

Minimum Operating Standards

Operations and Development Section

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1. INTRODUCTION

INTRODUCTION

Overview

Workplanning guidelines, established each year by senior management, provide direction for funding the components of the Recreational Operations Activity - 3200. Funding for park Operations – 323x component are allocated using the framework provided by PM 2.01 Operating Dates for Provincial Parks and PM 2.41 Minimum Operating Standards for Provincial Parks.

PM 2.01 Operating Dates for Provincial Parks is used to determine which parks will be operated and for which periods e.g. spring, summer and fall. PM 2.01 provides a basis for ranking parks should funding shortfalls occur.

PM 2.41 Minimum Operating Standards for Provincial Parks provides direction for facilities to be operated and customer services to be provided based on park use levels. Not all park facilities need to be operated nor is it cost effective to maintain the same level of service throughout the entire operating period. Traditional park use statistics are used to establish operating levels, eg. high, moderate or low-use. The standards focus on "what" to do rather than "how" to do it, while the operating levels are based on campsites occupied or occupancy rates.

Purpose of Minimum Operating Standards

This manual defines minimum standards for the operation of provincial parks in Ontario. Development of minimum operating standards meets a variety of needs, including the following:

- provides minimum acceptable standards based on park use levels for the variety of functions which comprise park operations;
- focuses attention on the objective of park operations--good customer service and defines those elements;
- ensure that visitors receive consistent levels and qualities of service across the province;
- define frequency or duration of activities but do not specify resources required to achieve results since these resources will vary among different park situations;

- provide for seasonal variation in operations activities by defining three different levels of operation tied to the level of use which the park receives and seasonal operating conditions;
- defines clearly those situations where park operations are unsatisfactory because they do not deliver the product at an acceptable level or quality;
- provide a link to the budgeting and expenditure reporting system by organizing standards on the basis of common sub-activity category and project numbers in current use;

sub-activity: 3231 Park Operations

- provides a basis for assessing and rationalizing park budget allocations;
- assists in establishing appropriate targets for park operations and in developing consistent priorities and work programs to achieve these targets;
- provides a yardstick for auditing performance of park operations.

Development of Minimum Operating Standards

The minimum operating standards defined in this manual represent a consensus among program staff as to what constitutes an acceptable level and quality of park operations.

These standards define the minimum level for provincial park operations in the province. Operations not achieving this level are considered unacceptable. The provincial operating standards do not necessarily indicate an optimal level for park operations, nor do they set upper limits on park operations activities. They are intended to serve as a basis for further regional specifications which build on the minimum provincial standards and which aim at an optimal level of operations reflecting regional conditions.

Standards are presented in the following format:

| | |
|-------------------|--|
| Objective: | the result to be achieved |
| Achieved by: | activities (including frequency and duration specifications) required to achieve the result |
| Outline of Tasks: | where appropriate, specific tasks which comprise these activities are outlined in appendices |

| | |
|---------------------------|---|
| Expenditure Code Profile: | indicates which expenditures should be charged to the specific project codes. |
| Relevant Policy Manuals: | indicates existing policy, legislation or manuals bearing on the standards defined. |

Explanation of Expenditure Code Profiles

- the expenditure code profiles apply equally to all provincial parks,
- staff time coded to one specific function (eg. project code) should not normally exceed a level of detail of 4 hours (half a person-day),
- each park should be assigned a location code allowing for 'A' salaries to be coded to this level; A park may elect to record these salaries to the sub-activity level if desired, e.g. 3231 with no project code, rather than use the project code level.
- when using the project codes the flexibility exists to assign specific codes at the function level. For example: 3231-15, 16, 17... may be used to isolate costs associated with a certain activity. This may include cottage management expenditures within a park, operation of a generator, etc.,

Incorporation of Minimum Operating Standards into Park Operating Plan and Annual Work Planning

Minimum operating standards along with any additional regional specifications will comprise the basis for developing the operating plan for the park. The standards will also form the basis for developing and evaluating the park budget proposal contained in the annual work plan submission.

