MAY

- 5-7 **Houston**
Aerodrome Willowbrook
11th Annual ISI
Summer Challenge
of Champions
- 6-7 **Fairfax, Va.**
Fairfax Ice Arena
Annual ISI Spring
Competition
- 6-7 **Virginia Beach, Va.**
Iceland of Hampton
Roads
13th Annual Azalea
Open
- 6-7 **Little Falls, N.J.**
Floyd Hall Arena
ISI District III
Competition
- 12-13 **Warwick, Pa.**
Warwick Ice Arena
The Skating Stars
Annual ISI Team
Competition
- 13 **Chesapeake, Va.**
Chilled Ponds Ice
Sports Complex
Chilled Ponds Open
Competition
- 13-14 **Yorba Linda, Calif.**
Yorba Linda Ice Palace
3rd Annual ISI Open
- 19-20 **Clearwater, Fla.**
Tampa Bay Skating
Academy
TBSA Spring
Competition
- 20 **Richmond, Va.**
Richmond Ice Zone
2006 Spring Splash
- 20 **Youngstown, Ohio**
Skating Club of Greater
Youngstown
ISI Team Competition
- 20 **Hingham, Mass.**
Pilgrim Skating Arena
18th Annual ISI Team
Competition

- 26-28 **San Francisco**
Yerba Buena
Skate Out Challenge
Cup
- 27-28 **San Diego**
San Diego Ice Arena
ISI Open Championships

JUNE

- 2-4 **New York**
Sky Rink@Chelsea Piers
20th Annual Sky Rink
Team Competition
- 3 **Dale City, Va.**
SkateQuest Prince
William
Blades of Summer 2006
- 3 **Randolph, N.J.**
Aspen Ice
FSC Team Competition
- 10-11 **Fremont, Calif.**
Sharks Ice at Fremont
ISI District 14
Competition
- 17 **Carencro, La.**
Louisiana Hockeyplex
Ice Arena
Louisiana Cajun Open
- 17-18 **Chicago**
McFetridge Sports
Center
17th Annual School's
Out Competition
- 22-25 **Orleans, Mass.**
Charles Moore Arena
16th Annual New
England District 1
Championships
- 23-25 **Clearwater, Fla.**
SunBlades Ice Arena
20th Annual ISI
Championships
- 30-
July 2 **Austin, Texas**
Chaparral Ice-
Northcross
Texas Hill Country
Independence Open



Visit the ISI Web site:
skateisi.org

JULY

- 1-2 **Las Vegas**
Las Vegas Ice Center
Red, White and Blue
ISI Open Competition
- 8 **White Bear Lake, Minn.**
White Bear Lake Sports
Center
Skate at the Lake
District 10
Competition
- 8-9 **Evanston, Ill.**
Robert Crown Center
29th Annual July Open
- 13-15 **Honolulu**
Ice Palace
2006 ISI Hawaiian
Open
- 14-16 **Ontario, Calif.**
Center Ice Arena
1st Annual ISI Open
Competition



- 24-30 **Marlboro, Mass.**
New England Sports
Center
ISI World Team
Recreational
Championships

SEPTEMBER

- 8-10 **Nashville, Tenn.**
Centennial Sportsplex
ISI Adult Championships
- 15 **Arlington, Texas**
ICE at The Parks
3rd Annual ISI Open
Competition



OCTOBER

- 28-29 **Rockland, Mass.**
Winterland Skating
School
20th Annual
Winterland
Halloween Classic

NOVEMBER



- 3-5 **Denver**
South Suburban Ice
Arena
ISI Artistic Challenge

SHOWS & EXHIBITIONS

MAY

- 4-6 **Minnetonka, Minn.**
Minnetonka Ice Arena
32nd Annual Silver
Skates Ice Revue
- 5 **Dimondale, Mich.**
The Skate School at
The Summit
The '80s
- 5-6 **Blaine, Minn.**
Schwan Super Rink
9 to 5
- 5-7 **Crestwood, Ill.**
Southwest Ice Arena
Spring Ice Show
- 5-7 **Wayne, Mich.**
Wayne Community
Center
Dance Craze
- 6 **Rockland, Mass.**
Winterland Skating
School
Winterland Ice Show
- 6 **Brockton, Mass.**
Bay State Blades
Brockton
3rd Annual Spring
Show

