

From: Harbs Bains
Sent: July 12, 2020 6:27 PM
To: Elford, Doug
Cc:

Subject: Follow up to our meeting on July 11, 2020

Mr Elford,
(Councillor / Vice Chair, City of Surrey Parks and Recreation Committee)

Good afternoon.

I would first like to take this opportunity to thank you for meeting with me yesterday.

I appreciated our “unfiltered” conversation and am encouraged by your commitment to align the City of Surrey’s Opening-of-Facilities date priorities to the Return-to-Play date priorities of local ice sports organizations in the City of Surrey.

Despite having a short lead time for our meeting, I trust that the conversations with the Executive Director from Semiahmoo Minor Hockey Association and the Presidents from both Cloverdale Minor Hockey and the Surrey Falcons also helped provide you with a comprehensive perspective of our situation and the concerns of members from the ice sports organizations in Surrey.

Also, thank you in advance, for your commitment to meet with the Mayor this coming Monday (tomorrow) to further discuss the opening of facility date needs of the ice sports community in our City and to bring a swift resolution to our concerns.

While it was a surprise to hear that our meeting yesterday was the first minor hockey lobby conversation you have engaged in, I (the collective “I”) will meet your ask to have an e-mail sent to you which summarizes our situation ... please see below:

The latest communication from the City of Surrey regarding upcoming scheduled opening of Arenas, unfortunately, does not meet the needs of members of the ice sports organizations in the City of Surrey.

CITY OF SURREY COMMUNICATION

* August 17, 2020

... Opening of 2 sheets of ice at the Surrey Sport & Leisure Complex

* September 1, 2020

... Scaling up to 3 sheets of ice at the Surrey Sport & Leisure Complex (if appropriate)

* September 14, 2020

... Opening 2 sheets of ice at the North Surrey Sport & Ice Complex

* September 28, 2020

... Scaling up to 3 sheets of ice at the North Surrey Sport & Ice Complex (if appropriate)

Please note that the following rinks were not referenced in the communication:

- 1) Newton Arena
- 2) South Surrey Arena
- 3) Cloverdale Arena

Respectfully, we ask for the following Arena openings and timelines:

CITY of SURREY ICE USERS ASK

August 17, 2020

... Opening of 2 sheets of ice at the Surrey Sport & Leisure Complex

... Opening 2 sheets of ice at the North Surrey Sport & Ice Complex

... Opening of at least one of the following - either South Surrey Arena or Newton Arena

September 1, 2020

... Opening of the 3rd sheet of ice at the Surrey Sport & Leisure Complex

... Opening of the 3rd sheet of ice at the North Surrey Sport & Ice Complex

... Opening of the Cloverdale Arena

... Opening of the South Surrey Arena or North Surrey Sport & Ice Complex (which ever arena was not open on August 17th)

Ideally, we would like all the arenas open at the same time (August 17th) thus positioning all ice sports under groups to start their respective programs and engage all of their registrants as soon as possible but we appreciate that during these unprecedented times we all need to exercise flexibility.

USER GROUPS

Our ask is based on the needs of the following user groups that represent the ice sports organizations in the City of Surrey:

- Representing +4,400 Players / 5 user groups / 16 organizations (not including the Canucks Autism Hockey Team)

High School (3)

* Earl Marriot

* Tweedsmuir

* Fleetwood

Junior Hockey (2)

* Surrey Eagles (Junior A)

* Surrey Knights (Junior B)

Minor Hockey (5)

* Cloverdale Minor Hockey Association

* Semiahmoo Minor Hockey Association

* Surrey Female Minor Hockey Association (Surrey Falcons)

* Sledge Hockey

* Surrey Minor Hockey Association

Ringette (1)

* South Surrey White Rock Ringette

Skating Clubs (5)

* Cloverdale Skating Club

* Lower Mainland Synchronized Skating Club

* Newton Skating Club

* North Surrey Skating Club (incorporating Special Olympics)

* White Rock South Surrey Skating Club

As we had discussed,

1) if only 2 sheets of ice were only open on August 17th it would be unrealistic to meet the needs the over 4,400 registrants of local ice sports organizations.

For example: 7 hours a day for each sheet of ice

... there would only be 14 hours of ice available on any one day.

