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TJ Swiderski, CAO, Armstrong Arena

"I benefited from the school in two ways: learning from the instructors who generously shared their experience and education with us, and the sharing among all the students. Both of these helped me better understand what I do, what I should be doing and what we can do better at our facility. Also, it identifies many pitfalls to avoid."

Joseph Miner, CAM, Brett Memorial Ice Arena

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The ISI EDGE (USPS 017-078, ISSN 1522-4651) is published quarterly: Fall, Winter, Spring, Summer; by the Ice Skating Institute, 6000 Custer Road, Building 9, Plano, TX 75023. Periodicals postage paid at Plano, TX, and at additional mailing offices.

POSTMASTER NOTE: Send address changes to ISI EDGE, c/o The Ice Skating Institute, 6000 Custer Road, Building 9, Plano, TX 75023. Printed in the U.S.A.

Subscriptions available through membership only.

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

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Announcements

ISI ANNOUNCES STAFF APPOINTMENTS



Kim Hansen

PLANO, Texas — The ISI office is pleased to welcome Kim Hansen and Liz Mangelsdorf as its newest staff members. Hansen is the new national skating events coordinator, and Mangelsdorf has accepted the position of national skating programs coordinator.



Liz Mangelsdorf

Hansen has worked for the past year as assistant to the ISI national events director and recently served as competition director for the 2012 ISI Adult Championships in Las Vegas. A Synchro and Gold-rated ISI judge, national events referee and certified *weSKATE* instructor, she spent nine years as skating director at PSA Star Center in Plano, Texas, and coached the team champions for both the 2009 ISI Winter Classic and the 2011 ISI Conference Championships. Hansen is a longtime ISI professional member who has been recognized with the District 11 Merit Award and served as a conference presenter.

Mangelsdorf has served on the ISI board of directors since 1999 and the synchro and testing/competitions committees, and as conference planning chair and presenter. She also is a Synchro and Gold-rated ISI judge, national events referee and both a certified *weSKATE* instructor and course instructor. She is well versed in the ISI recreational skating and competition programs, having used them as skating director for Dr Pepper StarCenters from 1997-2011 and heading the local organizing

committees for Winter Classic and Worlds. Mangelsdorf has been honored with the ISI Great Skate and Woman of the Year awards.

In addition to these new appointments, Jeff Anderson has been promoted to the position of administrative services manager. He continues to be responsible for all data and information services but now also oversees the operations of the membership department, shipping and receiving, and building operations.

ZAMBONI CO. INTRODUCES NEW MODEL

PARAMOUNT, Calif. — The Zamboni Co. has introduced the latest in its line of ice resurfacing machines, the Model 546. Replacing the Model 545, this new machine incorporates a 1.6 liter Kubota engine (gasoline or LPG) specifically designed for industrial applications and based on a cast iron diesel engine platform. The Kubota engine's key features include: low vibration and noise; electronic fuel injection (gasoline); electronically controlled carburetor (propane); electronic drive-by-wire throttle control; 3-way catalytic converter; gear-drive valve train (no belts or chains); diagnostic port; and hot tested at factory. Kubota became the first company in the world to obtain certification for general-purpose engines under the California Air Resources Board (CARB) emissions regulations in 1993.

NICERINK DONATES RINK TO NEWTOWN

GENOA CITY, Wis. — In an effort to turn the grieving town's attention to a fun winter activity following the December Sandy Hook shootings, NiceRink donated a 44' x 88' outdoor rink to the community of Newtown, Conn. A volunteer group of NiceRink installers set up the rink on the town's Fairfield Hills Campus, and Newtown families are now enjoying it.

Please send announcements to editor@skateisi.org.



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BEFORE



AFTER



Enclosed Sports Arena Rules Update

by Dan Tranter, M.P.H.

MINNESOTA IS HOME to about 280 indoor ice arenas. The ice surface in these arenas is maintained using resurfacing and ice edging equipment, which is usually powered with internal combustion engines. The combustion byproducts emitted from this equipment include carbon monoxide (CO) and nitrogen dioxide (NO₂), which are health hazards at elevated levels. Elevated levels of carbon monoxide and nitrogen dioxide, including poisoning episodes, continue to occur at indoor arenas around the country.

The Minnesota Department of Health (MDH) regulates the air quality in enclosed sports arenas to protect the public — both users and spectators — from exposure to harmful levels of combustion byproducts.

CO and NO₂ can be measured using a variety of air testing equipment, including colorimetric tubes, electronic portable instruments, and continuous monitors at a fixed location.

Current Rules

The Minnesota State Board of Health adopted the MDH Enclosed Sports Arena Rules by resolution on April 19, 1973. In 1977, Minnesota's Enclosed Sports Arena Rules were revised, primarily to comply with a new rule numbering scheme. The rule has not changed since then.

The key features of the current rules are that indoor ice arenas:

- be certified by MDH
- maintain acceptable air quality
 - 1-hr avg of CO not to exceed 30 ppm
 - 1-hr avg of NO₂ not to exceed 0.5 ppm
- measure CO and NO₂ concentrations

on a weekly basis, at center ice, 20 minutes after resurfacing, at a time of maximum use of ice resurfacing equipment

- when contaminant levels exceed established action levels, take corrective action (such as increased ventilation, repairs to the source equipment)

Minnesota is one of only three states in the country that regulate air quality in enclosed sports arenas, the others being Massachusetts and Rhode Island. Legislation has been proposed in three other states: New York, New Jersey and California. We are not aware of any regulations in other countries. In states that do not have regulations, MDH rules and associated publications can be used as best-practice guidance to prevent problems.

Revising the Rules

About four years ago, the MDH decided to revise the rules. There were a number of issues with the rules that the department wanted to address, including:

- clarifying the air monitoring and documentation requirements
- ensuring the action levels are based on recent research
- separating the rules into distinct sections for ice arenas and motor sports arenas and events
- prescribing more specific requirements for indoor motor sports events and motor sports arenas, because existing rules only minimally address these types of arenas and events
- recognizing the use of electronic air-monitoring technology without requiring a variance or special approval

In drafting the proposed rules, MDH conducted extensive research. We analyzed about 100 scientific articles on the subject and reviewed relevant governmental regulations and guidelines. We collected information from the manufacturers of resurfacing equipment and their service companies as well as manufacturers of air monitoring equipment.

During this research and drafting phase, MDH engaged the public extensively. In the fall of 2009, the MDH held five public meetings around the state to inform the stakeholders of the problems with the existing rules and to provide an informal opportunity for attendees to provide comment. After these public meetings, MDH appointed three advisory committees in the summer of 2010: an ice arena advisory committee, a motorsports committee and a health committee. These committees met a total of 13 times, and a wide range of topics was discussed with recommendations presented to MDH. There were also three formal written public comment periods throughout the rulemaking process.

On Sept. 10, 2012, MDH's notice of intent to adopt revised rules was published in State Register. On Nov. 13, 2012, an administrative law hearing was held and the judge's report is expected soon. Look for results of the report and further information on the proposed rule revisions in the *ISI News* electronic newsletter and in the next issue of the *EDGE*.

Additional information can be found at <http://www.health.state.mn.us/divs/eh/indoorair/arenas/index.html>.

Dan Tranter is supervisor of the Indoor Air Unit of the Minnesota Department of Health. He can be reached at (651) 201-4618 or daniel.tranter@state.mn.us.



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PSA Celebrates



PSA membership has grown to more than 6,000 to become the largest and most renowned coaching organization in the world.

Diamond Anniversary

THE YEAR 1938 marked the somewhat humble beginning of the Professional Skaters Association. On Aug. 10 of that year, 13 prominent figure skating instructors from the United States and Canada held a meeting in Lake Placid, N.Y., for the purpose of forming an association of professional figure skaters.

The goals of the association (originally named the Professional Skaters Guild of America) were to protect instructors and the clubs employing them, establish friendly cooperation with the clubs and skating organizations, and formulate methods of certifying instructors for their teaching abilities.

Over the next 75 years, the 13 have grown to more than 6,000 to become the largest and most renowned coaching organization in the world.

PSA and ISI have consistently been an important part of each other's history, and as PSA marks its 75th anniversary, we celebrate and reflect on some of the most defining events in our history with ISI.

By the time the then-ISIA (Ice Skating Institute of America) was inaugurated in 1960, the PSGA was slowly beginning to make a name for itself and had grown to a couple hundred members. Some PSGA members, including past PSGA President Cliff Thael, were in attendance at the ISIA's first meeting in Chicago.

Tan-Tar-A Resort in Missouri was the site of the first PSGA convention in September 1967. David Lowery and Pieter Kollen were the co-chairs for the event, which proved to be a real "think tank," with many projects being assigned to the attendees. Though attendance at the convention was fewer than anticipated, the main objective of holding the first national convention had been accomplished.

The second PSGA conference, held in 1968 in Las Vegas, was a mini-summit with both the U.S. Figure Skating and ISIA presidents in attendance.

"Of all the firsts that happened in Las Vegas, the most important was the first face-to-face summit meeting between myself as president of the PSGA, Michael Kirby as president of the ISIA and Spencer

Cram as president of the USFSA," recalls Peter Dunfield. "These meetings set up provisions for active liaisons and structured the place of each association within our skating industry so that we could work together for our mutual prosperity."

Guild directors worked in the 1970s to build membership and improve relationships among the other players in the skating industry: the U.S. Figure Skating Association and the Ice Skating Institute. In 1973, PSGA President Walter Muehlbronner arranged a meeting in a quiet New York City restaurant with Newbold Black of the USFSA, ISIA President Robert Kelton and PSGA Vice President Fritz Dietl. That meeting, and later ones at Kelton's home, led to the drafting of USFSA-ISIA-PSGA "Statements of Policy" in which the organizations agreed to work together. Muehlbronner signed the documents along with USFSA President Ben Wright and Kelton.

Members of the three organizations also gathered in the 1970s for several groundbreaking seminars. The first on-ice teaching seminar took place in Fritz Dietl's rink in Westwood, N.J. "Dietl's prediction was that nobody would come, but it was very successful," says Don Laws, who became PSGA president in 1977. The three big players in American skating continued to meet and discuss industry issues.