Relationship of Capital Maintenance Manual

The minimum operating standards focus on normal seasonal operational maintenance and delivery functions. They do not cover major capital maintenance activities; they do address routine facility maintenance that is performed on a daily, weekly, or monthly basis and unscheduled on-going maintenance of the capital plant as required.

Environmental Guidelines:

The Environmental Assessment Act applies to all government projects in the province, including those activities that occur within the boundaries of provincial parks. It sets the processes and conditions by which planning management of projects can proceed, to ensure appropriate

environmental concerns are considered, and negative environmental effects are mitigated wherever possible.

To allow orderly development, “class” environmental assessments can be prepared to describe repetitive, similar, or common types of projects. A class approach allows a proponent to commit to a standard way of approaching certain types of projects, usually described as a common environmental planning procedure. Once a class approach has been developed, it is used as the standard for all future projects in the class. Provincial park management is being treated in this fashion. On completion, expected in October 1993, the Class Environmental Assessment for Provincial Park Management will describe what is involved in park management, what the potential environmental effects are, and how they are mitigated.

The management, operation and development of a provincial park have a very visible impact on the park environment. The use of chemicals, herbicides/pesticides, disposal of wastes, and so on have long lasting effects not only on the park environment but the surrounding land base as well. Therefore a series of guidelines have been prepared to provide direction for the mitigation of environmental concerns. Appendix H contains these guidelines.

Outline of this Manual

Section 2 of this report presents provincial standards for the major types of operating activities.

Section 3 summarizes these standards in a table, based on the three (3) types of operating periods which have been defined.

Appendices A through G present standards for undertaking tasks associated with four of the major operations activities.

Appendix H provides guidelines for mitigating environmental concerns.

Appendix I provides inspection forms for auditing performance relative to the provincial operating standards.

2. PROVINCIAL PARK MINIMUM OPERATING STANDARDS

Operating
Standard

OPERATING PERIODS/LEVELS OF OPERATION

Objective:

To ensure that provincial parks are accessible to park visitors during high, moderate, low-use, and off-season demand periods and that levels of operation during the operating season are appropriate to use levels and user needs.

Achieved by:

- Establishing levels of operation appropriate to use levels, user needs and seasonal conditions affecting operations, based on the following;
 - High-use level of operation: represents the highest level of operation and includes the operation of park facilities, services and programs to meet maximum user demand. Personal services where specified will be provided. Full fees are charged. In some instances, demand levels may warrant not operating some duplicate facilities/buildings at certain times (e.g. some campsites/comfort stations during late August).
 - Moderate-use level of operation: includes the operation of some park facilities and services, however, the frequency of services will be reduced to reflect moderate user demand. A combination of self-serve registration during weekdays and personal service fee collection weekends is warranted. Weekend security coverage will be provided at a minimum. Full fees are charged. Water systems and comfort stations will be operated.
 - Low-use level of operation: includes the operation of some park facilities and services, however, the quantity of facilities available and the frequency of services will be reduced to reflect lower user demand. Self-serve registration is appropriate. Full fees are charged. Security coverage will not be provided. Water systems will be operated.
 - Off-season level of operation: involves reduced operation of facilities and services to reflect low demand and water systems not being operated due to freezing temperatures. Comfort stations will be closed, and only vault privies will be provided. The portion of park facilities kept open will be closely tied to user demand. Self-serve registration will be the norm. Security coverage will not be provided. Off season fees will apply.

- Winter Operations: weather conditions permitting, recreation facilities are provided and maintained (e.g. groomed cross-country ski trails). Appropriate supporting facilities/services will be provided. Water systems generally will not be operated. Appropriate road and parking lot access will be maintained. Self-serve registration will be the norm. Fees will be charged. Operations will normally be low-use or off-season level of operation.