If we had a maximum of 12 players on the ice at any one time (a number which has been discussed with us by City officials)

... 12 players x 14 hours = only 168 players able to access ice on any one day

Ideally, we would like 17 skaters on the ice at the same time (which presents the number of rostered players for one team)

There are over 4,400 players that participate in the above organizations

... It would take 26 days (of a minimum of 14 hours of ice a day) before all 4,400 players would even touch an ice surface just once

Our suggestion would enable the following: On August 17th 6 sheets of ice would be available (Centennial would be available in White Rock) ... 12 players x 42 hours = 504 players would be able to access ice on any one day ... resulting in only 8.7 days (of a maximum of 14 hours of ice a day) being required before all 4,400 players would have experienced an ice session

2) Although the full opening of multiple arenas on September 1 would appear to exceed our usual usage, due to spacing of ice times for Covid cleaning procedures and ingress/egress spacing, we anticipate more ice times to be required than usual. Along with this, all minor sports organizations would be prepared to commit to purchasing more city ice than usual in this season, if a

full season commitment of that additional allocation can be made by the City. This strategy would not only benefit the minor sports affordability by reducing overhead of purchasing private facility ice at 2-3 times the cost (current yearly average is \$2.5 million spent across all groups on non-Surrey private ice annually), but would also have the benefit of seeing our membership dues go fully into our own City facilities, and get those City employees back to work.

- 3) All of the Ice Sports Organizations in Surrey have committed to working closely with the City of Surrey facility representatives to meet expectations from viaSport and other provincial health authorities.
- 4) All of the Ice Sports Organizations in Surrey would welcome the opportunity to align our Return-To-Play procedures/processes with any of the WorkSafeBC guidelines that the City of Surrey may be required to follow.
 - * The health and safety needs and expectations of our City of Surrey facility managers and arena staff are integral to any and all Return-To-Play programming as well those of the members (players, parents, volunteers, coaches, etc.) of our respective ice sport organizations.
- 5) We look forward to continue to work closely with facility leads such as Laurie Cavan and Chris Gain. This continued working partnership will undoubtedly facilitate a seamless implementation of our collective Return-to-Play procedures and position our young athletes to return to the ice sports they passionately engage in.
- 6) To help counter COVID-19, our season planning includes the following:
 - Safety & Compliance
 - * The safety of all participants is our top priority and a key element in the planning and execution of any agreed to programming.
 - Customer Experience
 - * Creating a positive customer experience is essential to success. With today's uncertainty, the impact of COVID-19, changes in society and the abundance of choices, it is imperative to understand what is valued most in an ice sport program. As the needs, interests and capacity of participants and their families continue to change, incorporating a flexible, customer-driven approach is important to both short and long-term sustainability.
 - Communicate & Educate
 - * Effective communication is paramount. Sharing information regularly and in a timely manner with all stakeholders will ensure that the message delivered is consistent; while educating families will help inform them to make the best choices for their children. We will take the opportunity to work with the City of Surrey to introduce and implement new communication tools through virtual communication, online learning or other electronic means.
 - Improve Accessibility
 - * COVID-19 is having a definite impact on our economy and that of parents who pay for their children's activities. Moreover, regardless of this pandemic, social inequalities continue to have a negative impact on the level of participation in hockey and other ice sports. It becomes more important than ever to create sensible, affordable options that will make ice sports more accessible for everyone.
 - Diversity & Inclusion
 - * Hockey (and other ice sports) is celebrated in many communities across Canada. As preparations for the season continue and programs are developed, it is our collective responsibility to recognize diversity and inclusion while ensuring safe and accessible opportunities for all members of the ice sports community.
 - Be Flexible & Adapt
 - * Given that the situation continues to change and evolve rapidly throughout this pandemic, our collective organizations' ability to adapt will be a major asset. It is possible that we may have to adjust mid-season as directed by public health authorities. We will keep this in mind when developing our programming. Scenario planning and transparency will allow for a smoother transition should stricter guidelines be required during the season.
 - Collaboration
 - * There are several key stakeholders to engage with when planning for a successful Return-to-Play program including: public health authorities, leagues, municipalities, facilities, other sports organizations, school programs, etc. We wish to leverage this great opportunity to collaborate with these partners who are also committed to youth development.
 - Think of the Future
 - * Currently, our attention is on the present situation and creating a safe, meaningful return to ice sports for

our members. However, we also need to collectively envision new opportunities in ice sports that meet the future needs of our participants. As these needs evolve, our ability to provide positive experiences will be a key factor in the growth and development of all ice sports.

Again, thank you for your time and support.

I look forward to hearing from you.

Regards,
Harbs Bains
President
Surrey Minor Hockey Association
Mobile: 604.836.2010
on behalf of respective City of Surrey ice sport organizations