The eighth annual convention in 1974 was held at the Stardust in Las Vegas, with Ron Pursley serving as chair. It was the first time that the ISIA and PSGA held their conventions in the same hotel on consecutive days. The ISIA convention started off the week, attended by PSGA President Walter Muehlbronner and USFSA President Ben Wright. It was an extraordinary event, having all the players together to focus energy on a common goal: to improve the entire skating industry.

In 1975, ISIA asked the PSGA to appoint one of its members to sit on the ISIA board, and in 1977, PSGA, ISIA and USFSA held a joint board meeting in Chicago.

Over the years, PSA has continued to work to strengthen its relationship with the Ice Skating Institute. About 40 percent of PSA members are associated with ISI, offering group and private lessons for recreational skaters in thousands of ice facilities. A few years ago, past PSA President Kelley Morris-Adair and PSA Executive Director Jimmie Santee met several times with ISI President Jim Hartnett and Executive Director Peter Martell, and agreed that members of both groups would benefit from stronger combined education programs.

In 2009, ISI recognized PSA as its official coaches' education, certification and training program. ISI also agreed to formally recognize PSA sanctions of ISI members. That season, "PSA and ISI held the first-ever combined education

development meeting. It was full of energy and great ideas," says Morris-Adair.

In 2010, Morris-Adair invited U.S. Figure Skating President Patricia St. Peter and ISI President Jim Hartnett to the PSA conference. "It was a historic moment as all three presidents stood united and committed to coaching programs," she says.

"Communication among the three organizations has continued to improve," adds Angie Riviello-Steffano, current PSA president. "We are all realizing the importance of working together for the greater good of the sport and for developing high-quality coaches and athletes."

PSA and ISI worked together in 2011 to host a successful joint conference in Dallas. This year's PSA International Conference, Trade Show and Reunion will be held May 23-25 in Chicago at the Hyatt

"Communication among the three organizations has continued to improve. We are all realizing the importance of working together for the greater good of the sport and for developing high-quality coaches and athletes."

Angie Riviello-Steffano
PSA President

Regency O'Hare Hotel and The Edge Ice Arenas. All living past PSA presidents and PSA Coaches Hall of Fame members have been invited to attend the reunion and will be honored for their service and dedication to the association and to the sport of figure skating.

"The PSA is prepared to grow," notes Santee. "So are ISI and U.S. Figure Skating. We are in control of our destiny. Teamwork makes the dream work." 



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Report

by Kevin McCormack
CAO, CADCR

PREPARE to PROSPER

I HOPE THAT YOUR season is going well, that you had lots of skaters over the holidays and your ice time is completely booked.

In addition to having plentiful skaters at this time of year, I cannot emphasize enough the importance of connecting with new customers, many of whom might be visiting your arena for the first time or returning after a long absence. Are you marketing your programs and making skating fun and rewarding?

Arena life has been very challenging in the Northeast this fall. Many arenas lost power for up to two weeks due to

Superstorm Sandy and a subsequent Nor'easter. Storm damage closed at least three arenas in the New York Metropolitan area for this season. Some arenas averted long down times by lowering ice temperatures and building up ice before the storms hit. Are you ready for the next storm or natural disaster that could hit your area?

Finally, we were reminded how fragile and vulnerable we all are by the school shooting tragedy in Newtown, Conn. Several area arenas had customers who attended or worked at Sandy Hook Elementary School. How would your staff respond to a tragedy such as this if it were

to happen in your backyard or, heaven forbid, at your arena?

I present these scenarios to encourage examination of your facility's practices. Are you and your arena taking advantage of available opportunities and maximizing potential business? Are you prepared for extreme weather and emergencies? Have you thought about how your arena would handle the unthinkable worst-case situation at your arena?

Many of these questions are answered with proper preparation. In order to take advantage of all of the new customers who come through your doors each season, you

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Your staff must be trained and educated on how to handle anything that could potentially occur at your arena.

must have sufficient trained staff to handle the volume. Employees must be educated about your programs and present themselves professionally. Marketing is essential to attract new customers, introduce them to your programs and retain existing business.

In addition, your staff must be trained and educated on how to handle anything that could potentially occur at your arena. They must be trained in first aid, CPR and emergency preparedness. Are you prepared for the worst?

Strong arenas that run well and profitably are the ones that invest in marketing programs, hiring and training good employees, maintaining equipment

and, most important, education for their owners, managers and full-time staff. A small investment in education — in fact, less than 1 percent of any arena's budget — can pay huge dividends for an arena in a short amount of time.

Many opportunities for education exist for ice arenas at the local and national levels and both within and outside the industry. Usually, little expense is incurred for an ice arena to train staff members in first aid or CPR, or to send them to local ISI district seminars and events. For a minimal investment, an arena can send staff members to the ISI Ice Arena Conference & Trade Show in May or to the iAIM Certification School in September.

This year's ISI conference at Caesars Palace in Las Vegas is filled with sessions designed to answer the questions posed above and many more. Topics will include customer service, emergency preparedness, marketing and organizing your learn-to-skate program, and using all of the tools available to you to fill your arena with plenty of customers.

Once again, the iAIM Certified Arena Manager (CAM) track will be offered at conference, and a brand new iAIM Certified Skating Director track is being introduced. Check out the conference prospectus in this issue to see how your arena can educate your staff, become more prepared for unusual situations and keep the customers coming. Register at skateisi.org/conference by April 1 to get the early bird discount.

The iAIM Certification School returns to Oglebay Resort & Conference Center in Oglebay, W. Va. Sept. 15-20, this year featuring both the Certificate of Arena Operations (CAO) and the School of Ice Technologies (SIT). See the ad on page 2 of this issue or go to skateisi.org/iAIM.

Don't miss out on these fantastic opportunities to improve your operation, educate your staff, grow your business and empower your employees. Make sure you and your staff are prepared for everything, from an influx of business to an emergency.

Kevin McCormack is chair of the iAIM board of regents.

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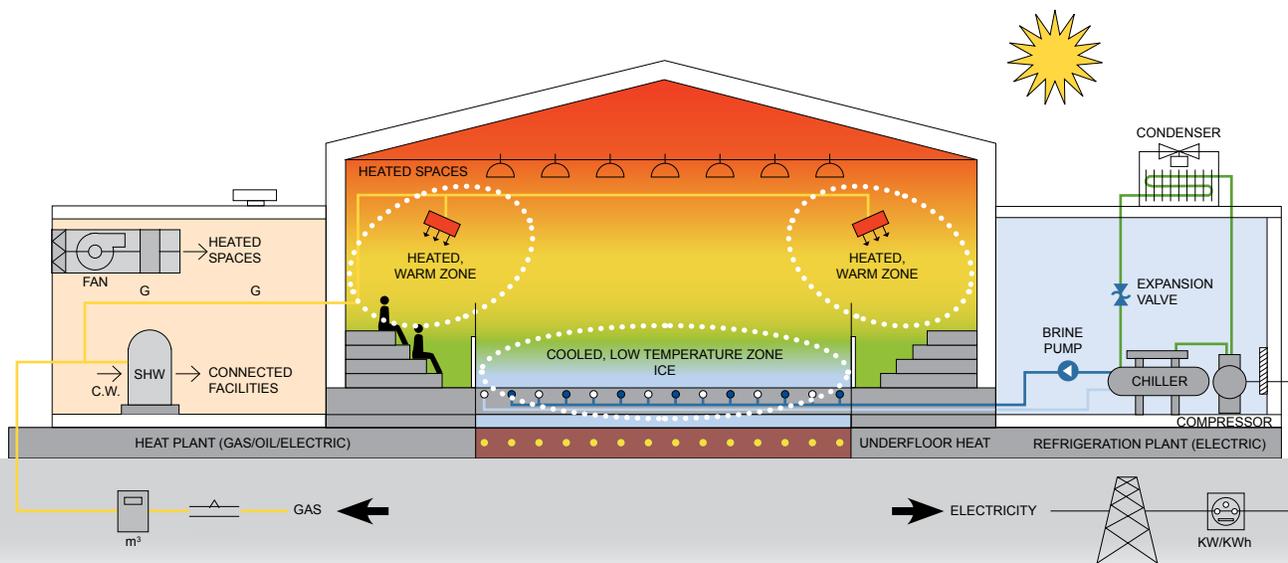
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Keeping What You Have Already Paid For

by Art Sutherland



A RECREATIONAL ICE FACILITY consumes a tremendous amount of energy during normal day-to-day operation. This energy consumption is divided between electrically driven loads such as the refrigeration system, lighting and various pumps and motors, among others. The fossil fuel-fired equipment includes hot water heaters, building heating boilers and desiccant dehumidifiers, to name a few.

The single largest use of energy in a typical recreational ice facility is the refrigeration system. It is not uncommon for the refrigeration system to account for approximately 40 percent of the total facility energy consumption. Interestingly enough, the byproduct of all refrigeration systems is enormous quantities of waste heat. In fact, in most community ice arenas, if you make the effort to recover just half of this waste heat, it would completely eliminate the use of fossil fuels for all purposes within the complex. The remaining waste heat could actually be used to heat adjacent buildings such as pools, schools, gymnasiums, residential buildings or commercial properties.

There are a number of methods employed to harvest this waste energy and properly deploy it throughout the facility. Each facility is unique with its own requirements and must be carefully and professionally evaluated to determine the feasibility of utilizing waste heat. Greatly simplified, the heat must be available when it is needed, in the quantity and temperature to satisfy the building requirements, and it must be distributed cost-effectively.

Hot water heating is a natural application for waste heat from a recreational ice refrigeration system. The ice resurfacing equipment requires hot water, and every time it is applied to the ice surface it results in the refrigeration system starting, thus providing the energy source to replenish the next batch of hot water.

The task of capturing waste energy for heating hot water is carried out with de-superheating heat exchangers. A de-superheater has the ability to provide a high-temperature source of heat reclaim, but not an extremely high quantity.

As a rule of thumb, there are approximately 1,500 BTUs of useful heat available per operating horsepower from a refrigeration compressor. As an example, if your refrigeration system has 150 compressor horsepower and the system runs for one hour, you could harvest $150 \times 1500 = 225,000$ BTUs of useful energy. This is enough energy to warm 300 gallons of water from 55 F to 145 F.

Some de-superheating heat exchangers have their own integral water storage tank, which adds to the facility's hot water storage capacity.

Condensing heat exchangers are a method of recovering large volumes of waste heat but at a lower temperature than you would achieve with de-superheating heat exchangers. Many arenas will use this style of heat exchanger for the snowmelt pit and for the arena subfloor heating system. However, it is in the duty of comfort heating that their real value starts to be realized.

A typical community ice arena will have in excess of 1 million BTUs per hour of useful energy available utilizing a full condensing heat reclaim system. To put that in perspective, the heating requirements for a typical recreation facility will range from 5 BTUs to 35 BTUs per square foot per hour, depending on the location and the type of construction. So if you were to harvest only half the available energy and you lived in a coldest climate zone (35 BTUs/hour), you



Condensing heat exchangers



De-superheating heat exchangers

would be able to provide heating for more than 15,000 square feet of public area.

Depending on the size and style of the condensing heat exchanger, it is possible to obtain temperatures fairly close to the plant operating condensing temperature. For example, if you have an ammonia system and it operates at 150 PSI discharge pressure or if you have an R-22 system operating at 150 PSI discharge pressure, this would equate to 85 F (30 C) condensing temperature. At those operating conditions, it is quite easy to be able to harvest heating water at 80 F (27 C) from that heat exchanger.



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Snow melting of sidewalks is a beneficial way to utilize waste heat.

This temperature is not quite high enough to provide comfort heating through air-handling units, but it is plenty warm for many applications such as space heating in the rink, fresh air preheat or snow melting of sidewalks, etc.

It is possible to operate the refrigeration plant at a higher discharge temperature to directly provide heat for radiant or forced air heating, but this must be considered carefully due to the fact that every degree we increase the condensing temperature it will result in approximately a 1.5 percent increase in compressor power consumption. If you have a very large heating

requirement, it could be worth investigating the benefits of operating at a slightly higher condensing temperature.

Where the heating requirements are interspersed throughout the building or you require a higher temperature not easily delivered directly from the energy recovery condenser, it can be worthwhile to install modular energy recovery heat pumps that are specifically designed to harvest the waste heat and then boost it to a usable temperature. This is an easy-to-implement process that involves routing an energy loop from the refrigeration heat recovery condenser around the recreation complex.

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Energy recovery heat pump

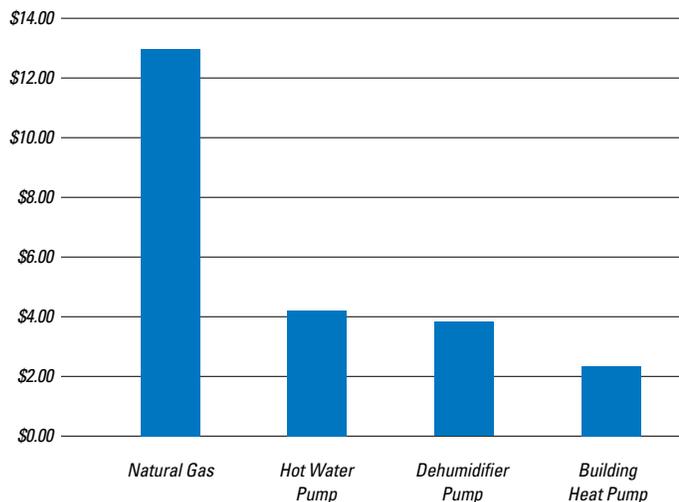
Energy recovery heat pumps are then installed to extract heat from the energy loop and elevate the temperature for use in the zones requiring heat. These energy recovery heat pumps have the ability to provide the entire facility's hot water requirements — all comfort heating as well as powering specially designed desiccant dehumidifiers. The level of efficiency realized from these highly effective heat

pumps exceeds all other heat pump technologies by over 100 percent and natural gas by close to 400 percent, as well as improving the efficiency of the refrigeration system as a whole.

The chart below shows the average cost of natural gas per million BTUs compared to the cost of producing 1 million BTUs using energy recovery heat pumps for various applications such as hot water, dehumidification and building heat.

In many installations, even where the entire recreation facility heating load is satisfied, there is still enough energy left over to heat neighboring facilities, either partially or entirely. Over the years we have provided hundreds of energy recovery systems for heating sidewalks, swimming pools, warehousing, apartment blocks, hotels, casinos and stand-alone housing, to name a few.

One particularly exciting project that we have completed that has gained international acclaim and has won a number of environmental awards is the Westhills Arena community energy integration project. This state-of-the-art recreation center includes an indoor ice rink, an outdoor ice rink and a skating path along with a 20-lane bowling alley.



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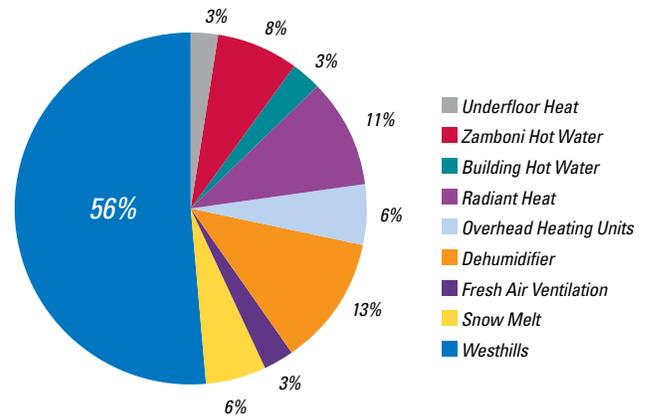


Westhills Arena in Victoria, British Columbia

The entire complex is heated and dehumidified, with all hot water requirements provided, through energy recovery without the use of fossil fuels. Despite the fact that the entire 70,000-square-foot venue is powered by reclaimed energy, there is still more than 50 percent waste heat available that is being conveyed to the Westhills housing development 400 meters away, supplementing the heating of more than 300 homes.

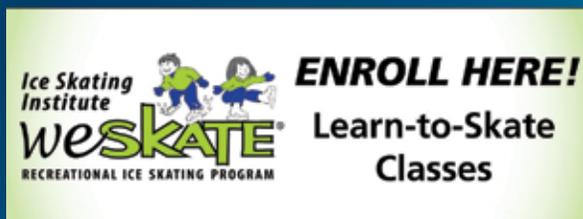
The spectacular achievements of this integrated energy approach have been featured in numerous magazines and

Westhills Arena Energy Recovery



news articles internationally, and community planners, energy managers and conservationists have been coming to visit the site from around the globe. Westhills is a lesson for what is possible, but many of the energy-efficiency initiatives described here can be carried out in whole or in part, and in stages, to match any budget.

Art Sutherland is the founder and president of Accent Refrigeration Systems of Victoria, British Columbia.



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Easy Money Get started today!

ISI Administrative members (arenas, clubs and skating schools) can enjoy substantial returns by registering class and recreational skaters with ISI.

Phase 1: Wholesale Membership Rate

Take advantage of ISI's convenient bulk registration process and register your skaters as ISI Individual members using the retail membership rate and earn an immediate reward of \$2 per skater registered.

Phase 2: Threshold Rewards

Increase the number of registered skaters by targeted percentages of 25%, 50% and 100% and receive additional rewards in the form of "ISI Bucks," which may be used as credits toward ISI programs, services or publications.

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Administrative members with large ISI enrollments earn rewards at four levels, for up to \$1000 in ISI Bucks.

Professional Member Incentives

Skating directors and coaches can earn big rewards, too, by referring new ISI Professional members.

What are you waiting for?

Get all the details and sign up today at skateisi.org/rewards.

“ The ISI Membership Rewards Program provides a great opportunity for us to take full advantage of all the benefits the ISI program has to offer.

Because we require all of our skating school students to register for ISI membership, we earn rewards for every new student we enroll, further boosting the growth of our business.

Our rewards have been used to purchase the EDGE competition software to help organize and manage our events, *weSKATE* handbooks to further educate our coaches and conference registrations for staff members to improve their skills.

Since joining ISI, City Ice Pavilion has been given the tools to host our first intra-rink competitions and skating shows. This has provided our skaters with more motivation to keep skating, and it has helped our enrollment numbers grow to the highest they've ever been since we opened our doors.

I would highly recommend that all ice skating facilities take advantage of the ISI Membership Rewards Program. We're all working to grow our businesses — it only makes sense to enjoy these valuable rewards! ”



Shanley Pascal
Skating Director
City Ice Pavilion
Long Island City
New York





What Happens in Vegas ... is the 2013 ISI Conference & Trade Show!

Caesars Palace | May 28-31

Whether you're new to the ice arena industry or you have decades of experience, the annual ISI Ice Arena Conference & Trade Show continues to provide an important venue for business growth and improvement.