- 6 **Marlboro, Mass.**
Bay State Blades Navin Celebrate
- 7 **Nashville, Tenn.**
Centennial Sportsplex Spring Ice Show
- 7 **Roseville, Calif.**
Skatetown
An Evening of Skating Exhibitions
- 10-11 **Honolulu**
Ice Palace
2006 Spring Show
- 11-13 **Royal Oak, Mich.**
John Lindell Ice Arena
City of Royal Oak Ice Show Jubilee
- 12 **Northbrook, Ill.**
Northbrook Sports Center
Let Ice Entertain You
- 12-13 **Houston**
Aerodrome Willowbrook
11th Annual Spring Ice Show
- 12-13 **Melvindale, Mich.**
Melvindale Civic Arena
On Broadway
- 12-13 **St. Louis**
St. Peters Rec Plex
Rec Plex School of Rock
- 12-13 **Peoria, Ill.**
Owens Center
Things That Go Bump in the Night
- 12-14 **Niles, Ill.**
Niles Park District
Iceland
Television Treasures
- 16 **Skokie, Ill.**
Skatium
Superstars On Ice
- 17-21 **Glenview, Ill.**
Glenview Ice Center
33rd Annual Ice Show
- 18-21 **Skokie, Ill.**
Skatium
Pump Up The Volume
- 19-20 **Pleasant Prairie, Wis.**
Village of Pleasant Prairie IcePlex
Skating Through The Decades
- 19-21 **Highland Park, Ill.**
Centennial Ice Arena
A Celebration Of Colors On Ice

- 19-21 **Franklin Park, Ill.**
Franklin Park Ice Arena
Books on Blades- Volume 5
- 19-21 **Evanston, Ill.**
Robert Crown Center
Skate to the Greats- 30th Anniversary Spring Ice Show
- 19-21 **Wilmette, Ill.**
Centennial Wilmette N'ice Memories
- 20 **Hoffman Estates, Ill.**
Hoffman Estates Park District Ice Arena
Saturday at The Movies
- 20-21 **Bremerton, Wash.**
Bremerton Ice Skating Center
Cruisin' Around the World



- 31- June 3 **Boston**
Seaport Hotel & World Trade Center
iACT/NEISMA Conference & Tradeshow

JUNE

- 2-3 **Orland Park, Ill.**
Arctic Ice Arena
Olympic Dreams
- 3 **Bakersfield, Calif.**
Bakersfield Ice Sports Center
Bakersfield Blades
Spring Fling
- 10-11 **Boxboro, Mass.**
Nashoba Valley
Olympia
Ice Magic
- 16-17 **Glen Ellyn, Ill.**
Center Ice of DuPage
Tuned In

JULY

- 16-22 **Chicago**
McFetridge Sports Center
Gay Games VII Exhibition

AUGUST

- 14 **Evanston, Ill.**
Robert Crown Center
End of Summer Exhibition
- 17 **Arlington, Texas**
ICE at The Parks
Summertime 2006

DECEMBER

- 1-2 **Springdale, Ark.**
Arkansas FSA
Rootin' Tootin' Country Christmas
- 8-10 **Houston**
Aerodrome Willowbrook
9th Annual Nutcracker On Ice
- 8-10 **Evanston, Ill.**
Robert Crown Center
32nd Annual Nutcracker
- 17 **Arlington, Texas**
ICE at The Parks
Holiday In The Park 2006

Acquisition Funding for Ice Rink and Indoor Sport Facilities

We are a nationally based company looking to acquire and/or operate indoor team sport facilities with a minimum potential gross revenue of \$1.5 million. We will consider purchasing individual properties or operating companies. All inquiries or submissions will be kept confidential.

Please refer all inquiries or submissions to both

Tom Hillgrove at
rmschq@comcast.net and
Allen Kronstadt at
Kronstadt@kronstadtrealty.com

For further questions contact:

Rink Management Services Corporation

Tom Hillgrove of Rink Management Services Corporation at 804-550-7002 or
Allen Kronstadt of A. R. Kronstadt Realty Investors, Inc. at 301-530-9700 X 44



Industry's #1 Arena Management Software



Since 1994, Maximum Solutions has been the industry's leader in providing software and support to ice arenas and organizations throughout North America.

- ★ Over 650 Customers in 42 States and Nine Provinces
- ★ Complete Scaleability and Full Integration
- ★ See Instant Improvement in the Profitability and Efficiency of your Facility.

Which Solution is Right for You?

Desktop or Web Hosted Solutions

- Facility Scheduling
- League Scheduling
- Activity Registration
- Online Registration
- POS & Inventory
- Membership Management
- Credit Card Processing
- TV Schedule Display
- Integrated Web Reporting
- Environmental Controls

Mention this ad and get 10% off!



CLASSIFIED ADVERTISING

REFRIGERATION PLANT FOR SALE — Used four years, excellent condition. \$190,000 replacement value today. Direct liquid overfeed refrigeration unit. CW Davis "Ice-Pro" RDE-100 unit with two Vilter ES354 compressors. 75 hp, 460 volt motors. Main standby pumps with unit mounted system control panel. Contact Nick Flaskay for reduced price, plus freight. (813) 854-4010 or flaskay@hotmail.com

SEARCHING FOR CAPITAL TO EXPAND? I represent a private equity firm interested in investment opportunities within the rink industry space. We invest in profitable small-cap and micro-cap businesses with revenues between \$2 million and \$200 million. If you are a profitable rink operator or management company searching for a funding source to facilitate expansion plans, I want to hear from you. tomdugganjr@comcast.net

SKATING DIRECTOR — Rink in Springfield, Mo. seeks experienced skating director to grow skating programs in an exciting new market. Fax résumé to Jeff Cumley at (417) 866-4888.

Free Classified Advertising for ISI Members!

ISI facility and professional members are entitled to FREE classified listings (excluding retail products and services) up to 50 words. Call Carol Jackson at (972) 735-8800, fax to (972) 735-8815 or send e-mail to cjackson@skateisi.org. The deadline for the next issue of the *EDGE* is May 15.

ADVERTISER INDEX

American Athletic	Kimball Power 36
Shoe Co. Inc. 9	LSK Enterprises. 17
Athletica Inc. 19	Maximum Solutions Inc. . . . 44
Bonestroo & Associates 39	Mondo USA 47
Burleys 11, 31	Pace Industrial Inc 13
Canlan Ice Sports. 41	PSA 45
Cimco Refrigeration. 48	Rice Specialty Risk 35
Classifieds 44	Riedell Skate Co. 15
Concepts & Designs MS . . . 12	The Richardson Group. 7
Facility Management Corp . . 33	Rink Management
Frontline Solutions Inc. 20	Services. 23, 43
Goldner Associates Inc 39	Rink Music 37
Heartland Agency 20	SP-Teri Co. 18
Ice Rink Events. 21	Valley Ice Skating Assoc. . . . 39
Iceland Berkeley 40	Willis Programs 5
Jet Ice 32	Zamboni. 30
K&K Insurance Group Inc . . . 2	

PROFESSIONAL SKATERS ASSOCIATION

2006 NATIONWIDE SEMINARS

	DATE		HOST NAME	FACILITY/LOCATION
Area 2	AUG 6	Dance Seminar	Mary-Elizabeth Wightman	Olympic Center Lake Placid, NY
Area 7	AUG 20	Pair Seminar	Kelley Morris Adair	Indiana World Skating Academy Indianapolis, IN
Area 11	TBA		TBA	South Suburban Ice Arena Denver, CO
Area 2	SEP 10		Frank Galle/Paula Wagener-Blonder	Knickerbacker Ice Arena Troy, NY
Area 5	SEP 17		Lynn Rimmer	Cleveland Skating Club Cleveland, OH
Area 12	SEP 16		Steve Baker	OlympicView Arena Seattle, WA
Area 6	SEP 17		Michelle Sibley/Peggy Szura	Farmington Hills Ice Arena Detroit, MI
Area 10	SEP 17		Andrew Foland	Aerodrome Ice Skating Complex at Willowbrook Houston, TX
Area 2	SEP 23		Jay Freeman/Stephanie Turnbull	IceWorks Skating Complex Philadelphia, PA
Area 1	SEP 24		Lynn Benson	The Boston Skating Club Boston, MA
Area 8	SEP 24		Eleanor Fraser-Taylor	Plymouth Ice Arena Minneapolis, MN
Area 14	OCT 15		Burt Lancon	Toyota Sports Center Los Angeles, CA
Area 7	Nov 5		Janel Wamboldt	Rink Side Ice Arena in Gurnee Mills Mall Chicago area, IL
Area 5	TBA		Gloria Leous	Penn State Ice Rink State College, PA
Area 4	TBA		Jim & Editha Bowser	Benton H. Wilcoxon Ice Complex Huntsville, AL

Scott Brown - Seminar Chairman



Professional Skaters Association
www.skatepsa.com



AND ANOTHER THING...

by Patti Feeney
ISI Managing Director,
Member Programs & Services

It's springtime, which means trees are budding, flowers are blooming and ice arena professionals are networking and gaining valuable industry knowledge at iACT.

Boston in May is a beautiful sight to behold. The Seaport Hotel overlooks Boston Harbor and provides a wonderful setting to enhance your career and take you to the next level of the ice arena business. This is, without a doubt, a great time to be part of this industry. ISI and NEISMA are joining forces May 31-June 3 to bring you presentations and workshops designed to

help you retain new customers gained during the Olympic rush.

This year's iACT offers topics vital to all aspects of the industry. Managers, hockey directors and coaches, operations and maintenance supervisors, and skating directors and instructors will find a host of information available to further their careers.

Networking is a key activity at iACT. Ice industry leaders from across the country will gather and exchange ideas and share stories of successful — or not so successful — activities. Conference is always an incredibly

motivating and invigorating four days for me, and I'm sure it will be for you, too.

Among the special offerings this year is Birthday University, which comes to us highly recommended by arena owners and managers who have employed this party system to maximize profitability. But that's just one example of the impressive presenters at this year's conference.

This is your last chance to climb aboard and learn everything from AED use and liability to Web site development. See you there!

Now that most of you have requested and received your weSKATE learn-to-skate kit, ISI has developed the weSKATE National Instructor Training Program. This is a must-have resource for entry-level instructors as well as seasoned veterans, featuring everything from first aid to equipment fitting and directing a Tot class. The training instructors are the most knowledgeable in ISI. Don't miss this opportunity to grow your skills.

The program will be launched in late summer in four locations:

- Chicago area - Oakton Ice Arena - Saturday, Aug. 19
- Boston area - Navin Arena, Marlboro - Friday, Aug. 25
- Minneapolis area - Schwan Super Rink, Blaine - Saturday, Aug. 26
- San Jose - Logitech Ice Arena - Tuesday, Sept. 26

HOW DO YOU DECIDE

WHICH COACH TO HIRE?

Interviewing prospective skating instructors can feel like comparing apples and oranges. Some have a lot of experience while others have limited skills, and it's not always easy to know which ones will make the best addition to your staff.

That's one reason ISI has developed the weSKATE National Instructor Training Program. Skating instructors can now receive education and training that will have a large impact on your business.

The weSKATE National Instructor Training Program helps you:

- Screen prospective coaches before you hire them—their certification means you'll instantly know what skills they possess
- Educate your current staff and increase their contribution to your facility's success
- Reduce the time YOU have to spend training staff
- Get results you need from instructors who know how to project the image you want
- Make classes profitable and successful
- Transform your staff into more than just employees—they become an integral part of your business' success



UPCOMING CLASSES

Chicago, IL	August 19
Boston, MA	August 25
Minneapolis, MN	August 26
San Jose, CA	September 26

Take advantage of the weSKATE National Instructor Training Program and make sure everyone on your staff is a good apple! For more information on training in your area, contact the Ice Skating Institute at 972.735.8800.



WELCOME TO
TORNADO HOCKEY

LONG-LASTING

DR PEPPER STARCENTER FRISCO ARENA

"We were looking for a durable, good-looking product for our lobbies and corridors. We have 4 facilities with Sport Impact; one of them is 4 years old and looks as good as the day it was installed. Most floorings are sold in tiles but we wanted the look of sheet goods for our specific design. We wanted the brightness of the colors that Mondo offers.

We also had 2 custom colors made especially for us. We definitely think that it was the best value for our dollar since we were very particular.

We continue to build facilities using Mondo floorings."

Randy Locey, Executive Vice-President of Business Operations of the Dallas Stars, Dr Pepper StarCenter

SPORT IMPACT



MONDO

sales office: 800 441 6645 email: mondo@mondousa.com

website: www.mondousa.com



ECO CHILL...THE NEW ENERGY EFFICIENT ICE RINK

Today the effect of greenhouse gases on our environment combined with current electrical and gas rates are the cause of serious concern for all ice rink owners, operators and users. ECO CHILL by CIMCO® is our newest, most energy efficient system available.

ECO CHILL begins paying back both the owner and the environment the day the system starts.



ECO CHILL Overview

ECO CHILL is an engineered solution to lowering energy costs in your facility. Using Cimco's 90 years of expertise in the ice rink business, ECO CHILL collects and recycles the energy used to maintain the ice surface, providing abundant heating for the building; and hot water for showers, underfloor heating, ice resurfacing and snow melting, as well as air conditioning services.

ECO CHILL is modular in nature, allowing the designer to choose those com-

ponents that best match the needs of your facility. In all cases, quality ice is the number one priority of an ECO CHILL system, ensuring your facility users' satisfaction while you benefit from greatly reduced energy costs.

ECO CHILL systems may entitle the purchaser to municipal or other government energy grants to assist in the purchase of this high performance product.



Over 4,500 ice surfaces installed around the world!

TOROMONT

CIMCO

ECO CHILL

Conserve today for the Future

CIMCO REFRIGERATION

1-800-263-3035

Hartford • Syracuse • Detroit • Mobile • Houston
Dallas/Ft. Worth • Salt Lake City • Phoenix
London, UK • Beijing, PR. China

Visit our website at www.cimcorefrigeration.com



*Cimco.
Expect the
best*