- Adherence to operational dates as defined by policy PM 2.01 Operating Dates for Provincial Parks.

- Establishing and maintaining an operating season for the park, including defining the periods of time during which the park will be operated at high, moderate, low-use, and off-season levels of operation.

- Establishing Operating Levels:
 - the period during which the park will be operated at high, moderate, low-use, and off-season operating standards will be established annually for each park during the work planning process.

 - in Southern Ontario, parks with high-use will be operated at high-use operating standards from the second last Friday in June through the first Monday in September (Labour Day) and during the Victoria Day holiday weekend in May (Friday through Monday). Parks with moderate or low-use during this period may be operated at moderate or low-use levels of operation.

 - in Northern Ontario, parks with high to moderate use will be operated at either high-use or moderate-use operating standards from the second last Friday in June through the second Sunday in August. Parks with low-use during this time period may be operated at low-use level of operation.

- Winter operation period
 - the park will be operated for winter activities in accordance with the period specified in Policy PM 2.01 Operating Dates for Provincial Parks unless weather conditions do not permit.
 - Closed period
 - during periods when the park is not operating at high, moderate, low-use or off-season standards, or an established winter operation, the park will be designated as closed and vehicular access to campgrounds will be prohibited through gating of access roads. Vehicle access may or may not be permitted for day use.
 - Further specification of operating levels is contained in Table 1, Summary of Provincial Operating Standards.
 - Not applicable
- Outline of Tasks:
- PM 2.01 Operating Dates for Provincial Parks
 - PM 2.41 Operating Standards
- Relevant Policy/Manuals:

Operating
Standard

3231-01

SUPERVISION AND CLERICAL SUPPORT

- Objective: To provide supervision and clerical support for park operations.
- Achieved by:
- Operating parks must be provided with administrative support by a park superintendent a minimum of two weeks prior to the operating season to two weeks after the operating season.
 - When the park is open, a duty officer schedule must be maintained designating a superintendent and a person in charge in the absence of a superintendent.
 - As a minimum, clerical support will be provided from two weeks prior to the park's operating season to two weeks after the park's operating season. (Also refer to Visitor Registration and Entry - 02 for reservation service standard)
- Outline of Tasks:
- Regional/District specifications where appropriate.
- Expenditure Code Profile:
- Costs associated with providing supervision and clerical support.
 - Expenditures (staff time, travel) related to the superintendent, assistant superintendent, and park clerk. Does not include reservation clerk.
 - Support costs such as stationery supplies, postage, xerox supplies, etc.
 - All costs associated with uniforms, e.g. requisitions from the Central Supply Warehouse, private suppliers, and alterations.
 - Vehicle costs associated with supervisory/clerical support functions.
 - Also includes expenditures for administering a volunteer program (e.g., Host and Hostess).
- Relevant Policy/Manuals:
- Provincial Parks Act
 - PM 2.24 Parks and Recreational Areas Volunteers
 - PER 13.1.1 Volunteers
 - PM 2.10 Designation of Superintendents and Assistant Superintendents in Provincial Parks

Operating
Standard

3231-02

VISTIOR REGISTRATION AND ENTRY CONTROL

Objective:

To ensure that park fees are collected when the park is open* and in accordance with PM 2.14 Collection of Park Fees.

To provide entry control for security purposes when required.

To provide a reservation service where demand warrants.

Achieved by:

- Implementing cash and permit handling procedures.
- Providing personal service** fee collection 10 hours per day on weekdays and 12 hours per day on weekends and Sundays of holiday weekend during the high-use period of operation.
- Providing fee collection through a combination of self-serve registration weekdays and personal service** fee collection 10 hours per day Friday/Saturday (including Sunday during holiday weekends) during the moderate-use period of operation.
- Providing fee collection by self-serve registration during low-use, off-season and winter periods of operation.
- For parks with separate day-use fee collection stations, providing personal service fee collection 6 hours per day on weekends/holidays during high-use level of operation***, and self-serve fee collection at other times when the park is open. For isolated, remote fee collection stations with low-use throughout the season, self-serve fee collection will be the norm.
- Processing and confirming of reservations during the period April 1st or May 1st through to the first Monday in September (Labour Day for Southern Ontario Parks) or the second Sunday in August (Northern Ontario Parks), where a reservation service is warranted, (i.e., if campground fills up at least once during the season). Reservation service will not be provided when self serve fee collection is in effect.
- Conducting campsite check daily in campgrounds during high-use level of operation. Reporting campsite vacancies to MTR during appropriate time periods for participating parks. Initiating a roll call service as required.

Outline of
Tasks:

- Regional/District specifications where appropriate.

Expenditure

- Code Profile:
- Costs associated with the collection of day use and camping fees as well as the reservation service (includes reservation clerk).
 - Includes salaries, supplies, equipment and vehicle costs to provide fee collection.
 - Also includes costs of contracts for fee collection (i.e., interior fee stations at access points).
 - Excludes costs of signs (code to 3231-06).
- Relevant Policy/Manuals:
- Finance, Planning and Evaluation Group directives:
 - 85.04.01 Permit Accounting
 - 85.04.02 Self-Serve Fee Collection System
 - 85.04.05 Refunds from Provincial Park Permits
 - PM 2.01 Operating Dates for Provincial Parks
 - PM 2.03 Capacity Standards and Control
 - PM 2.35 Information for Campers at Unattended Provincial Park Offices
 - PM 2.14 Collection of Fees in Prov. Parks
 - PM 2.39 Campsite Reservation Service
 - PM 2.52 Roll Call Service
- * "Open" is defined as the period when the park and/or campground is not gated and access to vehicular traffic is permitted.
- ** "Personal service fee collection" is defined as either fee collection through 1) staffed entry control stations or gatehouse or 2) on-site fee collection.
- *** "High use period" for the purposes of fee collection at separate day-use fee collection stations is defined as a period when the fees collected recover the costs associated with collection (eg. staffing cost).

Operating Standard 3231-03 WASTE MANAGEMENT

Objective: To ensure a clean and sanitary park environment through garbage removal.

To promote and implement the principles of the 3R's (Reuse, Reduce and Recycle) consistent with government policy

- Achieved by:
- Providing a central garbage collection system.
 - Providing a recycling program when the park is located in or near a municipality which has an established recycling program.
 - Emptying central garbage containers and day-use garbage cans twice per week during high and moderate-use levels of operation.
 - Emptying central garbage containers and day-use garbage cans once a week during low-use and as required during off-season levels of operation.
 - Providing garbage bags to each camping party upon request.
- Outline of Tasks:
- Regional/District specifications where appropriate.
 - Appendix H: Environmental Guidelines
- Expenditure Code Profile:
- Costs associated with the collection of garbage.
 - Includes all materials required (e.g., garbage bags).
 - Also includes salaries and vehicle costs resulting from the removal of garbage.
 - Expenditures associated with service contracts for garbage collection and disposal eg. tipping fees.
 - Expenditures associated with the recycling program eg. bins, pick-up, etc.
 - Excludes construction and repair of garbage bins and shelters.
- Relevant Policy/Manuals:
- PM 9.02 Garbage Disposal

Operating Standards 3231-04 SANITATION AND BUILDING CLEANING

Objective: To ensure that all public restrooms are maintained in a clean and sanitary condition.

To ensure that all buildings are maintained in a clean and sanitary condition.

- Achieved by:
- Full cleaning of vault privies once per day during high and moderate-use level of operation, twice per week during low-use and once per week during off-season and winter levels of operation, and minor cleaning as required.
 - Full cleaning of comfort stations two times per day during high-use level of operation, and once per day during moderate and low-use level of operation, and minor cleaning as required.
 - Cleaning public buildings once per day during high-use level of operation and twice per week during moderate, low-use and off-season levels of operation.
 - Treating drinking water and testing for water quality during operating season according to existing policy (includes bathing beaches).
 - Staff houses and maintenance buildings will be kept in a clean and sanitary condition at all times .

- Outline of Tasks:
- Regional/District specifications as appropriate.
 - Appendix A: Sanitation and Building Maintenance Standards
 - Appendix H: Environmental Guidelines

- Expenditure Code Profile:
- Costs associated with sanitation and cleaning of restrooms and buildings.
 - Salaries, supplies and vehicle costs related to cleaning and sanitation activities.
 - All salaries, vehicle costs and materials to conduct water testing and bathing beach water testing.
 - Includes vault privy pumpout, odour control and service contracts for building cleaning.
 - Does not include repairs to facilities (e.g., plugged drain lines).

- Relevant Policy/Manuals:
- PM 9.01 Public Health Liaison in Provincial Parks
 - PM 9.08 Disposal of Sewage Wastes
 - PM 9.09 Trailer Sink Waste Disposal

Operating Standard 3231-05 ROAD AND PARKING LOT MAINTENANCE

Objective: To maintain park roads and parking lots in good repair.

- Achieved by:
- Applying M.O.E. approved dust control treatment once a year on park entrance roads, in campgrounds, parking lots and developed high-use areas.
 - Grading once in spring and as required.
 - Minor road maintenance as required.
 - Removing vegetation from roads, shoulders and intersections as necessary.
 - Gates must be inspected and maintained in safe working condition.

- Outline of Tasks:
- Regional/District specifications as appropriate.
 - Appendix B: Road and Parking Lot Maintenance Standards
 - Appendix H: Environmental Guidelines

- Expenditure Code Profile:
- Costs associated with minor maintenance of roads and parking lots in the park.
 - Salaries, vehicle costs and materials (e.g. cold mix, dust control) required for maintenance and minor repairs of roads.
 - Includes grading, maintaining shoulders, cutting and brushing vegetation along road edges and snowplowing.
 - Does not include repair and/or replacement of road signs (code to 3231-06).
 - Does not include major maintenance to roads, bridges or culverts, e.g. new tar and chip. (see 3641 Provincial Park Capital Development/Major Maintenance)

- Relevant Policy/Manuals:
- Capital Maintenance Standards Manual
 - PM 2.16 Use of Pesticides in Provincial Parks
 - PM 7.04 Road Dust Control

Operating Standard 3231-06 FACILITY AND UTILITY MAINTENANCE AND OPERATION

Objective: To ensure park facilities remain fully operational, safe and in good condition.

Definition: Activities associated with routine maintenance of existing, fixed park capital assets done daily, weekly, or monthly, also includes emergency repairs as required. Repairs to site furniture is included since it forms a significant part of park capital assets and is either fixed (e.g., fire grates) or closely associated with specific park areas it can be considered a fixed asset (e.g. picnic tables). Scheduled maintenance projects are identified in a capital assets maintenance plan and are approved in the park operating work plan. Does not include projects approved through capital funding.

- Achieved by:
- Undertaking plant inspections in accordance with capital maintenance standards. (e.g. annually, monthly, weekly, or daily depending on the facility).
 - Undertaking routine maintenance in accordance with capital maintenance standards and schedules.
 - Undertaking necessary unscheduled repairs within a reasonable length of time. Where public health or safety is involved, repairs should be immediate.
 - Developing a sign plan and installing and maintaining signs according to this plan.
 - Maintaining an up-to-date park maintenance plan addressing routine facility maintenance including a painting schedule.

- Outline of Tasks:
- Regional/District specifications as appropriate.
 - Appendix A: Sanitation and Building Maintenance Standards
 - Appendix C: Facility Maintenance Standards
 - Appendix H: Environmental Guidelines

- Expenditure Code Profile:
- Costs associated with routine pre-season, daily and post-season maintenance tasks for buildings, facilities and utilities within the park.
 - Includes emergency repairs and/or replacement (e.g., repair water pumps, replace hydro transformers).
 - All salaries, vehicle costs and materials to provide routine maintenance and minor repair of buildings, facilities and utilities and, includes Maintenance Foreman.

- Includes minor touch-up painting and repairs to park furniture and buildings, costs to open and close water systems, water treatment, paint, chemicals, tools, etc.
- Costs of installing and maintaining all park signs according to the sign plan.
- Includes repairs as a result of vandalism (e.g. replacement of damaged toilet seat, painting over graffiti in a comfort station).
- Includes replacement of park furniture (e.g. picnic tables, fire grills, etc.).
- Does not include brushing of trails, or cleaning campsites. (See 09 Grounds/Trails Maintenance)
- Does not include major maintenance projects approved through capital funding (See 3641 - Provincial Park Development/Major Maintenance)
- Does not include the replacement of an entire facility (See sub-activity 3641, - Provincial Park Development/Major Maintenance).
- Excludes resource management, erosion control, etc. (See sub-activity 3233, - Resource Protection and Management).

Relevant
Policy/Manuals:

- PM 9.04 and PM 9.04.01 Water Testing Provincial Parks
- PM 9.05 Water Meter Reports: Provincial Parks
- Capital Maintenance Standards Manual
- Sign Design Guidelines
- PM 7.03.02 Utility Cables in Parks
- PM 7.03.03 Inspection of High Voltage Systems in Provincial Parks.
- PM 7.02.07 Playground Inspections
- PM 2.49 General Liability in Prov. Parks

Operating Standard 3231-07 UTILITIES

Objective: To supply the park with a public utility or service necessary to the day to day operation of the park (e.g. water, electricity).

Expenditure Code Profile:

- Costs associated with the supply of service utilities.
- Includes expenditures related to the supply of water, electricity, telephone, propane and other sources of energy (e.g. heating oil).
- These costs recur on a regular basis (e.g. monthly telephone bill, the use of 2000 litres of propane annually).
- Excludes the costs of constructing or maintaining utility systems, included under 3641 (Provincial Park Capital Development/Major Maintenance)

Operating Standard 3231-08 SECURITY AND ENFORCEMENT

Objective: To provide adequate levels of security and safety for park visitors.
To protect the natural and cultural resources of the park.
To ensure compliance with all park regulations.

Achieved by:

- Providing security coverage through park warden(s) or security officer(s) at the park, normally from 6 P.M. to 2 A.M., 7 days per week during the high-use level of operation.
- Providing security coverage through park warden(s) or security officer(s) at the park, normally from 6 P.M. to 2 A.M., Friday/Saturday (including Sundays of holiday weekend) during the moderate-use level of operation.
- Security coverage will not normally be provided during the low-use or off-season period of operation, except if warranted.
- Providing access to an O.P.P. officer or duty officer 24 hours per day, 7 days per week by posting information identifying telephone locations and emergency telephone numbers during the operating season.
- Making all visitors aware of appropriate park regulations.
- Maintaining up-to-date security and emergency plans for the park.

Outline of Tasks:

- Regional/District specifications where appropriate.

Expenditure Code Profile:

- Costs associated with providing security and safety for park visitors.
- Salaries, vehicle costs and materials (e.g. flashlights, notebooks) as required.
- Includes security assistance such as O.P.P. and Conservation Officers (e.g. costs charged to park).
- Costs associated with providing security staff at the entrance control office as required.
- Costs associated with court appearances as required.

Relevant Policy/Manuals:

- PM 3.00 Park Warden Guidelines
- PM 3.02 Enforcement Training
- PM 2.27 Emergency Plans for Provincial Parks
- PM 3.05 Liaison with O.P.P.

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- PM 3.06 Designation of Park Wardens
- PM 3.07 O.P.P. Paid Duty in Provincial Parks
- Park Enforcement Manual
- Ministry Enforcement Policies (Compliance Policy Branch)

Operating Standard 3231-09 GROUNDS/TRAIL MAINTENANCE

Objective: To ensure grounds and trails are kept in an aesthetically pleasing and safe condition.

- Achieved by:
- Developing and implementing a park landscape maintenance plan.
 - Maintaining grass in public use areas at a maximum height of 10 cm.
 - Picking up litter twice a week in public use areas during high-use period of operation and once per week during moderate-use level of operation.
 - Picking up litter as required in public use areas during low-use and off-season operation
 - Removing hazardous trees/stumps in public use areas as required.
 - Cleaning of campsites (including removal of ashes) as required.
 - Cleaning and/or raking of high-use beaches as required.
 - Maintaining clean, safe and unobstructed interpretive/nature/hiking trails (does not include long distance overnight backpacking trails see - 14).
 - Grooming designated cross-country ski trails once per week during winter operating period as snow conditions warrant. Track setting as required during high-use periods.

- Outline of Tasks:
- Regional/District specifications as appropriate.
 - Appendix D: Grounds Maintenance Standards
 - Appendix F: Trail Maintenance Standards
 - Appendix H: Environmental Guidelines

- Expenditure Code Profile:
- Costs associated with grounds maintenance activities.
 - Salaries, vehicle costs, supplies and equipment as required.
 - Includes items such as grass cutting, campsite cleaning, beach cleaning, landscaping, brushing trails, repairs or replacement of boardwalks, bridges, hazardous tree/stump removal, etc.
 - Expenditures associated with service contracts for grounds maintenance (e.g. grass cutting).

Relevant

- Policy/Manuals:
- PM 2.16 Use of Pesticides
 - Capital Maintenance Standards
 - Sign Design Guidelines

Operating Standard 3231-10 FIREWOOD

Objective: To ensure that firewood is made available to park visitors.

- Achieved by:
- Under normal circumstances, providing firewood for sale through a concession operation from a woodyard in the park.
 - Where a concession operation in the park is not feasible, pursuing the following options:
 - wood sale through private enterprise outside the park (must ensure appropriate service is provided);
 - wood sale through personal service or self serve fee collection
 - Providing firewood free of charge ONLY where there are exceptional circumstances.
 - When providing wood in the park, ensuring that it is available for a minimum of 2 hours between 5 P.M. and 9 P.M. daily.

- Outline of Tasks:
- Regional/District specifications where appropriate.
 - Appendix H: Environmental Guidelines

- Expenditure Code Profile:
- Costs associated with providing firewood to park visitors.
 - Salaries, vehicle costs, supplies and equipment as required.
 - May include purchasing firewood to maintain a supply for park visitors.
 - Includes costs of a contract with the private sector to provide firewood.
 - Does not include hazardous tree removal.

- Relevant Policy/Manuals:
- PM 2.07 Supply of Firewood

Operating Standard 3231-11 VISITOR SERVICES

Objective: To provide park visitors with opportunities to learn, through interpretive programs and facilities, about Ontario’s natural and cultural heritage; to participate in a variety of outdoor recreational activities.

To inform park visitors about park facilities and events, park related Ministry management messages and local tourism attractions and services.

To promote the use of parks for outdoor education.

- Achieved by:
- Preparing and implementing a park Visitor Services plan based on an approved regional Visitor Service plan.
 - Providing a basic, self-use, recreational, seasonal activity or major activity level Visitor Service program as per Policy PM 6.02.

Must be achieved given the following standards:

| Level of Service | Must Provide | Achieved By |
|------------------|--|--|
| Basic | Information <ul style="list-style-type: none"> • about park, park system and local attractions | <ul style="list-style-type: none"> • signs/publications, self-use facilities and lin • superintendent and regular p |
| