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LEADERSHIP MESSAGE



Kevin McCormack

*ISI Treasurer
Vice President of Arena Operations, Floyd Hall Arena
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ISI: Celebrating 60 Years Due to Strong Leadership

FOR AN ORGANIZATION to last and prosper for 60 years, it must have tremendous leadership. ISI has been fortunate to have outstanding leaders at many levels for the past six decades.

Back in the beginning, the owners, managers and operators of the ice arenas along with the builders and suppliers were wise enough to know that they were stronger together than working separately. They understood that they all had the same goals of increasing participation in the sport, developing skaters for the future and making their rinks and businesses profitable.

People like Michael Kirby, Frank Zamboni, Fritz Dietl, Robert Unger and so many others realized they were not competitors, shared mutual respect for one another and worked collectively to give ISI a great foundation for its future. They knew they needed each other to prosper. To assemble a trade organization where end user groups (rinks), owners, managers, builders, suppliers and skating coaches could grow and learn from each other was frankly, brilliant.

As with any organization, there were many personalities and priorities. I am sure that many opinions differed and conflicts arose, but the leadership never strayed from its purpose of growing the sport of skating and putting more people in their buildings. Good leadership has vision, and there was no better vision than the development of North America's first learn-to-skate program. Many smart professionals collaborated to create a program that would teach new skaters how to enjoy a new sport with their families and friends. They developed the recreational

skating curriculum, built on the solid basics of skating, and the badge (or patch) achievement system to keep skaters coming back. Eventually, local competitions were born along with ISI national championships.

The leaders of ISI throughout the years adapted with the times but never forgot what was important: to increase skater participation and find a place for skaters of all ages and abilities.

While I was not fortunate to know all of the original leaders of ISI, I did know quite a few. I experienced many different leadership styles and approaches. From the quiet presence of a really nice man like Bob Skrak, to the sense of humor and no-nonsense approach of Fritz Dietl, I saw how different types of management can be effective and make you a better worker, leader and individual.

Through my years of involvement with the Metropolitan Ice Rink Managers Association (MIRMA) and ISI, I have been fortunate to get to know many industry professionals who have shown me how great leaders work to get things done. My early days in the rink business were influenced by the varied styles of Lyn Markowitz, Richard Arenella, and Burt and Judy Sniffen.

Lyn taught me how important it is to stand up for what you believe in and to voice your opinion. After doing a presentation at a MIRMA meeting that I did not do enough homework on, Richard taught me to always be prepared and not to cut corners. Burt and Judy showed me how listening, dedication, hard work and leading by example will make you a better manager.

As an ISI board member, I have been lucky to serve with many terrific board members and presidents. Former ISI President Jim Lange had a unique ability to listen, analyze a challenge and offer a logical solution. (He is not one to say much, but when he speaks, you pay attention because what he says is meaningful and helps you work toward a solution.) Former ISI President Jim Hartnett knew the importance of details, but he also knew not to get caught up in them as too much information can cloud a decision. (Jim is always good at knowing what he does not know and learning from others.) Current ISI President Rob McBride has shown me the importance of having a plan but to always be willing to listen and adapt a plan so that everyone has input. Rob has also shown me the importance of resiliency and that any challenge can be overcome if you trust

good people to do what is right and to know when to stay out of their way so they can do the work. Good leaders, like all of ISI's presidents, appreciate the value of all of those around them and realize that more gets done when everyone works together.

A true leader also is reflected in the legacy that they leave behind. Certainly, all of the board members and those who have worked in the office over the years have left a legacy that will live well into the future. There is no greater example of this than our current office staff. I think former ISI Executive Director Peter Martell's greatest legacy was giving all of our current leaders in the ISI office the foundation and tools to succeed even in the most adverse circumstances. No organization recovers from where ISI was a few years ago without outstanding management, perseverance, hard work

and determination. The culture and the "can do" attitude that Liz Mangelsdorf, Kim Hansen and Jeff Anderson and all in the ISI office have shown is perhaps ISI's greatest example of leadership and is an inspiration to me and all those who work with them.

I am not sure if great leaders are born or raised a certain way; I suppose it is a combination of both. All those whom I've had the honor of serving with on the board — not just presidents — have taught me how to be a better leader, manager and individual. ISI has been blessed with gifted leadership throughout its history — from the forefathers to the board members of today. They have all had vision, the ability to adapt with the times and the dedication to keep this organization going and growing. Here's to another 60 years of outstanding leadership! 

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IN MEMORIAM

BURT SNIFFEN

FEB. 12, 1931 — APRIL 11, 2019



The ice arena industry lost one of its pioneers, Burton Leander (Burt) Sniffen, 88, on April 11. Burt and his wife, Judy, worked as a team for nearly 30 years managing Beaver Dam Winter Sports Club in Locust Valley, N.Y.

Burt, an electrician, was known as a mechanical and operations wizard who meticulously maintained the club's equipment, plant and facilities. His knowledge, expertise and helping nature made him a sought-after problem solver among his many friends in the industry. Burt was an original member of the Metropolitan Ice Rink Managers Association (MIRMA) and a regular ISI conference attendee long after his retirement.

"Burt was a pioneer in our industry as well as a true gentleman," said ISI President Rob McBride. "He

had battled health issues for some years in the same fearless and dignified way in which he approached everything in life. We will truly miss his knowledge, talents and friendship ... Judy's strength and perseverance by Burt's side has been an inspiration to us all and the best example we could ever have of the power of human goodness and love."

MIRMA Past President Richard Arenella said: "He was the master of all the mechanical equipment that made an arena operational. He knew so much and was always available to help those with the everyday mechanical problems that challenge an arena. His knowledge gained him respect, but his wit and smile gained him the love of everyone he met. No one had a bad day in the presence of Burt. I will never forget Burt and the great times we had at his house, dinners out and the many conferences around the country."

"I first met Burt when I went to work in New York in 1974," added former ISI Executive Director Peter Martell. "Burt and Judy were staples at the newly formed Metropolitan Rink Managers Association meetings, a commitment that has continued to this day.

"Not only was Burt one of the genuinely nicest guys you could ever meet, but he was also the first to lend a helping hand or expert advice on any mechanical problem you might have. He was truly a

mechanical wizard. With Burt's passing, the ice rink industry has lost another unique personality who helped so many of us throughout the years and made both the industry and the world a better place to be. May Burt's path to Heaven be as smooth as the ice he made for so many years!"

Burt Sniffen Memorial Scholarship Fund

One of Burt's passions was educating the next generation, according to ISI 2nd Vice President Lisa Fedick, who has created the Burt Sniffen Memorial Scholarship fund through MIRMA in honor of Burt's memory. The funds will be used to support the education and/or continuing education of ice area professionals and will not be limited to formal collegiate studies. Fedick has pledged \$1,000 on behalf of Wonderland of Ice.

"Burt's infectious smile, mischievous grin and those movie-star, bright eyes — what a life, what a legacy! Burt's last day on earth was spent doing what he loved most, being Mr. Judith Sniffen and attending a MIRMA meeting," said Fedick. "Godspeed my dear friend, Burt. I heard Heaven just restocked their medium-rare prime steak, finest red wine and Cuban cigars."

Zamoni Company Regional Sales Manager Doug Peters shared that he had just been thinking about Burt prior to hearing the news of his passing. "Burt was a wonderful man," he said. "He was just on my mind while walking through a refrigeration room where they had it clean and color coded. It was nice to see someone trying to emulate Burt's standards."

James L. Brundige, airport director for the Town of East Hampton Airport, recalled that trips to Beaver Dam Sports Club were always enhanced by a visit with Burt. "He was one of those folks who made you feel like you were the most important person on earth. Burt was an avid aviation enthusiast with a hobby of building and flying remote controlled aircraft. We always talked about aviation, and I was intrigued to learn how difficult it was to control those model aircraft. And he enjoyed listening to my experiences flying for the airlines. We were good friends and a trip to Beaver Dam wasn't complete without spending time with Burt. He will be missed."

In addition to Judy, his wife of 63 years, Burt's survivors include: a daughter, Judith Doyle; a son, Mark; three grandchildren (Stephanie Gai, Mark Evan and Kimberly Doyle); three great-grandchildren (Sydney, Cali and Ellie); and his sister Gertrude Cohen. He was predeceased by his sister Adelaide Arce. Memorial services for Burt were held April 13 in Oyster Bay, N.Y.

Burt's machine room and ice at Beaver Dam Winter Sports Club in Locust Valley, N.Y. (Burt was proud of his work!)





GEORGE SPITERI ANNOUNCES RETIREMENT

George Spiteri, president of SP-Teri Co., Inc., in South San Francisco, announced his retirement on Feb. 25, culminating 47 years of service to the ice skating industry.

George's father, Joseph, started the skate boot manufacturing company in 1963 in his own small factory. While still in high school, George began assisting his father with shipping items, lacing boots, cleaning, filing and typing.

"Many times in the last 10 years I have been asked when I would retire and who would take over the manufacturing of S.P.-Teri boots," he said. "So it has come, after much discussion with my family and friends — and facing the fact that I'm not getting younger — with sadness and anticipation that I will begin my transition to retirement."

At press time, SP-Teri was still making boots in their factory and George was confident that someone would be taking over the manufacturing in a different location later this year or the beginning of 2020.

"When we decide on a formal date of transfer, we will post notices of the date," he said.

George has worked with countless U.S. and international skating champions, who have worn his brand, including Michelle Kwan, Mirai Nagasu, Tim Goebel and Dorothy Hamill to name a few.

He plans to spend his retirement enjoying ballroom dancing, on-stage musicals and his passion — trout and bass fishing. He also looks forward to spending time with his wife, children and grandchildren.

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ISI Flashback

DEFINING THE RECREATIONAL SKATER

(from the *ISIA Newsletter*, 1962)

MORE ABOUT THE RECREATIONAL SKATER - The general skater, who skates for pleasure, was studied at considerable length last year. More will be learned about these individuals who are the life-blood of rink operation at the coming May meeting. After defining the recreational skater so that he would not be confused with the figure skaters of U. S. F. S. A., the hockey players of A. H. A. U. S., or the speed skaters of A. S. U., the Institute accepted responsibility for developing programs to further the pleasures of this group. This subject will be explored at greater length by a panel made up of James Waldo, Portland, Oregon, Ron Priestly, Tarzana, California and Michael Kirby, River Forest, Illinois. They will discuss the subject - The Recreational Skater - His Standards and Instructional Needs. As one rink operator put it: "When the recreational skater has more fun, my business is going to get a lot better."

HUGGABLE STUFFED FLIP

Available for Purchase Soon!

Our newest product, the huggable, 12-inch plush Flip (ISI's adorable mascot), will be available for purchase at ISI World Recreational Team Championships, July 22-27 at St. Peters Rec-Plex in St. Peters, Mo.

"Stuffed" Flip makes a great skater or coach gift and will be available for purchase online at skateisi.org after Aug. 1. Cost is \$15 (plus shipping and handling).

\$15 PLUS SHIPPING & HANDLING

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LIVE THE ‘OUTSTANDING LIFE’ Be the Best YOU!

by John Dmytryszyn —
“Johnny D, The Motivational Cowboy”

“Living the Outstanding Life” is something we are all longing to do! It goes beyond feeling great all the time; it’s about being the absolute best version of ourselves. Doing what we love and being the best at what we do is an ideal we can all aspire to.

Many of us may not know exactly what our “Outstanding Life” looks like, but it’s our job to find the best version of ourselves and showcase it to the world. Where we are now may not be where we long to be, but doing our current work with excellence will lead us to our “Outstanding Life.” From digging ditches or cleaning toilets to serving as a CEO or entrepreneur, being our best at all times is mandatory.

Some of us are working in our “sweet spot,” performing our dream job. This is outstanding, but living the “Outstanding Life” also means being a positive force in our world. Just as a stone

creates ripples when it’s tossed into a pond, our attitudes and actions have far-reaching effects on those around us. Our work matters and our influence can be life-changing for others.

Life brings obstacles to all of us — setbacks, layoffs, divorces and many other challenges. Face these challenges with an outstanding attitude and the determination not to give up. When challenges come, as they often do, meet them with the best version of yourself! This is the “Outstanding Life.”

There is a whole world out there waiting for the best version of you, the outstanding version of you! Go out into the world and leave your legacy! Where you are now is an amazing place to start “Living the Outstanding Life.”

For more information on Johnny D, please visit MotivationalCowboy.com.

Just as a stone creates ripples when it’s tossed into a pond, our attitudes and actions have far-reaching effects on those around us.

“Johnny D, The Motivational Cowboy” will take the stage at 1 p.m. Thursday, June 6 at the 2019 ISI 60th Anniversary Conference & Trade Show. An inspirational speaker and author, he shows audiences how to live an “Outstanding Life” by reshaping thoughts and attitude.

His latest book, “Ripping Pages,” was designed to allow readers to literally rip the pages from the book to share with others in need of inspiration. His podcast, “Outstanding Life,” has received more than 16 million plays, and he has released four motivational CDs.

When not traveling and sharing his gift with the world, Johnny D enjoys spending time with his daughter, who started figure skating at age 4. Johnny was divorced from his daughter’s mother by that time, but his relationship with her and her new husband was awesome, because they were committed to raising a happy and healthy, young girl.

He recalls taking his daughter to the rink to watch her practice her routines over and over again. She was a perfectionist and he wanted her to be happy, so he poured as much positive encouragement into her that he could. While on the road, he missed some of her programs — a great sacrifice of pursuing his dream. However, it also served as an example, demonstrating that hard work and commitment really do make dreams come true.

His daughter went on to pursue one of her own dreams of becoming a clinical psychologist.





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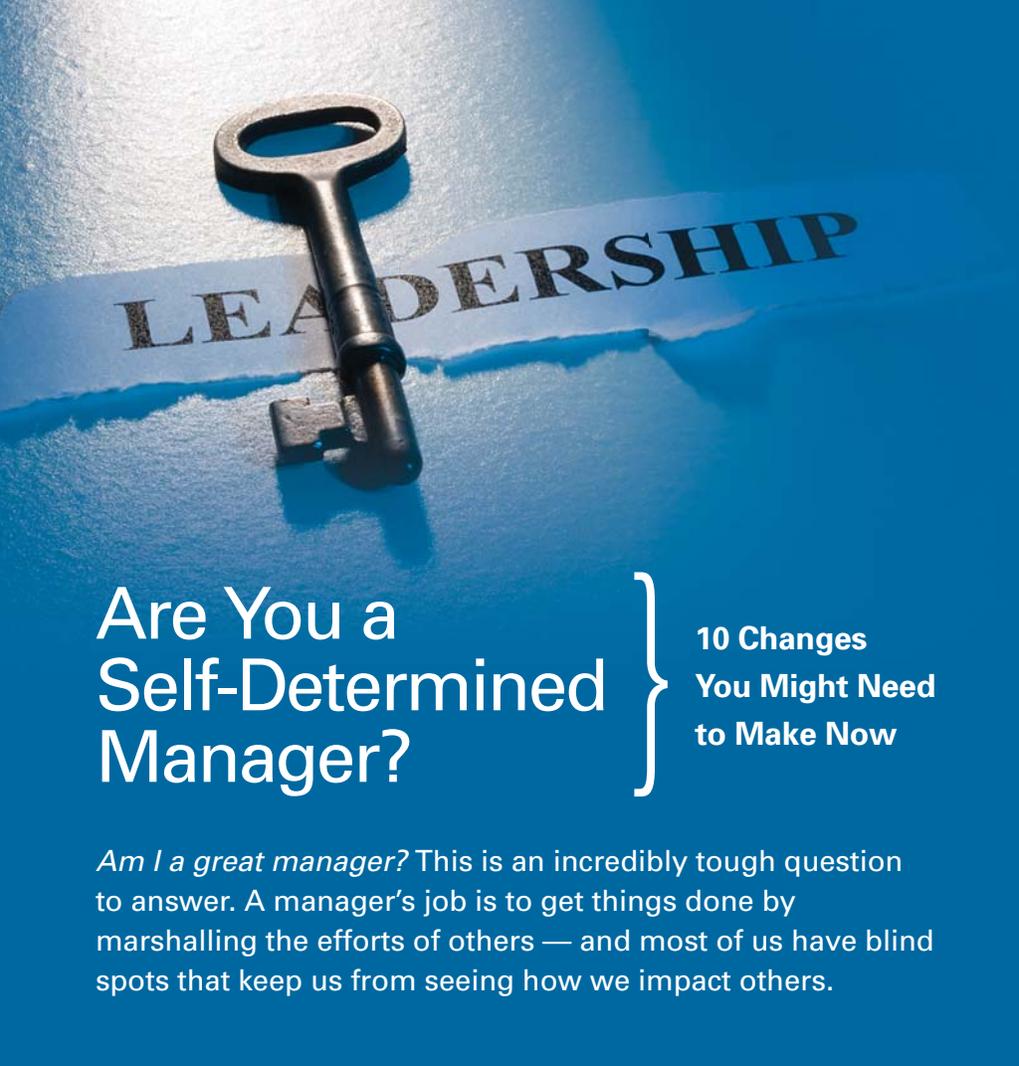


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LEADERSHIP

Are You a Self-Determined Manager?

10 Changes
You Might Need
to Make Now

Am I a great manager? This is an incredibly tough question to answer. A manager's job is to get things done by marshalling the efforts of others — and most of us have blind spots that keep us from seeing how we impact others.

But in all honesty, the answer is probably no, says David Deacon, author of *The Self-Determined Manager: A Manifesto for Exceptional People Managers*. Great managers are self-determined managers, and self-determined managers are extremely rare.

“Being a great manager — the kind who creates a high-performing company — is exceptionally difficult,” says Deacon. “You can never rest. You can never let things slide. You can never waste an opportunity. You are responsible for creating an environment in which people can achieve and grow in ways they did not even imagine — and that’s a job that’s never finished.”

Sounds exhausting, yes? But if you *don't* do the hard work of becoming a self-determined manager, a lot of major things can go off the rails. Bad managers create environments where there’s little openness or honesty ... or where everyone curries favor rather than focusing on performance ... or where people deflect blame onto others.

“Employees do these things to try to cope with the environment you, the manager, have created,” says Deacon. “But the flip side is that when you become a better manager — a self-determined one — you’ll see dramatic changes in their behavior and performance.”

Being a self-determined manager is not so much about mastering a vast array of technical skills. It’s less about task and more about attitude. It’s about creating environments of overachievement where people thrive and great work gets done.

Deacon says the ideas in his manifesto are for managers at every level, from the CEO to the first-time leader. Regardless of your level or the scale of your impact, you will get better outcomes when you strive to be a self-determined manager. If you want to be among their number, here are 10 changes you may need to make right now:

1 Set aside time to reflect on your own agenda. “This is a biggie,” says Deacon. “It’s really easy to lose sight of how (and if) your current

situation fits with your overall aims. If you don’t have a clear sense of what your purpose is (why you’re doing what you do), and how it fits with your life, you cannot hope to make consistently good decisions for yourself and others. You’ll just be condemned to react to your circumstances.”

2 Choose, deliberately and actively, the type of environment you want to create. As manager, it’s your job to decide the kind of environment that the team will experience — for better or worse. Think of the best teams you’ve worked on. What was the prevailing atmosphere? How did the team members work together and how were problems solved? At the heart of all that will have been a manager who set the tone and created the atmosphere.

“This environment isn’t something you can just will into being,” says Deacon. “It’s a process. But every process begins with a decision, and making that decision now is the step that all other improvements this year will flow from.”

3 Be more restless. Each week ask yourself and your team: *What can we do better?* The best managers have impatience (if something is worth doing, why wait?), an instinct for continuous improvement (good enough is never good enough). They set themselves and others very high standards of performance and conduct.

“This demanding impatience for ever-greater impact and ever-higher standards can make self-determined managers very difficult to work for,” admits Deacon. “Just be sure to always balance the high expectations with encouragement and a positive approach.”

4 Start treating employees like adults. Work is not school. Adults do their best work when they are treated as adults. Therefore, great managers don’t bully, shout, patronize, belittle, play favorites, name-call, behave aggressively or condescend. To generate trust and respect, you must create an environment where adults can do great things.

“Life is a little short for bad relationships and miserable interactions,” says Deacon. “Make sure you are helping create harmonious environments around you.”

5 Curb any tendencies toward self-serving behavior. Avoid the urge to take the glory for victories or shirk responsibility for failure. When you do this, you create an environment where people quickly learn not to volunteer, to not trust the intentions of their leader, and to be busy on work or projects away from the team where there will be some recognition or reward for their efforts. If you feel the need to take credit or protect yourself at the expense of your team, remind yourself that it's all about them, not about you. Your ego, fears and ambitions are not relevant to your team, so keep them to yourself.

6 Start letting people know when they do great work. (This creates confidence.) The best managers make it clear to their people that they have confidence in their abilities and in their potential to make a big contribution to the team's success. They do two things. First, they recognize when someone does something well and they acknowledge this as a good thing. Second,

they express confidence in the person (so long as they truly believe it).

The message is, "I saw you do something really good today, and I know you will continue to do great things going forward." This is an incredibly powerful combination.

7 Learn something new. Take a class, master a new skill or take up a new hobby outside work. The best managers are interested, curious, open and alert. They are forever seeking knowledge. This extends far beyond their professional work and reflects their

interests, passions, pastimes and preoccupations. First, thinking "widely" opens possibilities by helping you foster connections, recognize new opportunities and find better ways to do things. Secondly, broad knowledge and curiosity make you adaptable; a key part of career success is about applying what you have learned in new situations.

"To be the best manager you can be, it's important to never stop learning," says Deacon. "Keep cultivating interests outside of your work skills. Maybe you want to take up woodworking, learn a new language or get a weekend gig working as



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» a DJ. Stretch your horizons and see how your expanded mind benefits your career.”

8 Master the art of friendly, informal, light interaction.

While you don't need to make everyone your friends, it's important to eschew formality and standoffishness at work. Be gentle and kind with others as well as yourself. Work on creating positive interactions, where people come away feeling good, feeling they have some standing, that they can be themselves to a large extent, and that they are meeting with a good member of the human race.

9 Learn to like the people you work with (yes, even the unlikeable ones).

It's crucial that you enjoy and appreciate the people you work with. If you deal with someone who is unlikeable, find something about him or her that you can appreciate. Here's why: First, it changes the nature of all interactions and maximizes the chance that you'll be successful. You get a more cooperative, inventive and engaged

relationship with someone you do not like. Secondly, it furthers the chance that your team members will overlook your unlikeable qualities and focus on your best traits as well. Finally, everyone responds well to being treated well.

10 Figure out why the work of the team matters and articulate this to them.

Without this sense of purpose, it's hard for people to make greater effort, direct their energies and self-correct. Further, they will struggle to relate their actions to their employer's performance, substituting instead other purposes, such as pleasing their boss or doing only work that interests them.

Striving to be a self-determined manager is incredibly hard work, but the payoffs are immense, says Deacon. Not only do you get to witness personal breakthroughs and join in team celebrations, you get to watch company performance escalate over time.

“The leverage of having direct reports multiplies your impact in your company,

creates outcomes — good or bad — that magnify your work, and makes you responsible for success, which is much greater than most people realize or notice,” says Deacon. “This is a big responsibility, indeed — for others, for yourself and for the business.

“Managing others is not for the faint-hearted,” he concludes. “Doing it well is a conscious and tough choice you need to make every day. But I can't think of a better way to spend your time.”

Author David Deacon has been a human resources professional for more than 30 years and has been passionate about how managers manage for almost as long. He has worked for a variety of leading companies, including Credit Suisse and MasterCard, and has lived and worked in the United States, the UK and Asia. In 2014, he was recognized by Best Practice Institute as a “Best Organizational Practitioner.” For more information, please visit selfdeterminedmanager.com.

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OUR BUILDER AND Supplier members have been a vital part of our organization since the very beginning, when nine builder and suppliers joined the ISI as charter members. Two of these members, including Zamboni Company and Riedell Skate Co., have maintained their ISI membership for 60 years!

“The person who should be credited with keeping the institute [ISI] alive is Frank Zamboni,” wrote the late ISI(A) founder and charter member Michael Kirby in the March/April 1995 issue of the *ISI Newsletter*. “None of us were making a killing in the business so it was a heavy personal expense to attend meetings. We realized after the June conference that this was really needed and we had to do something to keep it going. Frank invited us as the board to come to Los Angeles at his expense for a meeting in the fall

of 1960. Frank also had the concept that the greatest need in our business was to induce people to come back to our general (public) skating sessions. He realized the tremendous gap between the first-time skater and the entrance level to figure skating or hockey. He convinced us that the Institute’s job was to fill that gap.”

The ISI and the ice sports industry are strengthened by the support of our Builder/Supplier members and the invaluable knowledge that they share for the benefit of rinks worldwide. Whether they provide boots and blades, insurance, ice-making equipment or resurfacers, they come together for the good of the ice sports industry as a whole, despite that they may be business competitors. ISI is grateful for the expertise and leadership these members have provided over the years, and we anticipate the successful growth of their businesses for years to come.

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REFRIGERATION 2020 & BEYOND



WHAT to Do?

by Chris Geatrakas

OUR DISCUSSION ON refrigeration began in the 2013 fall *ISI EDGE*, in an article entitled “Rethinking Refrigeration.” This article detailed the current (at the time) U.S. Environmental Protection Agency (EPA) refrigerant guidelines, in accordance with the Montreal Protocol, an international agreement establishing requirements for the phaseout of ozone-depleting refrigerants.

As our industry’s “go-to” refrigerant, R-22, considered a Hydrochlorofluorocarbon (HCFC), was on the chopping block, with production slated to be gradually reduced annually until 2020, when R-22 production and importation to the United States would no longer be allowed.

Several refrigerants were discussed, options offered and the question “What’s next?” was presented.

MISCONCEPTIONS

Since 2013, many ice rinks have forged ahead to replace the R-22 in their systems as the conventional wisdom at the time presented the following misconceptions:

- R-22 *must* be removed from chiller systems and replaced before Jan. 1, 2020.
- The cost of R-22 would escalate to a point that the financial stability of the rink would be in jeopardy should the chiller system suffer a major refrigerant loss.
- R-22 would no longer be available as production of it lessened and then ceased.
- Replacing HCFC refrigerants will place the rink in compliance with new rules and regulations for many years moving forward.
- The replacement refrigerants are a “drop-in” — a direct replacement, whereby one day you have R-22, the next day, R-XX.

Some rinks took the high road and replaced the R-22 in their systems for ethical and *environmental* reasons, believing, as I do, in protecting our environment as much as possible. Unfortunately, much of the information we were given early on was not quite correct.

THE FACTS

To clarify any misunderstandings to date, let’s look at the facts:

- If you have a system using R-22, you *do not* have to replace the refrigerant prior to or any time after Jan. 1, 2020. If the

refrigerant R-22 remains in your hermetically-sealed system, it poses no threat to you or the environment.

- You are *not a criminal* for keeping R-22 safely in your system.
- The cost of R-22 has been decreasing, with available new sources on the wholesale market at approximately \$11 per pound (in the Northeast). Your supplier/contractor should be pricing R-22 in a responsible manner.
- R-22 will be available as new and reclaimed/recycled (cleaned and refined to new) for years to come. For example, one supplier advertises supplies of recovered/recycled R-22 for the next 30 years.
- The new R-22 replacements do offer zero-ozone depletion factors, but none meet the Global Warming Potential (GWP) of natural refrigerants (Ammonia and CO₂). GWP is a major consideration for new refrigerants and will become the next hill to climb.

Please note, I am not advocating that we sit back and continue to use R-22 in all our systems; instead, as we move forward planning our next step to eliminate R-22 from our systems, it’s pertinent that the refrigerant we select will not become the “next R-22,” requiring replacement again.

OPTIONS MOVING FORWARD

What are the refrigeration options moving forward for ice rink operators?

Stay the Course

Keep the R-22 refrigerant until the system reaches the end of useful life. Most R-22 chiller systems are more than halfway through their designed life cycle, which is typically 25 to 30 years. Replacing R-22 is not “free,” and the projected cost of replacement refrigerants varies per system, per rink. At some point, you will have to replace the system anyway, so why spend the money now just to replace the system in 5 to 10 years?

Replace the R-22

Replace the R-22 with as close to a “drop-in” as possible: As noted earlier, some ice rinks with R-22 systems have moved forward, replacing R-22 with refrigerants presented as “easy” drop-in alternatives. I have been involved with a number of these “easy” drop-in projects, after being contacted by an arena owner to correct early issues, as the task proved to be more complicated than they were led to believe.





One Size Fits All??

When it comes to outfitting skaters, is it one size fits all?? Of course not! The wrong fit will make even the easiest moves difficult. In fact, it could be dangerous.

So it is with rink management and insurance. Are you covered sufficiently? At the best price and service level? Does your insurance plan fit your business model? If not, you could be headed for a fall.

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» There is no direct drop-in R-22 replacement in an indirect chiller or direct feed system. These HCFC systems are designed for specific refrigerants. Manufacturers of these systems have also designed the piping, compressors, selected oils, chiller barrels, condenser and refrigerant pumps based on R-22 properties.

Assuming a new drop-in refrigerant with different properties will perform the same is not 100 percent accurate and those presenting as such may not have all the real-world data regarding the subject. For example, one drop-in refrigerant was originally presented to an arena owner as a complete swap with no modifications necessary. Shortly thereafter, however, it became evident this was not the case. Fortunately, the supplier corrected the problems encountered in a responsible manner.

REFRIGERANTS AND R-22 REPLACEMENTS

Let's review the types and specific names of refrigerants used in ice rink chillers, with respective Ozone Depletion (ODP) and Global Warming Potential (GWP) ratings:

CFC Refrigerants (Contain chlorine and are no longer produced.)

	ODP	GWP
R-12	1	10,900
R-502	0.33	4,657

HCFC Refrigerants (Contain chlorine/won't be produced after Dec. 31.)

	ODP	GWP
R-22	0.055	1,810
R-408A	0.024	3,152

HFC Refrigerants (Do not contain chlorine but have high GWP.)

Not an R-22 placement:

	ODP	GWP
R-134A	0.0	1,430

Possible R-22 Replacements for Ice Rink Chillers:

	ODP	GWP
R-404A	0.0	3,922 (> R-22)
R-407F	0.0	1,825 (> R-22)
R-434A	0.0	3,245 (> R-22) RS-45
R-449A	0.0	1,282 (XP 90)

HFO Refrigerants (Not R-22 replacements)

	ODP	GWP
R-1234yf	0.0	4.0 (Mildly flammable)
R-1234ze	0.0	6.0 (Mildly flammable)

Natural Refrigerants (Not R-22 replacements)

	ODP	GWP
R-717 Ammonia	0.0	0.0
R-744 CO₂	0.0	1.0

Ice rink chillers present specific characteristics that complicate the use of many of the R-22 alternatives:

- Operating pressures are lower than the typical R-22 air conditioning (A/C) systems that serve millions of our homes and businesses. R-22 replacement is considerably easier for A/C systems.
- They hold large charges of R-22, from 500 to 12,000 lbs. Swapping refrigerant is a costly and complicated task.
- They are most often "flooded evaporator" systems which, present oil return issues with new refrigerants that all dictate use of Polyolester (POE) oils versus the mineral oils serving R-22 systems. The POE oils and R-22 are not compatible. Oil and oil return becomes a major issue.
- Direct liquid overfeed systems (refrigerant in the floors) present even larger obstacles for retrofit.

Note that all of the manufacturers' drop-in replacements for R-22 have high GWP, which places them in the crosshairs of another phaseout, perhaps in five to 10 years. Retrofitting now may lead to another retrofit in the near future.

The benefit of replacing R-22 will be in the event you have a catastrophic loss of refrigerant. Replacing the lost refrigerant with a (hopefully) cheaper drop-in alternative will save you money. However, there is no crystal ball to project the future cost of your drop-in. Be sure to weigh the following costs associated with the swap:

- New refrigerant, oil, seals, gaskets, and possibly compressors and other parts.
- Labor to complete the swap.
- Possible increase in utility costs as the drop-ins are generally not as efficient as R-22.
- Lost time you may experience during a swap.

REPLACE THE REFRIGERATION SYSTEM

Options:

► Low-Charge Ammonia (considered a natural refrigerant)

Certainly, we would like to keep the refrigerant charges in systems at a "low charge" for a number of reasons, including the cost to charge and recharge in case of a refrigerant loss, and in the event of a refrigeration leak, the risk to staff, the public and first responders is reduced. Low-charge charges are typically referred to as those having less than 500 pounds of ammonia. Local regulations per community vary based on rules and regulations. The basic idea is to keep refrigerant charges below community and state thresholds to eliminate the requirement for a full-time (24/7 year-round) professional staff.

Pros: Natural refrigerant (nitrogen and hydrogen); inexpensive versus man-made refrigerants; self-leak detecting; readily available; has been in the marketplace for over a century; highly regulated; very efficient heat transfer.

Cons: Can be expensive to install an ammonia system; ammonia is a toxic material; requires extensive training to service and handle; not a replacement for CFCs, HFCs or HFO refrigerants; can be flammable.

► **New Blended Refrigerants**

New products marketed by the major refrigerant manufacturers, each with specific characteristics that differentiate one another. The latest are the HFO family of refrigerants that, in some cases, are blends of HFC refrigerants with flammable refrigerants that reduce the GWP and render the HFOs non-flammable.

Pros: On-par prices with the HFCs; some are replacements for the HFCs but not in flooded applications.

Cons: Not direct replacements for HFCs; require POE oils and are not direct drop-in replacements for R-22; as new refrigerants hit the marketplace, each manufacturer of refrigerants links to a major equipment manufacturer; we will continue to have many choices, some of which will be the wrong ones for our systems; still in the testing stages; *some HFOs, including R-1234yf, create Trifluoroacetic acid in the atmosphere, which remains under study for long-term effect on drinking water.*

► **CO2 (considered a natural refrigerant)**

CO2 occurs naturally in the atmosphere and is common in other low-temperature applications.

Pros: Inexpensive; readily available; non-toxic (but please see safety concerns below); non-flammable; not regulated yet.

Cons: Expensive to install; latest system (in Alaska) is a direct overfeed with large charge, stainless steel (SS) tubing and air cooled heat rejection; not well suited for hot climates; requires very specific and extensive training to operate and service; not regulated yet; new direct CO2 appears to be a takeoff of the old direct liquid overfeed floor systems, with CO2 instead of R-22.

PROTECT YOUR INVESTMENT

Regardless of refrigerant type, take steps to immediately inspect your refrigeration system to verify that the system is not leaking refrigerant.

Take special care to develop a maintenance program that addresses the integrity of the refrigerant piping, vessels, components and especially the seals and gaskets that prevent refrigerant loss.

Open-drive compressors with mechanical seals must be monitored and serviced regularly based on manufacturer recommendations and the history those machines have had in serving your rink.

A good compressor shaft seal is easily damaged by worn bearings, low oil charge, low refrigerant charge, overheating, misalignment of motor top compressor coupling and basic neglect.

Install an accurate multi-point refrigerant leak detection system to alert you to any and all detectable leaks. Add a refrigerant relief line sensor to your refrigerant monitor zones. Multiple leak detection in a chiller room will never alert you to refrigerant passing through a relief valve to the outdoors.

Provide training for yourself and your personnel. Hire a qualified and experienced rink refrigeration consultant to review your system AND your rink refrigeration service contractor.

Also, add an actual insurance policy to your system that covers mechanical failures PLUS refrigerant loss should there be a physical mechanical break causing catastrophic refrigerant loss. At least some of your costs will be covered, including loss of revenue.



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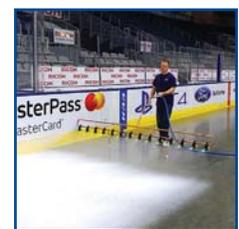
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» Safety Concerns:

- Heavier than air makes it an asphyxiation hazard.
- Pressure: High pressure side operates at 1305 PSIG versus R-22 at 180 Pounds Per Square Inch Gauge (PSIG). Floor pressure under the ice at 363 PSIG versus R-22 direct systems at 25 PSIG.
- Trapped liquid between valves and fittings create extremes in pressure and potential rupture of vessels.
- Dry ice formation can block vent lines eliminating safety relief capabilities.
- Causes freeze burns when in contact as dry ice formation temperatures are minus 109.3

ONGOING REFRIGERATION DISCUSSION

Please join us from 9 to 9:45 a.m. Wednesday, June 6 at the 2019 ISI 60th Anniversary Conference & Trade Show, where we will continue our discussion on “Refrigeration 2020 & Beyond.” For conference information, please visit skateisi.org/conference.

For more information on the HCFC R-22 phaseout, please visit the U.S. Environmental Protection Agency website: epa.gov/ods-phaseout

Chris Geatrakas is president and owner of Davis Mechanical Service Inc., providing refrigeration, dehumidification and temperature-control installations and service from coast to coast.



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(as required by ISI as of September 2017)

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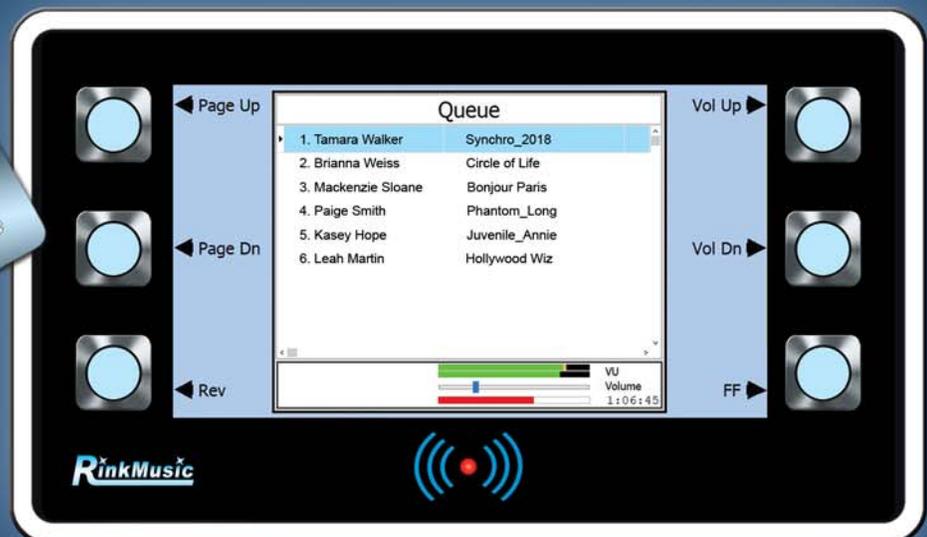
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GROWING UP ISI(A)



The writer (David Kirby) and his father, Michael Kirby, a founding father of ISI and the originator of the ISI learn-to-skate program, the first learn-to-skate curriculum in the United States.

by David Kirby

IN 1959, it was almost impossible to obtain ice skating information from any central source.

Roller skating rinks were very popular back then and ice skating rinks were a novelty.

The first ISI(A) Conference in July 1960 was held at the Conrad Hilton in Chicago. The main agenda included: ice skating rink insurance (separate from roller rinks), methods for building better rinks dedicated to the recreational skater (ice skating was a bit elitist at the time) and most importantly, how to encourage a repeat customer base at rinks.

The Ice Skating Institute of America (ISIA), as it was first named, was conceived in Chicago 60 years ago during an annual convention of the National Recreational Association. My father, Michael Kirby,

along with other skating visionaries of the time developed the basic concept and principles of the ISIA. This was the birth of what is now known as the Ice Sports Industry (ISI).

The early visionaries in 1959 who created the ISI(A) included: Frank Zamboni (today the most recognizable name in our industry), Art Goodfellow (New York publisher of the 1950s *World Ice Skating Guide* — first of its kind), Russell Perry (Chicago rink owner) and Louise Hoggan (Salt Lake City rink owner).

These early pioneers wanted the ISI(A) to define the skaters it served in a way that precluded the influence or effect of the traditional classifications of ‘amateur’ or ‘professional.’ Today, those restrictive classifications are basically gone and illustrate the global influence ISI(A) has had on our sport.

MICHAEL KIRBY SKATING SCHOOL

In 1959, my skating career also began as a ‘tiny tot’ at my father’s Chicago ice skating rink, the Michael Kirby Skating School.

One of my father’s goals for the ISI was to establish a standard curriculum for teaching beginners (of all ages) in a group or class setting (a novel idea in the 1960s). Expensive private lessons at exclusive clubs were the typical progression back then. This idea created a perception that Michael Kirby was at odds with the established United States Figure Skating Association (USFSA) — nothing could be further from that perception and I’m living proof.

From 1960 to 1969, I was allowed only group lessons under my father’s new curriculum (later known as Pre-Alpha through FS10). Then one day in 1969, I said to my dad, “I want to go to the Olympics.” He was very supportive and explained to me that the fundamentals I learned with the ISI prepared me for, as he said, “graduating to USFSA.” My father recognized a need for both organizations and felt the ISI would actually create a larger market for the USFSA. He was right.

My father was a true ice-skating pioneer. In a 2018 interview, Scott Hamilton said, “Michael Kirby basically invented learn to skate.” To me, this is a compliment to both my dad and the ISI because without the ISI my father’s teaching methods may have never taken hold.

For me, leaving the fun ISI activities and programs for a serious competitive environment was more challenging than I imagined. All of a sudden, I'm competing against friends like David Santee, who could skate circles around me. I had some success in USFSA, winning a novice national title in 1972 and a 1975 junior pairs national silver medal — to this day, I attribute those successes from the foundations I learned from the ISI curriculums. USFS was a great experience, but it just was not as much fun as ISI. I wanted to have fun.

I came back to ISI in the 1980s and was honored for the opportunity to serve as a trustee on the ISIA Education

Foundation (ISIAEF). Don Bartelson, a wonderful mentor in my career, taught me the importance of how, through ISI programs, our sport can give back to so many. I've owned and operated rinks in Texas since the 1980s, and what I learned from my ISI colleagues, such as Don, has served me very well. *(Thank you, Don!)*

Other organizations soon recognized the success of ISI and as they say, copying is the best form of flattery. For example, the largest skating organization in the world today, the International Skating Union (ISU), now offers a track for recreational/adult skaters and information on global rink development and management. The success of the ISI did not go unnoticed.

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Practices: The most important method of gaining benefit from your lesson is to practice regularly. To encourage regular attendance, the school provides each student with a "Practice Pass" good for the entire semester at no charge. Practice times are posted on the bulletin boards. They are some times limited to certain age groups. Practice sessions are scheduled either immediately before or after a class wherever possible. Your practice pass will be honored at all Michael Kirby schools. Practice times are posted in the school. During the Bowl Season, practice time will be during regular bowl hours.

Tests: Each term a series of tests are given on a voluntary basis for those who want a challenge and a goal to seek. These tests are planned around your lesson material to give you an indication of your accomplishments from time to time. Mr. Kirby takes a very active interest in this phase of your skating and often judges the tests personally. Those who successfully complete the test are given an award.

Report Cards: At the conclusion of the semester, each student is given a report card indicating their progress in the areas of skating as well as personal development. While it is not possible for us to grade the pleasure and joy each person receives from this activity, we do attempt to give the parents and students a record of their progress so as to indicate areas that require more practice and attention.

Other Locations of Michael Kirby Ice Skating Schools

- 7230 W. Lake St., River Forest, Illinois
- 7425 N. Loomis Blvd., Chicago, Illinois
- 203 Vine Ave., Park Ridge, Illinois
- Meadowdale Shopping Center, Carpentersville, Ill.
- 4217 Dundas, West Toronto, Ontario
- 13306 So. Harper, Dallas, Illinois
- at the Dorchester Club

Skate Rental - Purchase Plan: Skates may be rented for 75¢ per session or 50¢ per lesson if rented for 10 lessons. The entire rental fee of \$5.00 can be applied towards the purchase of new skates.

Skate Sharpening: Your school provides a skate sharpening service that gives you skates the correct amount of hollow grind and sharpness for more speed and stability while skating. Cost is \$1.00.

RATES AND CHARGES

Tuition: Our goal has always been to bring you the best in skating instruction for the least cost. The tuition charge includes FREE PRACTICE PRIVILEGES at all Michael Kirby Ice Skating Schools. There are no additional charges or extras. The average weekly rate for a full hour lesson once a week, plus free practice, is between \$2.50 and \$3.33.

The average 16 week course for a school age child is \$55.00. For adult children are less and adult evening and advanced students are more.

Charge Account 30 Day Privileges: Your school is happy to extend, without charge, credit privileges to those who wish to defer the payment of their tuition. Terms are \$10.00 deposit at the time of registration, balance due within 30 days or before the 5th lesson. These terms are also available for skate shop purchases.

Time Payment: A new policy concerning time payments is now being offered. You may pay \$10.00 at the time of registration and \$10.00 per month if you prefer. There is a charge of \$1.50 for this service and the decision must be made at the time of registration when the \$1.50 is due. For special students it is \$30.00 at registration and \$20.00 per month.

Cash Discount: A 5% discount may be deducted from the tuition if paid in full at the time of registration.

Family Plan: When 2 or more members of a family are enrolled in the school at the same time, a \$3.00 discount is applied to the 2nd and each additional member's tuition.

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CHILDREN are up to and including 10. 40
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1960 Michael Kirby Ice Skating School brochure. >>

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You are enrolled in a course, and in order to obtain the most good, you should complete the entire program. However, you are not signing a contract and may discontinue at any time.

When You Should Register:

Registration is open at least two weeks prior to the course starting date.

New students may only join a class up to its third lesson in order to get the attention necessary for those first important lessons.

When Courses Start:

- Sept. 23 - Jan. 12 — 16 weeks
- Dec. 20 - May 4 — 18 weeks
- Oct. 21 - Jan. 12 — 12 weeks
- Jan. 13 - May 4 — 16 weeks
- Nov. 18 - May 4 — 20 weeks
- Feb. 10 - May 4 — 12 weeks

Class Time:

The time assigned to you was chosen because we find it best suits your age and ability. Classes are available in all age groups from 3 years and up for the beginner, as well as the most experienced skater. Students are graded every 2nd lesson and as individuals show progress that is faster than the average of the class, they may be recommended for transfer to another class which is more experienced or better suited because of age or size.

Class times are arranged to be convenient for most people.

Ladies — late morning and early afternoon on week-days

Tiny Tots — late morning and early afternoon on week-days

School Age — after school week-days and all day Saturday

Teens (13 to 17) — early evening week-days

Adults (over 18) — evenings week-days

Regular Attendance:

Because new material is taught in each course each week, as part of a planned program for your skating, it is necessary that the lesson be taken in order, and that a regular schedule of lessons, as well as practice times, be followed by each student.

Parents:

Our policy is to teach students to teach and train themselves. We would like the parents of all children under 12 to attend the last 15 minutes of the first lesson for new students. The instructor will explain the schedule and importance of practice as well as the proper way to fit and lace the skates and answer any questions pertaining to the lesson program as planned for the student. The instructor will also tell how the parent can be most helpful to the student. We have found it less distracting for the class when the parents do not watch the lesson except for the last few minutes. We ask that all parents comply with this rule.

Absence:

In the event you cannot attend your regular lesson, a make-up lesson can be arranged by your instructor. A complete make-up schedule is posted on the Bulletin Board for your convenience. In order to help you to continue a systematic program of progression, these make-up lessons must be taken within four weeks of the absence. If you know in advance that you will be absent, you may arrange for your make-up lesson prior to the one you will miss. There can be no credit or refund for absences.

Cancellations:

If it becomes necessary for you to discontinue your lessons, notify your instructor or the school office immediately. You are charged for all lessons, whether you attend or not, up to the date of notification of your intent to cancel. Refunds are computed by prorating your original tuition charge plus a nominal cancellation fee of \$10. You sign no contract.

SKATING CLOTHING AND EQUIPMENT

You are not required to wear any special skates or clothing for your lessons. However, there are some types of skates that will make all the difference in your enjoyment of skating.

Skates must Fit: The fit must be close enough to support the ankle. (There is no such thing as "WEAK ANKLES". We guarantee that!) Your Michael Kirby instructor is trained and experienced in the proper way to fit skates, and will advise you if your skates are not giving you the support you need.

Skates must be laced correctly: Your instructor or any member of our staff will show you how to get maximum support and control.

Figure skates are best for beginning: The boot of most figure skates are built with steel arch support, full covering heel counter, double or triple thickness of leather for support and warmth, high ankle to cover the entire ankle. The MICHAEL KIRBY MODEL has been designed to give beginners all of the advantages of a custom fit, support and comfort with the economy of a practical price. Also, the MICHAEL KIRBY MODEL blade is a fine grade of steel capable or many, many re-sharpenings. Blades should be sharpened once a month.

Gloves or Mittens: All skaters are required to wear some hand covering.

Sweaters and Jackets: A sweater allows full movement without hindering. For additional warmth, we recommend a regular blazer as it does not hinder arms and shoulders as many jackets do.

Shirts and Slacks: A skating skirt with full tights is the most warm, comfortable and practical attire for all girls - young and old. Blue-jeans and other tight fitting slacks are not allowed because they make skating too difficult.

Michael Kirby Skate Shop Services:

A complete "Skate Shop" is supplied with all of the equipment necessary for your skating pleasure and comfort. There is clothing designed for proper movement and warmth, skating socks, skating skates, gloves and mittens, laces, polish, waterproofing, skate guards and other accessories for your skating needs.

Skate Exchange for Used Skates:

In an effort to assist the parents of children with "growing feet", our skate shop allows you to exchange ill fitting skates on a trade-in plan that keeps your annual skate investment at a nominal fee. Most children will be fitted with enough growing room to last for about one year. It is unusual to expect more than one year's use out of children's skates and still have the support that is so necessary. We are proud that, because of our fitting methods, we can guarantee "No Weak Ankles" when wearing a pair of MICHAEL KIRBY ice skates. In addition to our new skate supply, we carry a good selection of reconditioned skates, most of which are the MICHAEL KIRBY MODEL. When available in your size, you can realize a substantial savings.

» My father was a true ice-skating pioneer. In a 2018 interview, Scott Hamilton said, “Michael Kirby basically invented learn to skate.” To me, this is a compliment to both my dad and the ISI because without the ISI my father’s teaching methods may have never taken hold.

My career took a turn in 2003, when the ISU offered me an opportunity to be one of the first technical specialists in the new International Judging System. I finally felt like my father, being a part of an entirely new system in our sport. I participated in many meetings around the world as the ISU came up with new ways to measure progress in figure skating. It was a huge honor for me to serve at the 2006 Olympic Games in Torino as one of the first Olympic technical specialists. I finally made it to the Olympics, which my father had said would happen based on the foundations built through my involvement with the ISI. Again, my father was right.

More than 60 years ago, there were approximately 100 mechanical ice rinks in America (mostly on the East Coast) and of those only a few were open year-round). Today, there are more than 2,000 rinks in the United States with most open year-round. I think the ISI can take much credit for the remarkable growth of our industry since 1959.

At the first Chicago ISI(A) Conference, the pioneers decided the best course for developing a solid repeat customer base was to encourage skating schools and public sessions that focused on safety and having *fun*.

A few years ago, I partnered with Olympic champion Charlie White in producing a promotional ice skating video with the goal of highlighting people having a fun experience while learning to skate. The video, entitled “Galleria Ice Skating School,” can be viewed online on the galleriaiceskating.com homepage. (I think we captured the ISI vision well!)

Today’s industry visionaries include ISI President Rob McBride, the ISI Executive Committee, ISI Managing Director Liz Mangelsdorf, the ISI district representatives and all the hard working and dedicated ISI staff. These are the pioneers for the next 60 years, and I know my father is very proud of the continued great work and services the ISI continues to provide. *(Thank you, ISI.)*

(Editor’s Note: David Kirby is the owner of Galleria Dallas Ice Skating Center. He is the son of the late Michael Kirby, one of ISI’s founding fathers, who developed the Michael Kirby Skating Schools in Chicago. ISI’s learn-to-skate program, the first standardized learn-to-skate curriculum in the United States, was made possible through the efforts and dedication of Michael Kirby.

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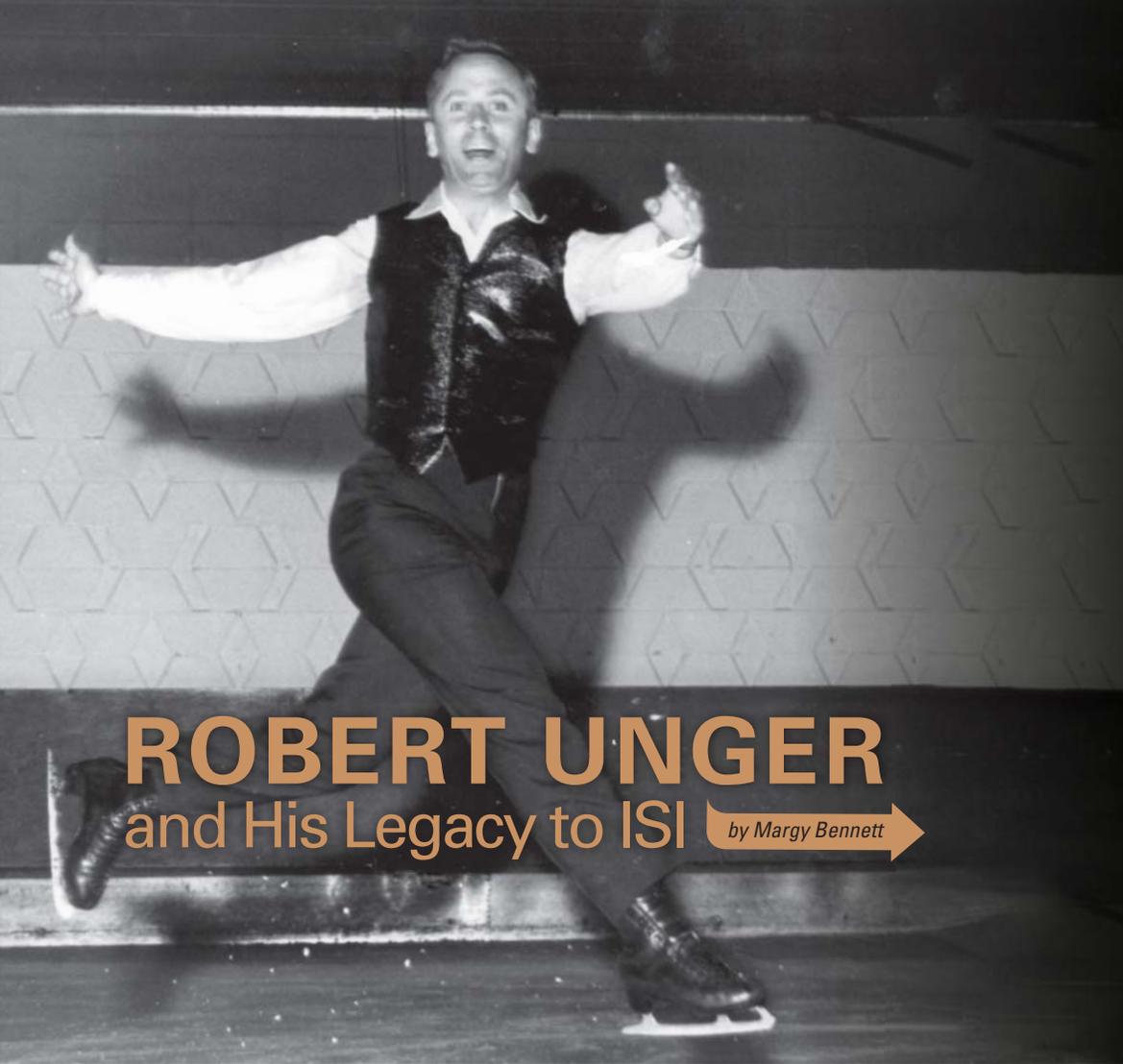


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Margaret Bennett joins the headquarters staff of ISIA as Recreational Program Coordinator. A graduate of the University of Tennessee, Knoxville, Margy brings with her an excellent ice skating background for her new duties. She began taking lessons at age 10 at the Robert Unger School of Ice Skating. Passed the Alpha test February 1968, and participated in approximately 25 ISIA competitions from 1968 to 1975. After a season with Holiday on Ice she began as an instructor at the Robert Unger School in February 1976. At this time she also began judging ISIA competitions and coaching students. She was the test chairman at the Ice Chalet, one of her duties being correspondence with the ISIA national office.

ROBERT UNGER

and His Legacy to ISI

by Margy Bennett



The writer, Margy Bennett, featured in a 1980 article in the *ISIA Newsletter*.

ROBERT UNGER WAS a German ice and roller skating champion, and a star of Holiday on Ice Worldwide. After touring for many years with the ice show, he settled in Knoxville, Tenn., where he became the manager and later the

owner of the Ice Chalet. His keen business sense and warm personality resulted in a recipe for success for his business and for developing many lifelong skaters.

I met Mr. Unger in 1967, when my Girl Scout troop came to the Ice Chalet to earn the ice skating badge, and he was the instructor of the class. He made sure that our rental skates fit correctly and the laces were tight enough. He also made the class fun and instilled confidence in every skater in the class. I had skated a few times prior to that lesson and had an easier time than my friends in the class. His charisma, charm and encouragement were all it took for me to join the group lesson program.

were two teams of skaters — older more advanced skaters supporting younger new skaters. He felt strongly that all skaters would benefit from participating. An atmosphere of friendship and camaraderie was developed, and individual placement wasn't as important as participation. "Winning isn't everything" was learned early in my skating career. We did not have to travel out of town, as the closest ice rink was a four-hour drive. These types of competitions became known as "intra-rink" competitions, and today they are a valuable tool to grow a strong skating program.

Mr. Unger would never tolerate what he called "prima-donna behavior." We learned to be on time for practice and lessons or we could not participate that day. We learned to wait our turn, to show respect to everyone at all times, to look our best always, and to be a good listener. Emotional outbursts were not part of the acceptable behavior in lessons, practice or at competitions.

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All-Inclusive Competitions

After passing my Alpha test in 1968, I was on my way to becoming a lifelong skater. I participated in a group number in a Christmas ice show and soon after that my first ISI team competition. There



Robert Unger's legacy to ISI was not only the expansion development of the ISI learn-to-skate curriculum and ISI competitions but also the philosophy that everyone should be able to participate in ice skating competitions, and that winning isn't as important as participating.



Margy Bennett shares a laugh with her former coach, Robert Unger.

» As the ISI Learn to Skate Program became more and more popular in the United States, with ice arenas using it as their group lesson curriculum, Mr. Unger was elected to the ISI Board of Directors and appointed chair of the Test Standards Committee. He spent 30-plus years leading this committee to define passing standards and expand the program to include all aspects of figure skating. Careful attention was even paid to naming the ISI test levels — and not labeling the test levels as beginner, intermediate — and so the unique Greek alphabet names were used (Alpha, Beta, Gamma). Having defined passing standards of the skating skills on each test led to the success of the ISI program, now used worldwide.

ISI competitions grew in popularity because of many of the principles that

Mr. Unger and others instilled. These competitions were an opportunity for skaters of all ability levels and ages to participate at a time when only qualifying competitions for the National Championships were available. Skating coaches judge ISI competitions because they are technically trained, which was a different concept than had been used in the past. The judging system that was developed by ISI fairly compares every skater with required maneuvers performed by all. These competitions began with a simple concept of participation for all and hardly any rules. Simplicity was the key to success. Through the years, ISI technical freestyle events became popular, but “fun” events and group events became hugely successful and truly illustrate ISI’s fun

and “participation for all” philosophy. ISI competitions resulted in success for everyone: ice arenas had more skaters practicing and taking group lessons, coaches taught more lessons, and the host arena of the competition had generous revenue created by the event.

Robert Unger’s legacy to ISI was not only the expansion development of the learn-to-skate curriculum and ISI competitions but also the philosophy that everyone should be able to participate in ice skating competitions, and that winning isn’t as important as participating.

Margy Bennett has served as secretary on the ISI Board of Directors since 2004. She is also a member of the ISI Test and Standards Committee.



Photo courtesy of Robert Unger

Robert Unger pictured with former students including Dr. N. Jan Davis, astronaut (far right).

Robert Unger and students, 1970s





by Alane Carin Swiderski,
CAM, CAP, CSD

The writer, Alane Swiderski,
in her element — on the ice —
with a student.

PROFESSIONAL COACHES

Are You Walking the Talk?

SOMETIMES IT SEEMS like it was just yesterday. After starting as a skate guard and then working my way up to receptionist and any other job they'd give me for two to three years, I started as an instructor for the Skokie Skatium in 1993.

There were three coaches on the staff about to go on maternity leave and after teaching alongside a veteran coach for one session of classes over the summer, I was assigned 17 classes for the fall session. If you registered for Pre Alpha, Alpha or Beta, you got me. The only problem was that I didn't really know how to teach — I knew how to skate.

LESSONS LEARNED

By year end, I had 20 private students. That was a sign of the times rather than a testament of my teaching ability. The Tanya Harding and Nancy Kerrigan shenanigans had started and the response from the American public was overwhelming. Unfortunately, I didn't

keep most of my students for more than a year. Particularly through my first competition as a coach, I learned the hard way that what I was doing entailed a lot more work than I was prepared for. Many valuable lessons learned that first year or so shaped who I am as a professional and helped pave the way for my career.

The greatest benefit of teaching the class levels I did that first year was that I had to correct the mistakes I made in one level in the next, and in the next, and often again in private lessons. It was one thing to have to correct someone else's mistakes but to fix my own was quite a jagged pill to swallow. I am passionate now about teaching skaters how to push properly the first time because it is just so darn hard to get them to stop pushing with their toe picks after they start. I also take a lot of time with crossovers and stroking because those basics carry into so many more elements, and it shows for many years to come if you cut corners to push them through.

As I have moved from coach to director to administrator, it's hard not to realize how lucky I was to have grown up professionally when and where I did. Great value had been placed on being professional and earning your stripes, not just to get in the door but every step of the way. This was the norm not only in the rink that I worked in but also in area rinks and the recreation industry at that time. Most of the Illinois rinks were run by park districts that were the frontrunners of entertainment and recreation opportunities. I was trained in customer service even as a skate guard, and we had dress codes from day one. First aid and emergency training were also standard issue. CPR was added to the slate for certain positions, such as instructor.

I was required to be an ISI Professional member and attend seminars. District 8 ran a coaches education series with top-notch speakers such as Paula Wagner, Tom Hickey, Jimmie & David Santee, Dr. Balague, Janet Champion and so many



» other amazing people. If a certification existed, I was required to take it. For example, the first Judge's Certification tests came out the same year I started. I had never had a skater take any ISI tests, let alone compete, but there I was, along with 50-plus other coaches from the area, in a room with a proctor and a #2 pencil to take the timed test on all levels.

EVOLVING SKILLS

Naturally, I also had a great motivator to learn, develop and continually hone my teaching — I made my living by it. It's very different now — from *who* is coaching and *why*, to the types of students we have, the skills they bring to the table and their expectations of the sport.

If we love the sport that has given us so much, we owe it to ourselves and future generations to maintain, if not lift, the integrity of the sport through what we do and how we do it.

However, one thing has not changed: *A skating coach needs to have a unique and specialized set of skills that continuously evolve.*

If we love the sport that has given us so much, we owe it to ourselves and future generations to maintain, if not lift, the integrity of the sport through what we do and how we do it. While I was the skating director of the Joliet Park District, a parent asked me what qualified one of my staff to be teaching a specific class. Internally, I panicked, thinking back to that first year of my teaching and knowing full well that licenses, certificates and degrees were not required to teach ice skating. Then I realized that because of those experiences and the training I was required to do, I had put in place a training program and required credentials and education that helped my staff develop professionally. From a dress code and codes of conduct to required education and ongoing training, my staff was qualified and required to uphold and value the professional resources that were available.

Today, as the landscape of the skating director position has changed, the onus of professional presentation and development falls on the coach more than ever. It's difficult in a profession that is often seen as a hobby, in a world where jeans and an untucked shirt are commonplace in some of the most successful companies, and with media that send mixed signals about ethics, morality and business acumen, to really understand what professionalism is and how to embody it.

However, there is a really simple way to start pulling together a framework. Ask yourself: *Is my coaching and the way I present myself appropriate and in line with what I'm asking of my students and what I know will help them find success?*

The most humbling moment of my coaching career came during a workshop I had held for my private students. I was trying to teach them about goal setting, and I asked them what they wanted to be when they grew up. Of the 17 kids present, 16 of them said, "Skating coach." It was at

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Be sure you're making a supreme effort to have your coaching and presentation of it say that you're qualified and a part of a legitimate profession worthy of your students' dreams.

that moment that I understood the value of what I did as a profession. It was that moment that made all the requirements and effort — training and education, putting on real pants and doing my hair and makeup for early morning lessons, dressing up for competitions and shows, writing out my private lesson policy and holding skaters, parents and myself accountable to those policies — worth it. These 16 kids felt my coaching was not only legitimate but also worthy of their futures and dreams.

It can be difficult in a part-time job that is supposed to be your fun and joy — often your escape from your real world — to find the motivation to professionalize it. But that fun and joy that you know, and

love, didn't come from taking the easy road. There was work involved that had wonderful payoffs like landing an Axel or earning a first-place trophy or skating a performance that was genuinely your best and truly enjoyed. Those moments were also the joy and the fun part, and they

came from hard work and commitment. The same is true here.

Be sure you're making a supreme effort to have your coaching and presentation of it say that you're qualified and a part of a legitimate profession worthy of your students' dreams.

10 Ways to Become a Better Coach

1. Coach as many different types of people/athletes as you can.
2. Find a mentor.
3. Invest in courses, clinics, seminars.
4. Refine your demonstrations and technique.
5. Invest in learning more about communication.
6. Listen more.
7. Shadow other coaches.
8. Find ways to teach others: present, create and put skin in the game.
9. Constantly test your own assumptions, practices and biases.
10. Practice what you preach.

Source: Brett Bartholomew, founder of Art of Coaching and author of "Conscious Coaching: The Art and Science of Building Buy-In." A strength and conditioning coach, Bartholomew is also a keynote speaker. Free resources are available on his website at artofcoaching.com. Additional coaching resources can be found on the Positive Coaching Alliance website at positivecoach.org.

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COACHES' CORNER

LIZ MANGELSDORF *ISI Managing Director*

Updated ISI Referee Certification Test Available Online

THE ISI REFEREE Test, launched in 2013, has been completely updated and is now available on our new testing software platform. If you have been thinking about adding the referee certification to your resume, now is the time to take the test!

The purpose of the test is to gauge your knowledge of the ISI competition standards and to determine if you are qualified to become an ISI competition referee.

Your job as a referee at an ISI competition is to oversee the running of the event and to lead the panel of judges during the event. The decisions you make as a referee affect the skaters, the coaches, the event results, the competition results, and ultimately, the reputation of ISI and our competitions.

WHAT DOES AN ISI REFEREE DO?

- ✓ **Maintain the ISI philosophy of "participation, not elimination" at local and national events.**
- ✓ **Gives the skater the benefit of the doubt.**
- ✓ **Understands that penalties are to protect those who follow the rules.**
- ✓ **Realizes that penalty decisions must be unanimous.**
- ✓ **Provides valuable coaches education and resources.**

WHY ARE REFEREES IMPORTANT TO LOCAL COMPETITIONS?

They have knowledge of:

- ✓ **Rules and penalties for each type of event.**
- ✓ **Competition standards at each level and event.**
- ✓ **Common mistakes at each level and event.**

They ensure that:

- ✓ **ISI rules are interpreted correctly and consistently.**
- ✓ **Penalties are applied correctly and consistently.**
- ✓ **Results are accurate.**

They also:

- ✓ **Allow the skater a re-start, if necessary.**
- ✓ **Mentor ISI judges and coaches regarding ISI competition philosophy, rules and penalties.**
- ✓ **Assist the competition director in conflict resolution.**

The Referee Test application is available online at skateisi.org/referee

A COACH DESIRING TO TAKE THE REFEREE TEST SHOULD MEET THE FOLLOWING CRITERIA:

- ✓ **Be a current ISI Professional member.**
- ✓ **Be a Gold-Certified Judge with a current update test passed, if applicable.**

- ✓ **Have been using the ISI program (testing and registering skaters in local competitions) for no less than two years.**

Qualified individuals may submit their application online. Each applicant will be required to list a reference. The reference must be an ISI Professional member who can vouch for their status. (For example, applicant's skating director, competition director or rink manager.)

Once the information is verified and approved by the ISI national office, a link will be emailed to the applicant to purchase and take the test. The test fee is \$25.

The test uses a multiple-choice question format, with questions based on the application and interpretation of rules and practical judge panel scenarios. There are two separate questions, each using a video and requiring applicants to act as panel referees, performing actual event judging and penalty evaluation. There are 62 questions total. A passing score is 50.

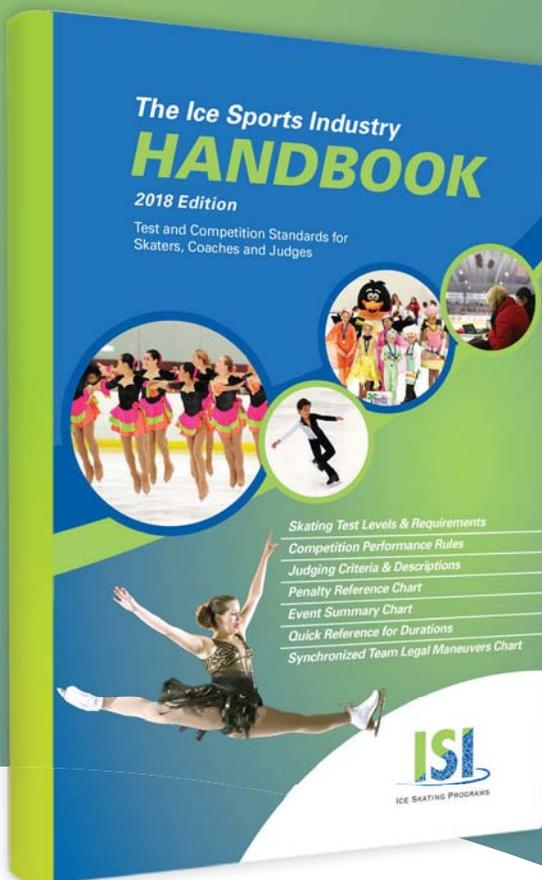


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2018 Edition

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Handbook valid for all test sessions and competitions through Aug. 31, 2020



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ISIA EDUCATION FOUNDATION

ROBYN L. BENTLEY-GRAHAM, CAE *ISIA Education Foundation Secretary*

WE ARE HAPPY to be a part of the ISI 60th Anniversary Celebration in Chicago, where we will be announcing our 2019 scholarship recipients.

2019 FUNdraisers

Thanks to a donation from the Metropolitan Ice Rink Managers Association (MIRMA), the ISIA Education Foundation (ISIAEF) is sponsoring a photo booth at the anniversary celebration, with all proceeds benefiting our scholarship program.

We encourage you to get your friends together at conference to have some fun posing in the photo booth (props will be available) and creating memories that will last a lifetime. While there will be no charge for the use of the photo booth, the ISIAEF will be accepting donations at the booth for our scholarship program.

Once again, we will hold a silent auction at the foundation booth, located inside the trade show. Please stop by and check out the fantastic items donated by our supporters. They aren't all skating related, so perhaps you can find an item to bid on that will make a nice gift for someone. Come in, have a beverage, support our vendors in the trade show and have some fun bidding!

Our summer FUNdraiser is our annual "Skate with the Stars" Raffle. Two lucky winners will get the opportunity to skate in the benefit show at ISI World Recreational Team Championships, July 22-27, at St. Peters Rec-Plex in St. Peters, Mo., just 30 minutes from St. Louis. Tickets are available for purchase on the ISIAEF website at isiafoundation.org. Those buying tickets in advance will receive additional chances to win. For more information, please contact fundraising@isiafoundation.org.

New Website

If you haven't checked out our new site, please do so! You'll find a list of previous scholarship winners, tips for your skaters on how to apply, and more. There's also a "donate" button for those interested in contributing in honor (or in memory) of someone. Remember, the ISIAEF is a 501(c)(3) nonprofit organization and donations are tax deductible. Without your continued support, the scholarship program would not be possible.

And don't forget, when shopping on Amazon, visit smile.amazon.com and select the ISIAEF as your charity of choice when ordering. Amazon will donate .05 percent of the price of eligible purchases to the foundation. Spread the word!



ISIAEF DONORS

Thank you to the following donors for their recent contributions to the ISIAEF scholarship program:

Metropolitan Ice Rink Managers Association (MIRMA)

Donation in memory of Georgia Seagren
Jean Albrightson

Donation in memory of Fritz and Carola Dietl
Dana Hordyszynski

Donations in memory of Carola Dietl
Richard Arenella

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The ISIA Education Foundation has Internal Revenue Service 501(c)(3) status as a public, non-profit organization and is registered with the Illinois Secretary of State as a not-for-profit corporation.

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DISTRICT UPDATES

ISI DISTRICT 1

(CONNECTICUT, MASSACHUSETTS, MAINE, NEW HAMPSHIRE, RHODE ISLAND, VERMONT)

by Alane Swiderski, District Director



The District 1 competitive season is almost to an end! Thank you to all of the District 1 competition directors for giving our skaters so many wonderful opportunities to compete this season and to all of the coaches, parents and skaters for their support of these events.

Special thanks to those who continue to judge above and beyond their credential obligations and take additional assignments. Your generous sacrifices of time and expertise are greatly appreciated. Extra special thanks to Donna Rozon for helping so many of our competition directors embrace EntryEeze to make participating in competitions that much easier for our skating families. It's great to see those competitions experience higher participation and fuller flights due to the effort. I know I speak for many, Donna, that they couldn't have made that leap without you. Thank you!

We are looking forward to our annual District 1 Championships, June 21-23 at Nashoba Valley Olympia in Boxborough, Mass. Thank you in advance to Barbara Allinson and the staff at Nashoba Valley Olympia for hosting this special event. We are looking forward to a wonderful showing from the many programs, clubs and arenas in District 1. See you in June!

To have your ISI District 1 rink featured in the next issue of ISI EDGE, please send your news to aswiderski@fmcicesports.com

ISI DISTRICT 3

(CONNECTICUT, NEW JERSEY, NEW YORK)

by Tiesha DiMaggio, District Director



District 3 is extremely excited that an ISI national event, the 2019 ISI Holiday Challenge, will take place in our district Oct. 25-27 at the RoseGarden Ice Arena in Norwich, Conn. We hope that it will keep skaters in our district on the ice in the summer months.

Also, District 3 has relaxed its competition policies in the hope that it will encourage more rinks to host local competitions. In the past, we required a two-week gap between events. This policy was in effect so that teams could hopefully support other events within the district. We have discovered, however, that many facilities only have certain weekends available and seasonal facilities often do not have the option to push their competition to another date. By moving to a more relaxed policy, we hope that facilities will have an easier time hosting a competition and encouraging participation.

District 3 has an active spring competition calendar and we are continuing promotion of the 60th Anniversary ISI Conference & Trade Show, June 4-7

at the DoubleTree by Hilton Hotel in Oak Brook, Ill. We're also making sure that the word gets out for the ISI Holiday Challenge.

To have your ISI District 3 rink featured in the next issue of ISI EDGE, please send your news to tieshask8@gmail.com.

ISI DISTRICT 4

(DELAWARE, MARYLAND, PENNSYLVANIA, VIRGINIA)

by Christine Wilson Brinton, District Director



District 4 is looking forward to our spring and summer seasons. With so many of the seasonal ice arenas closed during the warmer months, it is great to see skaters from all over the district coming together for lessons and practice at the year-round facilities.

This season, several District 4 competitions hosted skaters from neighboring districts. We enjoyed meeting skaters and coaches from Southern Tier and The North Park Skating Teams. I think it gave us all the "travel bug;" many teams are looking forward to visiting new facilities and competitions next season.

We had several skaters take and pass high-level freestyle and dance tests this season, and a few more plan to take them at ISI Conference Championships, May 31-June 2 at Centennial Ice Rinks in Wilmette, Ill., and ISI Worlds, July 22-27 at St. Peters Rec-Plex in St. Peters, Mo. Congratulations to all the skaters and coaches on their achievements!

We are looking forward to the expansion of several of our member facilities. Piney Orchard Ice Arena is close to opening their second sheet of ice and Bowie Ice Arena will be breaking ground on a new two-sheet ice arena very soon. We are all looking forward to growing our ISI programs in these new buildings.

To have your ISI District 4 rink featured in the next issue of ISI EDGE, please send your news to chris@sk8brinton.com.

ISI DISTRICT 5

(ALABAMA, GEORGIA, MISSISSIPPI, NORTH CAROLINA, SOUTH CAROLINA, TENNESSEE)

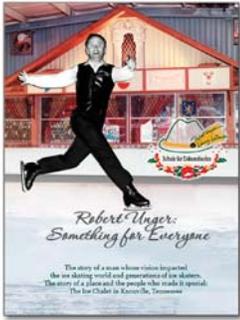
By Larry LaBorde, District Director



"Robert Unger: Something for Everyone," a new biography featuring Mr. Unger's work with ISI and the history of the Ice Chalet (Knoxville, Tenn.), is now available for purchase. The hardcover book, with 200-plus photos, was written in celebration of the 50th Annual Robert Unger ISI Competition held May 3-5.



DISTRICT UPDATES



A new biography, entitled "Robert Unger: Something for Everyone," features Mr. Unger's work with ISI and the history of the Ice Chalet in Knoxville, Tenn. To order online, visit chaleticerinks.com/robertungerbook.htm.

The Point Mallard Figure Skating Club will hold their Wind, Rain or Shine ISI Competition Sept. 20-22 in Decatur, Ala.

ProSkaters Performance Camp & Auditions took place May 11-12 at the Ice Chalet. The two-day professional show skating camp concluded with a show and live auditions before international ice show producers! For more information on ProSkaters, please visit proskaters.org

The World Figure Sport Society is holding "Sk8 Cool Art" workshops in various cities, including Knoxville, teaching the art of figures and fancy skating. For more information, please visit worldfiguresport.org.

To have your ISI District 5 rink featured in the next issue of ISI EDGE, please send your news to [Julia Hardin at funtoicesk8@gmail.com](mailto:Julia.Hardin@funtoicesk8@gmail.com).

ISI DISTRICT 8

(CHICAGO/MILWAUKEE METROPOLITAN AREA)

by Vicky Klinko-Osseland, District Director



District 8 has had a great winter and spring season. November through April sees most of our competitions in the district, including District 8 Championships. All of the competitions this season have been run very successfully.

District 8 Championships was held March 15-17 at The Edge Ice Arena in Bensenville, Ill. Thank you to the staff there and Maura Drew for their hard work on the event. A special shout out to our competition assistant for the weekend, Clarissa Messina, for jumping in when we needed last-minute help and doing anything Maura needed help with. We appreciate your help!

Congratulations to Niles Iceland for winning the Overall Team Champion trophy at this year's District 8 competition. We had a tie for 2nd place between Franklin Park Ice Arena and The Edge Ice Arena. Congratulations to all!

We are excited to host ISI's 60th Anniversary Conference & Trade Show, June 4-7, and ISI Conference Championships, May 31-June 2, in our district. Happy 60th anniversary to ISI!



STAY COVERED!

DON'T MISS A DAY OF BENEFITS

GET BOTH YOUR 2019-20 ISI PROFESSIONAL MEMBERSHIP AND YOUR LIABILITY INSURANCE FOR ONE LOW PRICE!

ISI's liability insurance benefits are the **BEST in the industry** — offering more coverage at a lower price — plus, ISI policies continue to meet all other association requirements with coverage provided from July 1 through August 31 of the following year. All current ISI Professional memberships and liability insurance must be renewed by Sept. 1 to maintain coverage.

Your annual membership provides many more valuable benefits:

- Right to use ISI Skating Program, the original national learn-to-skate program to build and maintain your coaching business
- Right to register ISI tests for individual skaters
- ISI EDGE quarterly professional trade journal and *Recreational Ice Skating* magazine (print and online versions)
- Reduced registration fees for ISI professional and educational events and programs
- Excess accident insurance coverage
- Free educational seminars
- Judge and referee certification program

RENEW AT SKATEISI.ORG/PROFESSIONAL

Professional background check is included in membership fee.

For more information, please visit the District 8 website (learntoskate.org) and Facebook page (facebook.com/skatedistrict8). To subscribe to our newsletter, please email isidistrict8@gmail.com.

To have your ISI District 8 rink featured in the next issue of ISI EDGE, please send your news to vrklinko@gmail.com.

ISI DISTRICT 11

(ARKANSAS, LOUISIANA, OKLAHOMA, TEXAS)

by Caroline Baker, District Director



ICE at The Parks in Arlington, Texas, hosted their annual winter party in January. The party had the largest attendance on record, with 396 skaters and another 100-plus parents and family in the lobby. The skaters participated in different activity stations around the rink. All the skaters were given information about learn-to-skate

classes and discount coupons for future events and sessions.

In March, ICE at The Parks held their annual spring break beginner classes, which attracted 40 skaters. Many of them enrolled in a "full" learn-to-skate session.

ICE at The Parks is offering summer camps on select weeks this summer. The select weeks offer a different level of focus: Low (Alpha-Delta), Medium (Freestyle 1-4), High (Freestyle 5-10) and Synchronized Skating.

The Love to Skate Competition was held Feb. 16-17 at the StarCenter - McKinney and nine District 11 rinks participated. The top three rink placements are as follows: McKinney, 1st; ICE at The Parks, 2nd; and NYTEX, 3rd.



StarCenter – McKinney skaters pose with their first-place medals at the Love to Skate Competition in February.



**Put Your Best Foot Forward at
ISI Adult Championships**

2019
ARLINGTON, TX

**ISI ADULT
CHAMPIONSHIPS**

October 11-13
ICE at the Parks
Arlington, TX
Test & Entry Deadline: Aug. 15
skateisi.org

ISI
ICE SPORTS INDUSTRY

DISTRICT UPDATES



District 11 Director Caroline Baker, right, presents StarCenter – McKinney Skating Director Lisa Cushley with ISI's 2018 District 11 Merit Award. Cushley was unable to attend the ISI awards ceremony in June to receive the award.



A record number of participants turn out for the ICE at the Parks annual winter party — almost 400 skaters, plus more than 100 parents and family members socializing in the lobby.

The District 11 Championships was held May 3-5 at the NYTEX Sports Centre in North Richland Hills, Texas. Austin, Texas, is once again hosting the Texas Hill Country Independence Open, June 28-30.

ICE at The Parks will hold their 16th Annual Open Competition, Sept. 14-15.



Coach Karen Becker provides instruction to the ICE at The Parks Southwest Sparklers at the Love to Skate Competition.

District 11 is very excited to host the ISI Adult Championships, Oct. 11-13 at ICE at The Parks. Test and entry deadline is Aug.15. Come see us in the Lone Star State!

Let's make District 11 the best that it can be. Skating school directors, managers and coaches, feel free to contact me at any point. I am here to help you. Please let me know what is going on at your facility. Email me at: caroline-theice@sbcglobal.net. Have an ICE summer of skating!

To have your ISI District 11 rink featured in the next issue of ISI EDGE, please send your news to caroline-theice@sbcglobal.net.

Give It Your Best Spin at ISI Holiday Challenge



Oct. 25-27
RoseGarden Ice Arena
Norwich, CT
Test & Entry Deadline: Sept. 1
skateisi.org



Calendar

ISI-Endorsed Competitions and Shows & Exhibitions

Deadline for the next EDGE calendar: July 9. For updates, see skateisi.org (Events).

COMPETITIONS

MAY

- 17-19** **Concord MA**
Valley Sports Arena
17th Annual Sharper Edge Skater's Cup
- 26** **Vacaville CA**
Vacaville Ice Sports
All Stars



May 31-June 2
Centennial Ice Rinks
Wilmette, IL

JUNE

- 1-2** **Panorama City CA**
Valley Edge Skating School
5th Annual Summer Kickoff
- 7-9** **Clearwater FL**
Clearwater Ice Arena
33rd Annual ISI Competition
- 9** **Centennial CO**
South Suburban Ice Arena
Yvonne Dowlen Memorial ISI Competition
- 14-16** **South Lake Tahoe CA**
Tahoe Sports and Entertainment
Skate at The Lake
- 15-16** **Chicago IL**
McFetridge Sports Center
29th Annual School's Out Competition
- 21-23** **Boxborough MA**
Nashoba Valley Olympia
29th Annual ISI District 1 Championships
- 27-29** **San Diego CA**
San Diego Ice Arena
SDIA ISI Open Championships
- 28-30** **Austin TX**
Stars of Austin FSC
Texas Hill Country Independence Open

- 29-30** **Ebensburg PA**
The Skating Club of Johnstown
Crown & Glory Invitational

JULY

- 6-7** **Las Vegas NV**
Las Vegas Ice Center
13th Annual Red, White, and Blue ISI Open Competition
- 13-14** **Fairbanks AK**
University of Alaska – Patty Ice Arena
2019 Summer Fun Skate Team Competition
- 14** **Wilmette IL**
Centennial Ice Rinks – Wilmette Park District
Mid-Summer Classic



July 22-27
St. Peters Rec-Plex
St. Peters, MO

- 31-Aug 4** **Lynchburg VA**
LaHaye Ice Center – Liberty University
State Games of America

SEPTEMBER

- 14-15** **Arlington TX**
ICE at The Parks
ICE at The Parks 16th Annual ISI Open Competition

SHOWS & EXHIBITIONS

MAY

- 17-18** **Newark OH**
Lou & Gib Reese Ice Arena
14th Annual Jane McConnell Ice Show
- 17** **Franklin Park IL**
Franklin Park Ice Arena
Spring Ice Show
- 17-19** **Wilmette IL**
Centennial Ice Rinks
La Dolce Vita

JUNE

- 1** **Danbury CT**
Danbury Ice Arena
Disney Magic on Ice
- 10-16** **Boxborough MA**
Nashoba Valley Olympia
Magical Movie Memories Ice Magic 2019

JULY

- 13** **Roseville CA**
Skatetown
Blades on Broadway

AUGUST

- 17** **Ebensburg PA**
The Skating Club of Johnstown
Summer Showcase

CLASSIFIED ADVERTISING

GENERAL MANAGERS — Magic Ice USA is looking for energetic general managers to supervise all day-to-day operational aspects of ice skating rink venues located throughout the United States. The rinks are in operation from the beginning of November through the end of January/February. Prior ice experience and/or credentials in ISI/ ISI University, STAR/NARCE, ORFA or Zamboni driving are helpful. All candidates must successfully pass pre-employment screening and be able to work evenings/weekends/holidays as required. All travel/lodging expenses paid for. Please email resumes to schedule an interview to wayne@magiciceusa.com

INSTRUCTORS — Paramount Iceland, Southern California, is seeking enthusiastic instructors willing to teach group classes at least three days a week, while building a private clientele from a thriving skating school. Email resume to: sparkysk8s@aol.com

ICE DANCE COACH/ES — Paramount Iceland is seeking a coach or coaches with ice dancing experience to develop an ice dancing program in Southern California! Email resume to: sparkysk8s@aol.com



COREY CASH

Sports and Entertainment Program Manager

Safehold Special Risk

Portsmouth, N.H.



The Cash family, from left, on vacation in Bolzano, Italy: Corey, Blake, Jennifer and Reed.

Years in Current Position

20

Work Experience

"I actually worked in an ice arena throughout high school, sharpening skates, working public skating and the snack bar, cleaning locker rooms and helping in the summertime with updates. I tended to sneak onto the ice a lot after my shifts were done. In fact, I think my work hours were actually less than my on-ice hours."

Education

"I attended a small prep school in Massachusetts, which helped change my focus and drive in life. I then went on to the University of New Hampshire to achieve a degree in economics and business while playing hockey there."

What Does Your Company Provide for the Ice Sports Industry?

"We provide a comprehensive ice rink risk management and insurance program. We visit locations to provide industry-specific seminars to assist with everyday user groups and liability issues in sports complexes. Then, we leverage these risk management tools to aggressively defend claims. We take a great deal of pride in the fact that we established a lot of favorable case law throughout the years regarding participant and spectator liability."

How Does Being an ISI Member Benefit You and/or Your Company?

"ISI has helped me meet industry professionals from the ownership/management side to the supplier/vendor side. I have learned a great deal from these people, many of whom are now some of my closer friends. I owe a lot to ISI for assisting me in forming these relationships. It has helped me immensely in my career."

Most Interesting Moment on the Job

"Dealing with claims on a daily basis, I get this question a lot. I get to see the good, bad and flat-out crazy in people. Having said that, I really have to keep the claims to myself and in the file cabinets. It is amazing what people will sue you for ..."

Words of Wisdom

"I am one of those guys who reads a lot of business success books. In saying that, I have a lot of clichés that I try to live by depending on the situation: 'Family first;'

Corey's son, Reed



Corey's son, Blake



'Don't sweat the small stuff, and don't forget that it is all small stuff;' 'Treat others how you want to be treated;' etcetera. I think in the end, if you leave work at work, stay positive and are compassionate, good things will come your way over the long run."

Favorite Activities

"I love sports, so I am always helping out various youth teams, which I cannot get enough of."

Family Life

"I am blessed with a great family, which includes my wife, Jennifer, and two boys, Reed and Blake. We spend a lot of time on the lake and various sports fields as they both play three sports."

Little Known Fact About Corey

He's "addicted" to "American Pickers" and other history, fishing and home improvement-related shows.

And Another Thing ...

"I truly hope that the sports of ice skating and hockey continue to grow. In 20 years, I have seen many changes in this industry. It is incredibly important that we invest in the non-elite skaters and players just as much as the elite. I see so many facilities out there striving to be the next organization that wins the national championship or houses the next Olympic figure skater. I would love to see more focus on those who aren't elite [athletes]. They are often the most passionate and dedicated to our sports; they participate because they truly love it and have fun." ISI

2019-2020 ISI National Events

Come one, Come all! Step right up and join the fun at the following ISI national competitions in 2019-2020.



ISI Conference Championships

May 31-June 2
Centennial Ice Rinks
Wilmette, IL
Test & Entry Deadline: April 1



ISI World Recreational Team Championships

July 22-27
St. Peters Rec-Plex
St. Peters, MO
Test & Entry Deadline: May 1



ISI Adult Championships

Oct. 11-13
ICE at the Parks
Arlington, TX
Test & Entry Deadline: Aug. 15



ISI Winter Classic

Feb. 28-March 1
Tampa Bay Skating Academy- Oldsmar
Oldsmar, FL
Test & Entry Deadline: Dec. 1

ISI Holiday Challenge

Oct. 25-27
RoseGarden Ice Arena
Norwich, CT
Test & Entry Deadline: Sept. 1



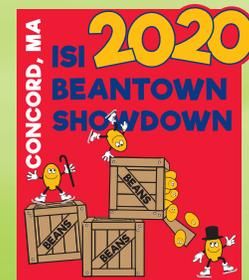
ISI Synchronized Championships

April 3-5
Sharper Edge Skating School
Valley Sports Arena
Concord, MA
Entry Deadline: Feb. 1



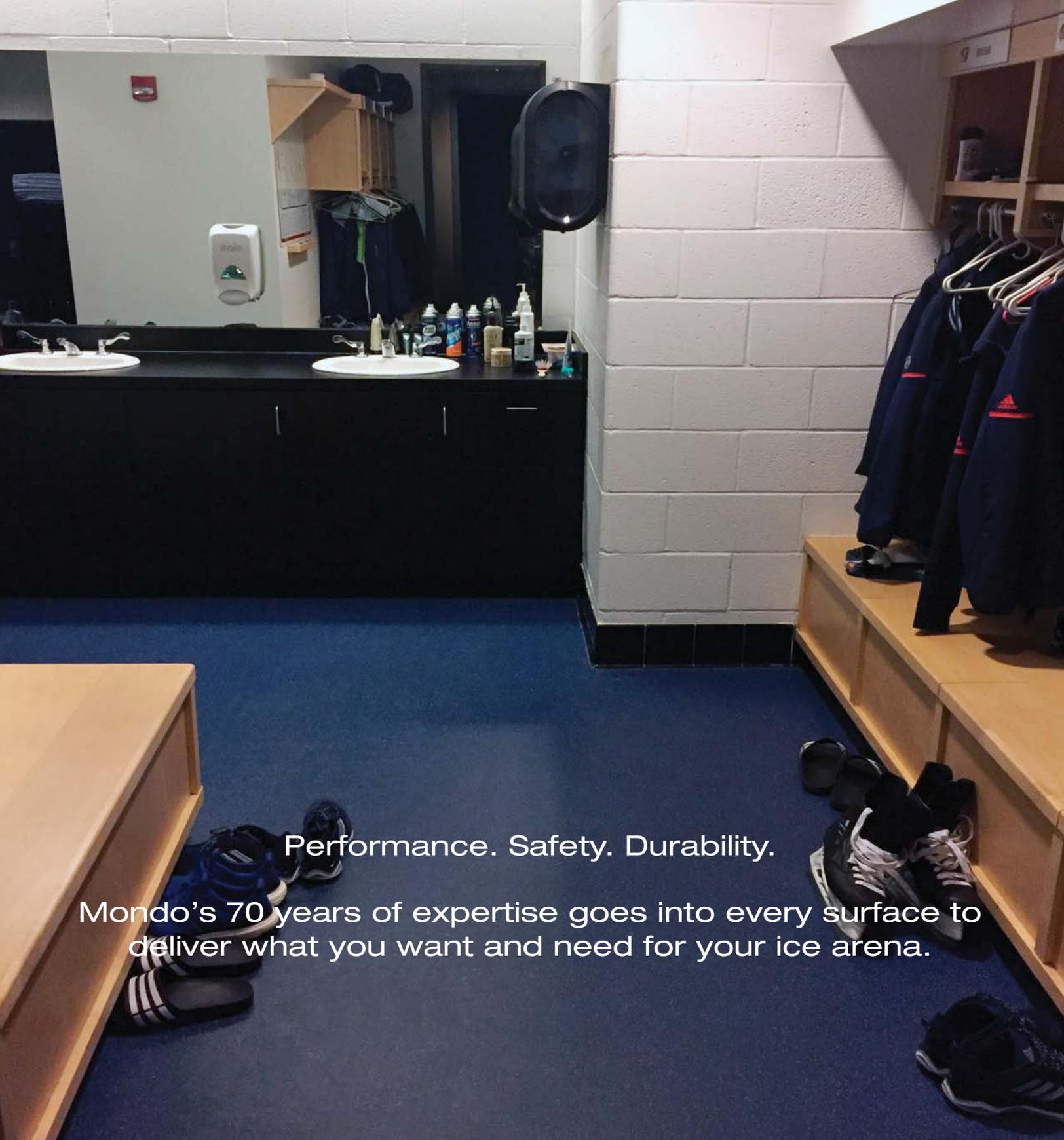
ISI Beantown Showdown

April 4
Entry Deadline: Feb. 1



ICE SPORTS INDUSTRY

For details, visit skateisi.org



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