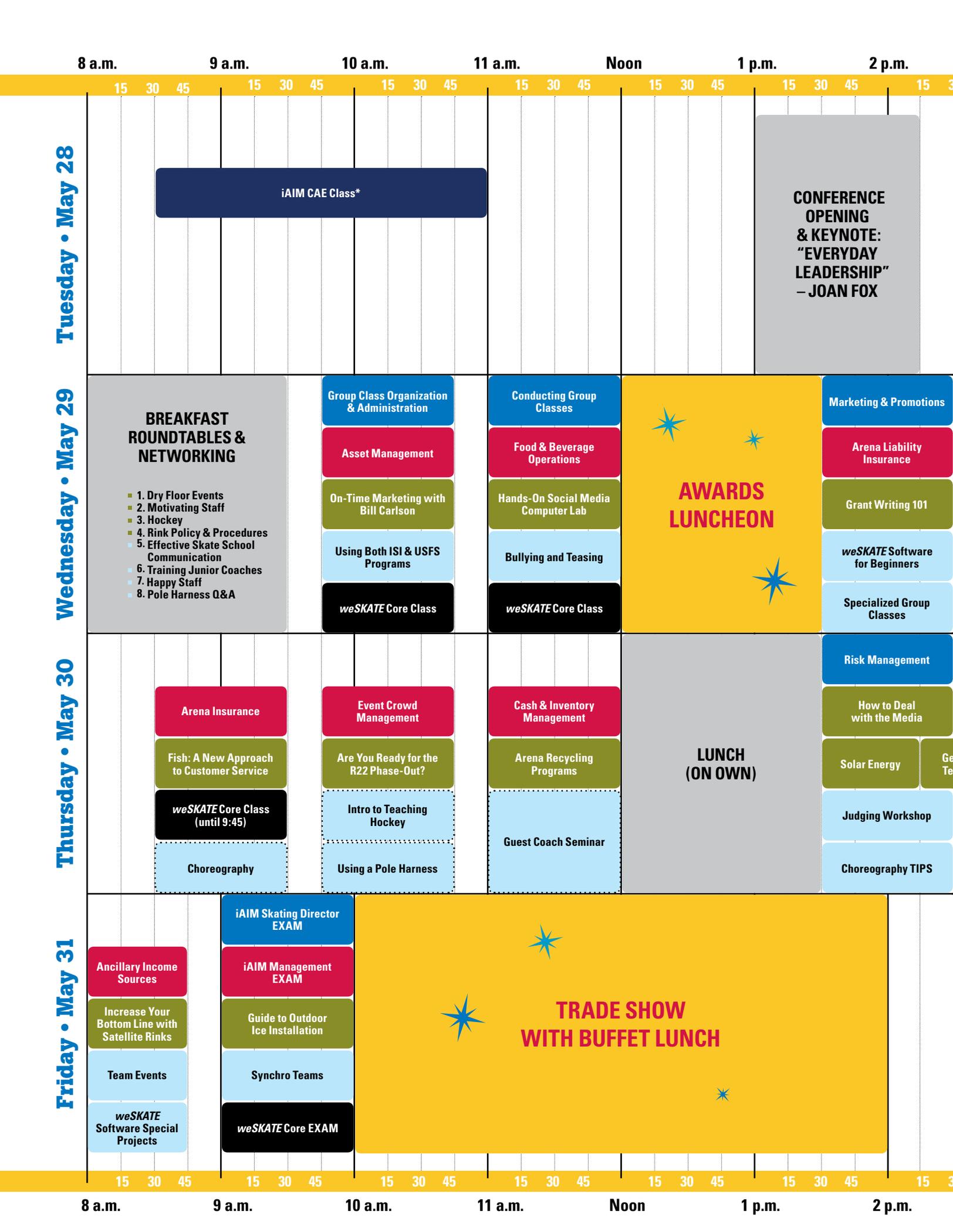
For more than 50 years, as the only independent national ice arena trade association, the Ice Skating Institute has been providing educational, development and networking opportunities for ice arena professionals who wish to expand their knowledge base and skill set, and keep pace in a competitive environment.

In 2013 the national event returns to Las Vegas, always an eagerly anticipated destination for ISI members. For optimal results, take advantage of all this event has to offer: career-boosting educational sessions, enlightening roundtable and panel discussions, professional certification courses, the industry's No. 1 trade show, the Annual ISI Awards Luncheon and other networking opportunities where you'll refresh existing relationships and form valuable new ones. Plan now to join us at Caesars Palace for a rewarding, memorable week.

Register at skateisi.org/conference.

Photography courtesy of
Las Vegas News Bureau





3 p.m.			4 p.m.			5 p.m.			6 p.m.			7 p.m.			8 p.m.			9 p.m.					
00	45	15	30	45	15	30	45	15	30	45	00	45	15	30	45	15	30	45	00	45	15	30	45
Welcome & Orientation: Role of Skating Director			Human Resources			DISTRICT MEETINGS			SECTION MEETINGS (PUBLIC, PRIVATE, SCHOOLS)			PRESIDENT'S RECEPTION											
iAIM Front Desk Operations & Cash Management			Retail Sales																				
How to Grow Your Hockey Program			Compete & Win with Customer Service			HOCKEY SECTION MTG.			TRADE SHOW OPENING & COCKTAIL RECEPTION														
Off-Ice Training Class: Coordination & Jump Technique			Producing Ice Shows: Lights, Action, Ice Show!																				
Programs for Skaters with Special Needs			Programming for Collegiate & Adult Teams			INSTRUCTOR SECTION MTG.			TRADE SHOW OPENING & COCKTAIL RECEPTION														
Competitive Programs			Hosting Skating Events (start 3:30)												Budgeting & Accounting (start 4:30)								
One-on-One Interview			Maximizing Profits with Bill Carlson						TRADE SHOW OPENING & COCKTAIL RECEPTION														
Panel Discussion: Storm Survivors			Emergency Preparedness			Recruiting Interns																	
weSKATE Software Enhancements			Edge Software Tips/Q&A			Coaching: It's Your Business			TRADE SHOW OPENING & COCKTAIL RECEPTION														
Summer Camps			Are You Using Social Media?			Nonprofit Partnerships																	
Customer Service			Q&A			TRADE SHOW OPENING & COCKTAIL RECEPTION																	
Low-E Ceilings			Ammonia Refrigeration Safety & Maintenance																				
Thermal Technology			Panel Discussion: Myths/Proven Energy Technologies			TRADE SHOW OPENING & COCKTAIL RECEPTION																	
Fuel Cell Technology			Working Effectively with Parents																				
Referee Workshop			Birthday Parties for Any Rink, USA			TRADE SHOW OPENING & COCKTAIL RECEPTION																	
Hockey Teaching TIPS																							

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■ On-ice Sessions

* Registration & additional fee required
 (See registration form at skateisi.org/conference)
 All sessions are subject to change





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Ice Skating Institute



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Photography courtesy of Las Vegas News Bureau



Management and (NEW!) Skating Director Certification Opportunities

Last year's successful introduction of iAIM Certificate of Arena Management (CAM) courses during conference week will be continued this year, allowing attendees to earn a third of their CAM certification while enjoying the other activities and networking opportunities of the annual conference.

In addition, a brand new track is being introduced for skating directors wishing to elevate their professional value with iAIM certification. The iAIM Skating Director Certification will be offered in its entirety, consisting of 10 hours of instruction in topics such as human resources, group classes, marketing and promotions, competitive programs, hosting skating events, budgeting/accounting, risk management and customer service. The final exam and presentation of credentials will be held on Friday morning.

The iAIM Certified Arena Executive (CAE) course will be offered on Tuesday, May 28, prior to the conference opening.

See the session schedule and online registration form (skateisi.org/conference) for details of the certification courses; registration and additional fee required.

All Work and No Play? No Way!

Nobody knows the value of fun better than ice arena professionals, whose daily business is to create great times for individuals and families. Just as our facilities' programs provide a treat for our customers, we deserve a bit of recreational reward during our week of intensive professional education and information gathering.

The legendary Caesars Palace at the heart of the Las Vegas Strip offers the perfect venue for combining work and play, with its outstanding conference facilities, 26 diverse restaurants and cafes, the 4.5-acre Garden of the Gods Pool Oasis, a world-class spa, a busy casino and the renowned Colosseum showroom, spotlighting top entertainment acts.

Options for after-business hours are endless, from the on-site social scene to the hundreds of clubs and shows within walking distance or even a day trip to Hoover Dam. Caesars Palace's prime location is minutes away from McCarran International Airport.

Experience the contagious energy of an ISI Ice Arena Conference & Trade Show at Caesars Palace!

Geo-Glide Ice Rink Package

Geo-Glide is proud to introduce **The Geo-Glide Ice Rink Package**, a turnkey solution specifically designed to maximize the performance and reduce the cost of ice rink installations.

The Geo-Glide Ice Rink Package Includes:

Geo-Glide 180s



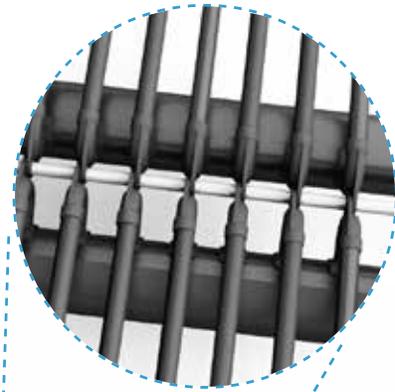
The patent pending Geo-Glide 180 is the **first** one-piece U-Bend designed for the ice rink industry, eliminating the need to fabricate U-Bends.

Geo-Glide 135s

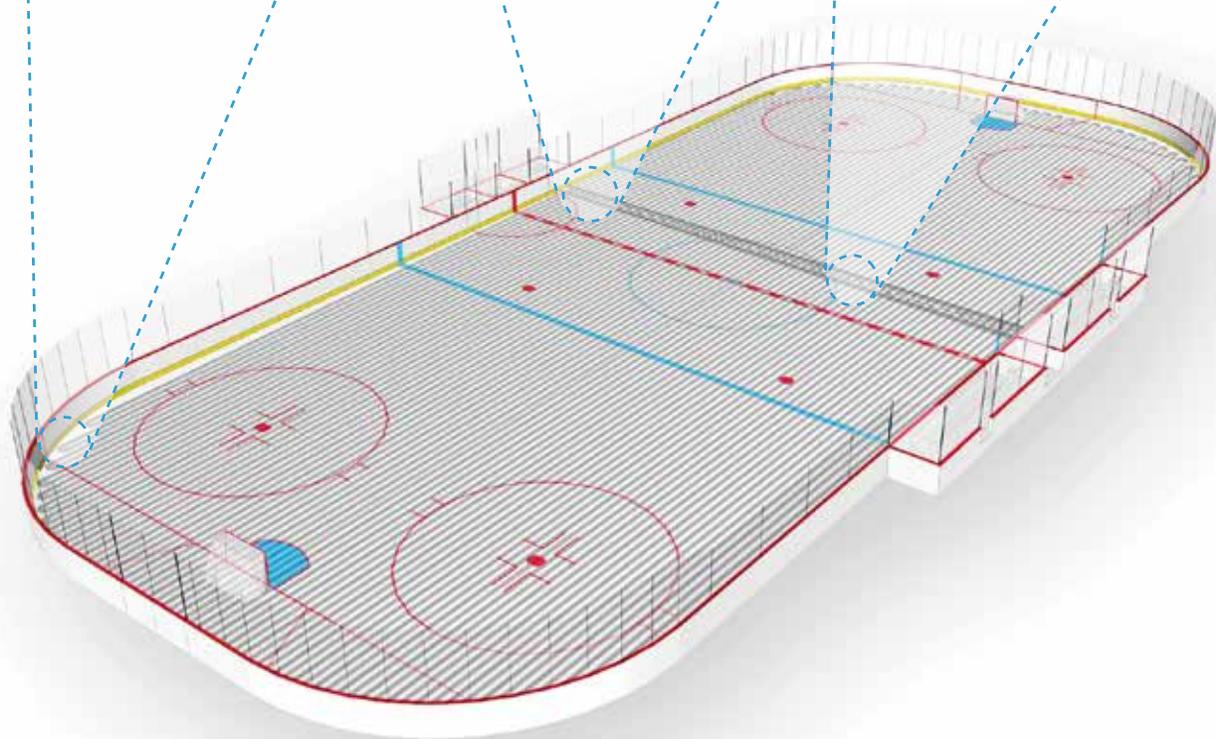
The patent pending Geo-Glide 135 is the **first** one-piece socket/saddle fitting designed for the ice rink industry, eliminating the need to heat fuse elbows to saddle tees.



A Unique Design to **REDUCE** Warm Spots



The Geo-Glide 135 minimizes gaps in the piping network, facilitating more consistent ice temperatures and reducing pumping requirements.



- Delivered as a turnkey, factory-fused package reducing field fusion to a minimum:
 - All 180s factory-fused to uncoils
 - All 135s factory-fused to headers

- The Geo-Glide Ice Rink Package is sold exclusively by Rinks by Davis.
- Available services include consulting and/or installation.





Policies & Procedures for Ice Arenas

by Jamie Baringer, CAM, CAO, CAP

POLICIES AND PROCEDURES? What are they and why do ice arenas need them? As I have moved around the ice arena industry, I have heard those questions time and again from the employees and patrons. What we do may not be rocket science, but there is a great deal that goes into our daily operations and everyone from the front desk employee to upper management must know what to do in any given situation — and, as most of us are aware, the range

of potential situations can be extremely broad. This is where a well thought-out policies and procedures manual comes in.

As ice arena owners, managers or employees, from the second we drive into the parking lot until the second we drive out, we are responsible for every task, small or large, encountered during our workday. Policies and procedures can help make our days and each of our tasks much easier.

A policy is what tells us how to deal with any given situation; it provides a consistent guide to follow if a situation arises so that all decisions are made in line with the mission and vision of the organization/business.

Policies can often be confused with “rules.” The difference between a rule and policy is that rules have requirements for certain action; if they are not followed, error will occur. A policy, on the other hand, is a guideline. Policies help drive the strategic plan, set the expectations and performance objectives, lead to more efficient internal operations, ensure accountability, promote ethical and responsible decision making, streamline new staff orientation and result in time savings and legal requirements.

A procedure is the concise, objective action that needs to be taken to ensure the activity is carried out under the guidelines of policy.

Setting Up Your System

Creating a Policies & Procedures Manual (or a series of separate manuals) addressing the following subjects, as detailed in the iAIM Certificate of Arena Management

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weSKATE 3.5 Class Management Software[®] is an all-in-one solution that plans, organizes and manages details of your ISI learn-to-skate program. Now multiple computers in your arena can access the weSKATE database at the same time.

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www.skateisi.org

course, will assist you in developing effective policies and procedures:

Personnel Manual

- Organizational chart
- Job descriptions (organized by profit center and/or facility work division)
- Pay scale (This might only include lower-level employee salary breakdown. Standardize the facility bonus/raise structure.)
- Sample schedule or weekly staffing plan to help maintain budget focus
- Personnel handbook
 - Information and policies for new personnel
 - Work rules
 - Hours and pay procedures
 - Employee benefits
 - Workplace safety/emergency procedures
 - Employee acknowledgment form

Financial Operations

- Budget guidelines
- Financial projections
- Recordkeeping guidelines (Records are indispensable to conducting arena

business and are required by law. In addition, arena records pertaining to public skating, skate rental, skate sharpening, concession and pro shop income/expenses are essential to future planning, future scheduling and income generating decisions.)

- Fee structure
- Cash management procedures (guidelines for cash safety, register, end-of-shift tabulation, etc.)
- Sample financial forms (deposit forms, cash register drawer amount slips, cash flow, etc.)
- Figures for the present year (projections, cash flow, budget, etc.)

Programming

- Fee structure for programs
- Coach contract guidelines and sample forms
- Program/event procedures (public skating, drop-in hockey, game management, learn-to-skate, etc.)
- Basic tournament guidelines
- Club/association guidelines (bylaws, constitutions, goals, organizational structures, etc.)

- Sample forms (ticket ledgers, waiver forms, registration samples, etc.)

Scheduling

- Guidelines for bookings
- Fee structure for rentals
- Scheduling models
- Planning guidelines
- Sample contracts
- Contract addendums
- Event needs questionnaires

General Building Operations

- Security, opening/closing procedures for higher- and lower-level employees, key procedures, energy management
- Building and equipment maintenance (maintenance schedule/plan, tool usage, contracted work, equipment inventories, etc.)
- Facility area operations (ice, fitness center, community rooms, etc.)
- Custodial plan
- Patron guidelines (both general and specific)
- Sample checklists and forms



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Competition season is here, along with its countless hours of preparation and mountains of paperwork. Help is available with a software package designed specifically for ISI competitions.

Here's what The Edge Competition Management Software can do for you:

- Organize entry forms; list skater events, name and age; provide complete list of individual, partner, group and team events.
- Include up to 14 user-defined created individual/partner events and 4 created team events.
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- Update all start times and event numbers automatically when schedule changes.
- Offer 14 user-definable sections for specialty items such as on-ice awards, special exhibition performances, etc.
- Assign judges based on their certification level.
- Automatically organize and print event judging forms based on *The ISI Handbook*.
- Provide complete accounting system for judge scores, event placement and team standings.
- Create a competition program book with names of skaters, teams, judges, schedule, text, ads, etc.



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When It's Time for Change

Many of us inherited policies and procedures that could have been written a decade or more ago and have become outdated. In our ever-changing business (and world), we must update our policies and procedures as necessary to keep them current and relevant. Policies and procedures should change to maintain overall efficiency and consistency as key management staff turns over and changes occur in competition, technology, safety, and financial and legal matters.

How do we go about this change? A periodic overall review and change of design is more likely to create longer-term efficiencies and consistency than piecemeal change in response to happenstance.

It is recommended to form a committee and include not only top-level management/owners, but also frontline staff and key members from select user groups.

The goal of this committee would be to find out what is working well and what changes need to be implemented while keeping with the mission/vision of the organization. This task can be completed through surveys, questionnaires, email and team meetings.

While we will not always like the feedback we receive, it is important to remain open-minded in order to take operations to a new and better level. Make adjustments based on your findings. Failure to consider and utilize feedback can be even more detrimental than not asking for input in the first place. Even if you are unable to implement everything your employees and user groups suggest, acknowledging it keeps them engaged and feeling valued.

Education about policy change is key. It is important to inform the employees of change early on, so they are aware that it is coming and they are prepared for it. Make sure that they know the reasoning behind the change and how you came to the conclusion that the change is necessary. Changes can be made at any time, however, timely changes will be better received, so make sure the timing is right for the implementation. A safety change is more likely to require immediate implementation, while other changes might be better to launch at the beginning of the season.

Regardless of when the change is made, all manuals must be updated promptly. These manuals should not just sit on the shelf in the manager's office; they should be readily available to all staff, perhaps with copies placed at the front desk and/or in the pro shop — wherever most of the business activity takes place.

The time and effort that you invest in policy and procedure development and change will result in:

- Policies and procedures that spawn dedicated, trained and motivated employees
- Positive feedback from patrons
- Successful ice arena programs with satisfied user groups
- Financial rewards for your arena

Jamie Baringer is the director of the Bowling Green State University Ice Arena in Bowling Green, Ohio, and represents District 7 on the ISI board of directors.



weSKATE Recreational Skating Program

Creating Lifelong Skaters

Over the past 45 years, the Ice Skating Institute has introduced more than 5 million individuals to the wonderful world of ice skating through the country's original national learn-to-skate program.

weSKATE has evolved from a basic skating skills curriculum to a comprehensive step-by-step skating program that teaches proper fundamentals in a non-threatening, fun and rewarding environment, and prepares skaters so they can participate in ISI recreational competitions.

Today **weSKATE** is the program of choice for coaches and ice arenas wishing to increase participation and improve retention by:

- Encouraging individuals of all ages to skate for fun
- Providing ice skating programs and easily attainable testing levels for all ages and abilities
- Providing opportunities for skaters to participate in exhibitions/shows and local and district competitions in many different event categories
- Offering the opportunity for participation in annual national/international competitions in various locations across the country that are open to all ISI members worldwide

ISI offers something for every skater, from those want to skate "just for fun" to aspiring Olympic champions.



Find out how the weSKATE program keeps skaters on the ice ... in the sport ... in your rink!



Coaches' Corner

Kim Hansen
ISI Skating Events
Coordinator

Creating Healthy Partnerships with Skaters' Parents

ANYONE WHO HAS stepped up to the plate to teach athletes knows that coaching can be a tough business. Let's face it. In football, when the team has a losing season, who is the first to get the ax? The coach. When the skater falls, fails, places last, who gets the blame? Very often, the coach. That's just the way it is, right?

Well, yes and no. Of course, there are always scenarios in which the coach is perhaps the variable that needs to be changed when an athlete is struggling. But sometimes it's just a result of the skater needing more time, more patience, less pressure and more support.

As a coach, it is your job to know what your skater needs and to provide it. This very often requires pulling the parents in and creating a team of support. In order to do that most effectively, you will want to have established a relationship with them that allows for mutual respect and their trust that you have their child's best interest at heart.

Many coaches struggle with this because it feels unnatural to be the coach in charge on the one hand and asking for support on the other. Clearly you know more about figure skating than the parents do (presumably), but they know

their child better than you do. You are both experts at different things — the two things that are most important in this equation.

How do you go about creating a relationship with your skater's parents that will help you do your job more effectively?

START WITH A WARM AND FRIENDLY DEMEANOR

They want to feel that you are approachable and human. It's fine to set guidelines regarding your communication with them, but do so in a manner in which they learn to respect your time by respecting theirs. If you need to change a lesson

YOU'RE THE HERO OF THE WORLDS LEGEND

July 22-27
Anaheim, California

Entry & Test Deadline: May 1

The westward trail to ISI Worlds never fails to yield valuable rewards. Always one of the most popular sites for an ISI competition, there's no place like southern California to get the most from your travels. Where else can you combine your skating expedition with legendary vacation destinations like Disneyland, Universal Studios and Knott's Berry Farm? Best of all, Worlds is known as the largest annual recreational ice skating competition on the planet, offering more than 25 different skating event categories for individuals, partners, groups and teams. This is your chance to shine — compete against skaters from across the country and beyond, and help your team claim the prized World Champs trophy!

2013 ISI World Recreational Team Championships SOUTHERN California

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Ice Skating Institute

skateisi.org/worlds

time, for example, make sure you always thank them for their flexibility. Never just assume they will do what you ask. They are busy people, too.

KEEP THE PARENTS INFORMED ABOUT THEIR SKATERS' PROGRESS — BOTH GOOD AND BAD

Don't just assume they know "how things are going." If there has been a breakthrough on a new skill, share it with them. If you know that they can receive texts, send them a video clip of that new jump. If their skater seems to be struggling, distracted or moody, give them a call. It's never rude to say "Hey, I have noticed something is a little off with Sarah these past few weeks. Is there anything I should know?"

CREATE A BOND BETWEEN YOUR SKATERS' PARENTS

We all know that parents can spend hours and hours in a skating rink waiting on their kids. It's great when they know each other and can enjoy their time in a positive way. A simple way to do this is by introducing them to each other and

inviting them to a group meeting, skater party or just to hang out together at a competition. Make sure all your parents get a copy of your master schedule at an event so they can support your other skaters and parents as well. This promotes a real team experience and only serves to instill confidence that you are indeed leading in a positive and encouraging way.

ACCEPT QUESTIONS AND CRITICISMS WITH AN HONEST DESIRE TO INFORM AND IMPROVE

No one said this one was easy, but it certainly goes a long way with parents when you do not get defensive or upset when questioned about why you do something one way or another. Assume the best, rather than the worst, and if you feel your answers are not being heard, be honest. There will be times when you will not always agree with the decisions your parents make for their skaters but, unless you feel it makes your job impossible, try and work within the parameters you are given.

CLARIFICATION FOR COACHES: Correct Use of Illusion Element

An Illusion is not a spin. The Illusion is an element in the Freestyle 8 test requirements under "choice of one": Illusion or camel-jump-camel-spin. Since an illusion is not a spin, this element is NOT allowed in a Bronze, Silver or Gold Open Freestyle event. The Illusion IS allowed in any level Footwork event, and in any of the following events at the Open Gold or Open Platinum levels: Artistic, Solo Spotlight, Couple Spotlight, Rhythmic or Interpretive.

ALWAYS BE HONEST

Mean what you say and say what you mean. If you are consistent in your message, your parents and skaters will trust you and you will be amazed at how much easier your job becomes.

There is no guarantee that you will be able to avoid conflict or, worse, being fired as a coach. But taking the time to forge a relationship with your skaters' parents built on respect and trust will certainly help to minimize that possibility and give you a sense of confidence that you are supported and appreciated. 



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Advanced Formation

Expand Your Skating School: **START A SYNCHRO TEAM**

by Laila Schlesinger

WHEN WE STARTED a synchronized program 10 years ago, I never imagined that one team of 10 young girls would expand into a championship program with four teams and 64 skaters. It's extremely gratifying that our ISI teams have been national champions in their respective levels for the past four years.



Northbrook Teams Elite
Senior Youth Skating

The grace of ballet, the elegance of ice dancing and the thrill of split-second maneuvers combine in synchronized skating. Accompanied by music, synchronized teams move as one flowing unit, executing intricate formations with speed and precision.

By bringing the team concept to a sport that has focused on singles and pairs, synchro expands the opportunity for skaters to participate in figure skating and fosters team spirit.

Synchronized skating can be a lifelong sport, giving young children through older adults the chance to experience success and accomplishment. Welcoming all levels, synchro is an inclusive discipline for skaters who enjoy competition.

A successful program can lead to growth and add depth to a skating school by developing a loyal customer base. In addition to requiring traditional freestyle levels, you can add programs such as synchro skills, power and edges, off- and on-ice dance, and cardio conditioning. Synchronized teams also can boost participation in recitals and ice shows.

But where do you start? Here are some guidelines:

Find a coach.

Find an experienced coach who will teach a program or clinic to determine interest. If you need help, some colleges have synchronized skating programs and might have students willing to teach. Two coaches per team are recommended to manage practices, competitions and program details.

Take your time!

It is important to put your ideas on paper and include the coaches in decision-making. Things to consider: age and skill requirements, coaches' responsibilities, management's responsibilities, tryout format, code of conduct, practices, competition logistics, program expenses, music selection, competition dresses, level of parent and skater commitment, attendance policies and team apparel.

Formation or Skating team?

ISI synchronized teams have eight to 24 skaters, and ISI synchronized events are divided into five categories: Formation, Advanced Formation, Skating, Open Skating and Dance. A Formation team of 10-16 skaters is a good way to start; this



**Northbrook Teams
Elite Youth Skating**



**Northbrook Teams Elite
Junior Youth Formation**

size is manageable for teaching the basics of synchronized movements and patterns.

Age division?

Age is determined on July 1 of the previous year; the categories range from Tot (majority 6 years and younger) to Master (majority 40 years and older). Starting with younger skaters in lower levels such as Alpha through Delta is recommended; they will become the future team and typically have the most availability. If skaters take to the sport, their routines, skills and precision movements will become more cohesive over the years.

When to start?

The ideal program is year-round, starting with clinics and classes prior to tryouts in mid-to-late May. Weekly practices begin in summer and finish at the end of the competitive season (April). However, it is possible to run clinics in the summer and begin regular practices at the start of the school year to prepare for local competitions. The recommended length of practice is one hour, once or twice per week, depending on ice availability, age and level.

How much?

A year-round synchronized skating program can be expensive and should include all direct costs, such as coaching, ISI membership and entry fees, ice times, competition dresses, hair goods, makeup, music editing, transportation and travel costs, and matching team apparel. You may want to consider a payment schedule, since program costs can range from \$1,000 to \$3,000 per skater, depending on team size, season length, number of competitions and out-of-state travel.

Determine parental involvement.

Parents can have little involvement, active roles on an advisory board or something

in between. Before starting a program, it is important to determine the level of involvement and whether there will be a parent board or team managers. At a minimum, parents typically want to plan group events to develop the team concept off the ice.

Plan community activities.

Sharing their love of skating, team members bond on and off the ice and have the perfect dynamic to contribute to the community. The skaters can choose a community service project each year. They will learn valuable life lessons while participating in volunteer activities, such as collecting food for a food pantry, making blankets for the homeless or donating hair for cancer patients.

Consider the benefits.

In addition to technical and artistic skills, synchronized skaters gain confidence, dependability, friendship, perseverance, time management and

good sportsmanship. They can become less self-focused as they push themselves for the sake of the team. Among the kinds of comments we often hear are: "Our team members have become the closest of friends; they are there for each other, on and off the ice"; "It's like a family"; and "The friendship and camaraderie of the parents and kids are unbelievable."

Developing a synchronized skating program takes an enormous amount of planning and preparation, but the payoff is worth the effort. The rewards of accomplishing team goals through individual contributions and participation will combine with the intangible social and emotional growth of skaters, parents and coaches. Try it, and you'll see!

Laila Schlesinger is the skating director at Northbrook Sports Center in Northbrook, Ill. Eileen Loftus, Northbrook Sports Center manager, also contributed to this article.

Synchro Season in a Nutshell

- Competition season: November-March/April
- Set schedule of local competitions and ISI national events, including Winter Classic and Synchronized Championships.
- Develop program packet; update each year.
- Schedule clinics and tryout dates (April & May).
- Develop skills for tryouts and divide by levels if necessary (i.e., Beta-FS3 or FS4 and up).
- Hold closed tryouts and post results.
- Form teams, referring to current *ISI Handbook* regarding age majority and eligibility requirements.
- Hold a parent meeting immediately after tryouts to review season and commitments.
- Start weekly practices in June (summer clinics may be an alternative).
- Choose music and competition attire.
- Practice, practice, practice!
- Compete!

District & Association Updates

EDITOR'S NOTE: District & Association Updates should be limited to no more than 300 words and must include the writer's name and district/association title as well as a headshot. The deadline for the Summer 2013 issue is March 10. Send to editor@skateisi.org.

ISI District 1

(Connecticut, Massachusetts, Maine, New Hampshire, Rhode Island, Vermont)

by Alane Swiderski, District Director



District 1 launched its new coaching credential system during Winterland Skating School's Halloween Classic. The new system mirrors the ISI national event policy but creates one credential to be used all year. The well-run competition was a success and the policy was very well received.

FMC Navin Ice Arena held its annual Icicle Invitational on Dec. 8 and it, too, was a great success. Congratulations and special thanks to both Katy Hayden and Laura Dolan, the respective competition directors, for the fabulous events their hard work created. Thank you to Stefanie DeSimone, Gigi Zubel-Barry and Donna Rozon for their hard work in managing and creating the credential system.

District 1 has been fortunate to steadily see many high-level tests passed, including the following new Freestyle 8 skaters: Tess Perrone, Winterland Skating School; Olivia Morrissey, Sharper Edge Skating School; and Sarah Mitty, FMC William L. Chase Arena. Thank you to Dawn DiMinico, District 1 test chair, for facilitating the test sessions and making the skaters feel comfortable and welcomed. Finally, thank you to all of the judges who help make the test sessions happen. Your service is greatly appreciated.

District 1 will see many competitions from February through June. This year's District Championships will be held June 20-23 at the FMC William L. Chase Arena in Natick, Mass.

In addition to competitions, the Professional Education Series will continue. We are working with the ISI office to produce *weSKATE* Instructor certifications in the area, with a Core class being considered for March. Another judging workshop is scheduled for April 5 in conjunction with the Lower Cape competition. Thank you to Joyce Hussey for her work on the workshops, and to Scott McCoy for his efforts in creating all of our educational events. For the most up-to-date competition and seminar information, visit the District 1 website at isidistrict1.com.

On a sad note, we send our condolences to GiGi Barry on the loss of her mother, Mary J. Zubel (Pezzulo) in December. A former Ice Capades performer, Mary was a beloved skating coach for more than 50 years.

ISI District 3/MIRMA

(Metropolitan New York)

by Lisa Fedick, District Director



Mother Nature has once again tested the fortitude of our area. The damage from Hurricane Sandy has been especially severe in District 3. Several facilities lost their entire 2012-13 season while many others spent the winter playing catch-up. On the bright side, several arenas that lost power for up to two weeks did not lose ice due to good pre-storm planning and perhaps a little luck. Many arenas helped out by providing ice time and supplies to help others get back up and running.

Now that these so-called 100-year "Frankenstorms" seem to be occurring annually, every arena operator and possibly every homeowner in the Northeast understands that it is not enough to sit back, "ride it out" and hope for the best. First, we must efficiently and responsibly utilize the ample lead time that we typically get from the news media preceding these storms. In addition, we all need to have a plan in place to protect our customers and our assets as well as deal with insurance companies, adjustors, restoration companies, FEMA, etc. Let's share our experiences and help one another to be better prepared moving forward.

With that in mind, MIRMA/District 3 is now on Facebook, so please like us and join us! This is a great way to easily exchange ideas and information among all of our user groups.

Danbury Arena hosted the first-ever ISI Holiday Challenge during the first weekend in December, attracting some 260 competitors representing 32 rink teams from eight states. Many local teams were introduced to the fun and rewards of an ISI competition, and our thanks go to the ISI office, Jean Albrightson, Patti Feeney and the Danbury staff and volunteers for an outstanding event!

District 3 is planning its spring meeting and spring iAIM programs at locations to be determined.

The 2013 MIRMA/District 3 Skate for Knowledge Championships will be held April 6-7 at the Sport-O-Rama Ice Rinks in Monsey, N.Y.

With the delayed start of the winter seasonal spike, we look forward to a stronger spring season and beyond. See you in Vegas!

ISI District 11

(Arkansas, Louisiana, Oklahoma, Texas)

by Caroline Baker, District Director



Another busy year has come and gone, and my hope is that 2013 will be equally as busy in District 11. Most of the rinks in our district hosted a holiday show, which was a great way for skaters and parents to become more excited about ice skating and the possibilities for 2013.

Our district's first event for 2013 is the Love to Skate open competition Feb. 16-17 at Dr Pepper StarCenter McKinney (Texas).

The NYTEX Competitors Club, based at NYTEX Sports Centre in North Richland Hills, Texas, has been busy since the 2012 Worlds. The skaters are fundraising and hope to raise enough money to help defray some of the costs involved in traveling to ISI Worlds in California this summer. Their efforts have included selling pajamas and candy bars and holding a silent auction. All of the club's 18 skaters hope to attend Worlds.

I wish everyone a happy and prosperous 2013!

Minnesota Ice Arena Managers Association (MIAMA)

by Rick Ragan, President



Greetings from the great frozen North! Another successful season is rapidly coming to a close. The high school hockey teams here in Minnesota are finishing up their conference schedules and heading into the playoffs, which means the Minnesota State High School Hockey

Tournament is right around the corner. Where else in the country can you pack an NHL arena for a high school hockey game?

Here at MIAMA we are gearing up for our annual spring workshop, which we hope will be held at the beautiful (albeit empty) Xcel Energy Center in St. Paul. This one-day workshop always covers a wide range of topics to keep our arena staffs current with what is going on in the industry.

All ice arenas nationwide are invited to become members of our websites, miama.org and rinkfinder.com. Both sites are resources for rink professionals and vendors to sell available ice, promote facilities, communicate online, post job openings, network and share ideas. We believe we can learn from each other to make the ice industry the best it can be.




for the
GOOD
of
OUR SPORT,
we educate coaches.

Workshops
Seminars
Oral Rating Sites
PACE
E-Learning
Conference

These are just a few of the ways that the PROFESSIONAL SKATERS ASSOCIATION helps to bolster the integrity of our sport through the education of our coaches.

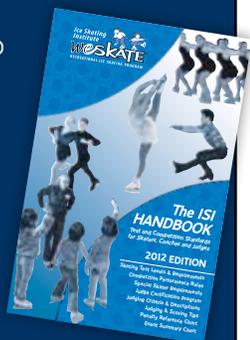
www.skatepsa.com



MUST-HAVE RESOURCES FOR ISI COACHES!



The NEW 2012 ISI Handbook has been updated and revised to include the 2012 Rule Revisions plus detailed event descriptions for new national events. It's the only comprehensive resource for ISI test level requirements, weSKATE program information, competition events and performance rules, and judging criteria.



\$25 each or special rate of \$20 for orders of 10 or more — stock up for your staff, pro shop and judge stand!

skateisi.org/handbook

The weSKATE Test Standards DVD offers detailed demonstrations of the passing standards for each required ISI test maneuver in the Pre-Alpha through Delta and Freestyle 1-10 levels. You'll also see evaluations of the skater's moves, and even common test mistakes and how to help your students avoid them.



A skating instructor's dream deal at only \$20!

skateisi.org/dvd

 **Ice Skating Institute**

NorthEast Ice Skating Managers' Association (NEISMA)

by Jeffrey Doucette, President



This has been a busy winter for the NEISMA board, with John Zullo learning his way around the executive secretary role and hosting two fall conferences, one in Massachusetts and one in New York. We are also well into plans for the annual spring conference, set for April 16-18 at the Resort and Conference Center at Hyannis in Hyannis, Mass.

Both fall conferences were largely a success. Conference East (Massachusetts) was crowded with members eager to see and hear about what may be a large part of the industry's future — solar energy. Conference West (New York) was not as well attended but it was the first time one was held that far west of our normal area, eastern Massachusetts. As the word spreads about how informative it was for those who did attend, and some more marketing from Mr. Zullo and our board, it should grow each time we can find a location for one. Thanks for the kind words from Chris Geatrakas of Davis Mechanical Service who took the time to write us and thank us for, in his words, coming to "the Wilderness of the West."

On a less cheerful note, NEISMA mourns the passing of William G. "Bill" Burley, founder of Burley's Rink Supply, a man who was an active member of our industry for more than 50 years. He will be missed by many.

Wisconsin Ice Arena Management Association (WIAMA)

by Eric Baltramonas, 2nd Vice President



Greetings from Wisconsin! The end of the hockey and skating season is within sight. I hope everyone's season has been running efficiently, dealing with any bumps along the way with preparedness and minimizing any problems.

We at WIAMA are finalizing our annual spring conference agenda. Our conference is being held April 24-26 in the water park capital of the world, Wisconsin Dells, at the Kalahari Resort. With the season winding down, it's a great time to start planning for this event. The WIAMA spring conference is always a great time to discuss all of your yearly happenings with your industry peers, leaders and vendors. What went well? What didn't? How can we do things differently in the future? What have you tried?

Wednesday, April 24 will feature a golf scramble at Trapper's Turn golf course, followed by the idea exchange and social at the WIAMA entertainment villa. Classroom sessions will include hockey and skating association updates, leadership and conflicts in the workplace, building security, grant writing and incentives, operations and risk management. The figure skating track will once again be offered.

The vendor trade show will take place on Thursday afternoon. Please visit wiama.com for updates on the full conference agenda and registration information. Don't miss out on this great experience of mingling with those in your industry.

Good luck finishing up your season! 

ISI Judge Certification Tests

Congratulations to the following instructors who have recently passed ISI judge certification tests:



GOLD

Karen Berzon-Feccia
Tara Bulzone
Diane del Olmo
Anne Goldberg
Kali Igles
Ellie Karras
Hillary Menestrina
Brittney Richters
Cassandra Watts

Devin DeVasto
Kathleen Elias
Anne Goldberg
David Goodman
Kali Igles
Alyssa Jacobsen
Ellie Karras
Hillary Menestrina
Colleen Mickey
Justin Morrow
Brittney Richters
Erika Shorr
Lauronce Traylor
Cassandra Watts
Katherine Welz
Joanna Zehma

Sara Bailey
Heidi Bobier
Elizabeth Brandt
Grace Chun
Danielle Deaver
Diane del Olmo
Devin DeVasto
Julie Dodge
Alexandra Elletson
Jessie Forcier
Anne Goldberg
Elektra Hetman
Lexey Horkey
Ellie Karras
Carolee Kness-Purdie
Christina Letsen
Breahna Lloyd
Jayme Long
Maren Macgregor-Hanah
Lynne Madden
Anna Malkova

Hillary Menestrina
Ami Parekh
Rae Porter-Blackwell
Brittney Richters
Erin Rossman
Katherine Sandum
Marti Saurer
Natalie Steel
Courtney Studwell
Lauren Tomac
Martha Torres
Cassandra Watts
Katherine Welz



SILVER

Karen Berzon-Feccia
Megan Boone
Tara Bulzone
Jonathan Cassar
Gianine Craw
Diane del Olmo



BRONZE

Brigitte Altenhaus
Lauren Ashton



SYNCHRO

Georgia Butler
Katie Lister
Hillary Menestrina
Donnarae Tulsky

THE QUEST FOR THE YOUTH ENDS HERE

Oct. 11-13
San Francisco, California
Entry & Test Deadline: Aug. 10

Years and fears vanish at Adult Champs, where young-at-heart skaters of all levels exhibit their skills among supportive friends old and new. This year's Adult Champs participants will enjoy the good fortune of a journey to Yerba Buena Skating Center in beautiful downtown San Francisco, on the roof of the Moscone Convention Center. Don't sit at home feeling like a relic when other adult skaters from age 18 to 80+ are discovering the secret of youthful energy and having the time of their lives.

skateisi.org/adultchamps

ISI
Ice Skating Institute

CALENDAR

ISI-Endorsed Competitions & Shows/Exhibitions

Deadline for the next EDGE calendar: March. 15

For regular calendar updates, see

www.skateisi.org, Event Info

COMPETITIONS

MARCH

1-3 Minneapolis MN

SQSA Parade
Blades of March

2-3 Belmont CA

Belmont Iceland
Silver Spin

2-3 Newark OH

Lou & Gib Reese Ice Arena
2013 Newark Spring Open

2-3 San Diego CA

San Diego Ice Arena
California State Games

3 College Park MD

Herbert T. Wells Ice Rink
Spring Invitational

8-10 Park Ridge IL

Oakton Ice Arena
Ice Breaker Classic

9-10 Natick MA

FMC William Chase Arena
42nd Annual Natick ISI Competition

9-10 Wasilla AK

Brett Memorial Ice Arena
Iditarod Days Skatfest

9-10 Saratoga Springs NY

Weibel Avenue Ice Rink
Saratoga Springs FSC
16th Annual Saratoga Springs Invitational

16 Livonia MI

Livonia Eddie Edgar Ice Arena
Livonia ISI Open Competition

16-17 Jefferson City MO

Washington Park Ice Arena
20th Annual ISI Capital City Classic

22-24 Oldsmar FL

Tampa Bay Skating Academy
2013 ISI Spring Fling Competition

23 Pittsburgh PA

RMU Island Sports Center
2013 Shamrock Skate

APRIL

5-7 Knoxville TN

Ice Chalet
44th Annual Robert Unger ISI Team
Competition

5-7 Delmont PA

Center Ice Arena
Golden Blades Championship of Pittsburgh

6-7 Luverne MN

Blue Mound Ice Arena
Blue Mound Figure Skaters Inc.
Spring Fling 2013

6-7 El Segundo CA

Toyota Sports Center
Spring Fling ISI Open



12-14 Blaine MN

Schwan Super Rink

ISI Synchronized Championships

12-14 Tacoma WA

Sprinker Recreation Center
26th Annual ISI Spring Fever Team
Competition

13-14 San Mateo CA

Ice Center San Mateo
April Ambush

19-20 Boxborough MA

Nashoba Valley Olympia
Nashoba ISI 33rd Annual Team Competition

20-21 Franklin Park IL

Franklin Park Ice Arena
Spring Fever Skating Competition

26-28 Pasadena CA

Pasadena Ice Skating Center
29th Annual Pasadena Open ISI Competition

MAY

17-19 West Concord MA

Valley Sports Ice Arena
Sharper Edge Skating School
13th Annual Sharper Edge Skater's Cup

31-June 2 New York NY

Sky Rink @ Chelsea Piers
27th Annual ISI Team Competition

JUNE

20-23 Natick MA

FMC William Chase Arena
23rd Annual ISI District 1 Championships

29-30 Oxnard CA

Channel Island Ice Center
Summer Skatfest

JULY



22-27 Anaheim CA

The Rinks-Anaheim ICE

ISI World Recreational Team Championships

SEPTEMBER

14-15 Arlington TX

ICE at The Parks
10th Annual Open Competition

OCTOBER



11-13 San Francisco CA

Yerba Buena Ice Skating Center

ISI Adult Championships

DECEMBER



Dec. 6-8 Centennial CO

South Suburban Family Sports Center

ISI Holiday Challenge



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SHOWS & EXHIBITIONS

MARCH

thru 28 **Decatur AL**

Point Mallard Ice Complex
Zamboni Follies

1-3 **New Ulm MN**

New Ulm Civic Center
New Ulm FSC
Rockin Rodeo

1-3 **Jefferson City MO**

Washington Park Ice Arena
51st Annual Ice Show-Radio Gaga

2-3 **Hutchinson MN**

Burich Arena
love 2 skate

3 **Easton MD**

Talbot County Community Center
Talbot Figure Skating Team
Spring Exhibition

3 **Salem MA**

Rockett Arena
Viking Skating Club
Broadway On Ice

9 **Tacoma WA**

Sprinker Recreation Center
ISI Camp Showtime

9 **Lyndon Center VT**

Fenton W. Chester Arena
TWISTED

9-10 **St. Louis MO**

Wayne C. Kennedy Rink
Annual Ice Recital

16 **Gurnee IL**

Rink Side Ice Arena
Seasons Change

22-24 **Eden Prairie MN**

Eden Prairie Community Center
The Lion King

23-24 **College Park MD**

Herbert T. Wells Ice Rink
The Lion King

30 **Laconia NH**

Laconia Ice Arena
Central NH Skating Academy
Spring Show-True Colors

APRIL

6-7 **Stevens Point WI**

K. B. Willett Ice Arena
Skate Bandstand

12-13 **Joliet IL**

Joliet Park District
A Night at the Oscars

19-21 **Wilmette IL**

Centennial Ice Rink
What's Your Number?

19-21 **Chicago IL**

McFetridge Sports Center
Calendar Cabaret

26-27 **Newark OH**

Lou & Gib Reese Ice Arena
8th Annual Jane McConnell Spring Ice Show

26-28 **Roseville MN**

Roseville Skating Center
44th Annual Roseville Ice Show-Everything's
Coming up Roseville

26-28 **Park Ridge IL**

Oakton Ice Arena
Vegas!

MAY

3-5 **Niles IL**

Niles Iceland
Fantastic Creatures, Critters and Fairies!

10-11 **Boxborough MA**

Nashoba Valley Olympia
Time

11 **Wasilla AK**

Brett Memorial Ice Arena
Spring Ice Show-Spring Through Time

17-19 **St. Peters MO**

St. Peters Rec-Plex
Adventures of Seuss: One Skater, Two
Skater, Red Skater, Blue Skater

18 **Long Island City NY**

City Ice Pavilion
Spring Show

JUNE

15 **Arlington TX**

ICE at The Parks
Summertime 2013

CLASSIFIED ADVERTISING

HOCKEY DIRECTOR — Skatetown Ice Arena in Roseville, Calif., is accepting resumes for a hockey director. This full-time position is responsible for managing and growing our hockey programs. If you are interested in joining our team, please email your resume to scott@skatetown.biz.

ICE SKATING INSTRUCTOR — Indoor facility in St. Louis Park, Minn. Minimum one session (7-10 week course periods) ice skating instructor experience with ISI program or equivalent. Requires Monday evening and Saturday morning availability. Salary: \$14.73-26.30/hr DOQ. Position open until filled. View job description and apply online at www.stlouispark.org/employment.html.

ICE CENTER MANAGER — City of Bloomington, Ill. seeks full-time manager to plan, organize, direct, coordinate and supervise operation and promotion of the public Pepsi Ice Center, including personnel, programming, financial aspects, maintenance, program and staff scheduling. Bachelor's degree in parks and rec or related field and three years ice arena management experience; or other degree with five years ice arena experience; or any equivalent of training and experience. Starting at \$49,485-74,228 plus excellent benefits. Completed city app required. Application and job description at www.cityblm.org. Position open until filled. EOE



And Another Thing...

Peter Martell
ISI Executive Director

TESTS, COMPETITIONS AND

Life Lessons

RECENTLY I HAVE heard an inordinate number of reports about coaches and skating directors altering and/or abusing ISI testing and competition policies and procedures to suit their own agenda. Although I have written about this subject before, I feel that it must be mentioned again because it is such an important part of the foundation upon which the ISI program has been built over the past 50 years.

Under ISI's level-playing-field philosophy, consistent testing requirements and accurate and timely reporting procedures are necessary to ensure fair and rewarding competitions for all skaters.

When the Alpha, Beta, Gamma Learn-to-Skate Program was first developed, ISI (then ISIA) implemented a skills testing component to evaluate the progress of each skater. Many coaches and directors used these tests to introduce their skaters to the concept of testing and to prepare them for taking U.S. Figure Skating tests in the future. The ISI tests were usually administered by the skating director or manager in order to make them “important” or “special” for each skater. Skaters were required to perform all of the skills listed on the test form, which were scored by the evaluator and submitted to the ISI office for recording.

Then, somewhere along the line, someone had the idea of doing away with the test forms (too much paperwork, they said) and going to a postcard system,

which only required that the skater's name, ISI number and test(s) passed be entered. This, in my opinion, is where it all started to go wrong. Not having to record a score for each element performed allowed coaches or skating directors to just complete the postcard and mail it in — sometimes without even requiring the student to perform the skills, or program when necessary.

Unfortunately, coaches who sidestep the rules are shortchanging the skater, parents, rink and themselves. The skater doesn't benefit from having to learn the skills required and perform them (under pressure) in front of a judge; the parents do not receive the full value of what they are paying for, which includes preparing for and guiding their child through an evaluation process that builds a firm foundation of skills and self-confidence; the rink misses out on revenue that could be generated by administering the test and awarding the patch; and last, but not least, the coach is depriving himself or herself of lesson revenue that should be generated from weeks or months of preparing the student for each test.

Just like algebra or physics, no one ever said learning to skate was supposed to be quick or easy. And just like algebra and physics, standardized testing administered in a controlled environment is essential to ensuring that the student has mastered the subject.

In addition, under ISI's level-playing-field philosophy, consistent testing requirements and accurate and timely reporting procedures are necessary to ensure fair and rewarding competitions for all skaters. There is nothing more discouraging than seeing your child or student on the ice during warm-up or competition with other skaters who are heads and tails above them in technical ability. Either your skater has not been properly prepared for the level at which they are entered or, even worse, the other skaters, parents and coaches have

knowingly entered the event when they are, in fact, already well beyond that skill level (sandbagging) because they want to “make sure they win.” Either way, it is a lose/lose/lose situation as neither the skater, the parent nor the coach is going to be happy with the end result.

Just the other day, I received an email from a concerned parent whose daughter had just competed in a competition a week earlier. She noted that another skater in her daughter's Alpha group had passed her Beta test more than three months earlier. According to the email, the other girl's coach decided that she should enter her in the Alpha event “since it was her first competition.”

Unfortunately, this is not an isolated incident. Not too long ago, I heard about a skating director stating that “everybody in this area sandbags because it's the only way you can win.” Well, guess what, nobody said you're supposed to win every time. If you were, they'd just hand out your medal when you entered the competition. Not to mention, if you were to win every time, it would no longer be special when you do. That's the whole idea of competition — you win some, you lose some. That's what makes sports challenging and exciting. If we eliminate that, we've lost the entire reason for competition.

Teaching kids to skate and preparing them for competition is just one part of what a good skating coach does. Even more important are the life lessons that good coaches instill for their students to carry with them beyond the skating competition and into life outside the rink. Learning how to accept disappointment and find the rewards in the journey are just as important as celebrating a victory. And those are the things that great teachers are always remembered for. How do you want your students to remember you? 



SKATE YOUR WAY TO THE ICE ADVENTURES OF 2013

Treasures await adventurous ISI skaters eager to explore bold new experiences in exciting destinations! There's no time to waste — chart your course now and discover the thrill of ISI national competitions!



April 12-14
Entry Deadline: Feb. 1
skateisi.org/syncho



Feb. 8-10
Entry & Test Deadline: Dec. 1
skateisi.org/winterclassic



July 22-27
Entry & Test Deadline: May 1
skateisi.org/worlds



Oct. 11-13
Entry & Test Deadline: Aug. 10
skateisi.org/adultchamps



Dec. 6-8
Entry & Test Deadline: Oct. 10
skateisi.org/holidaychallenge



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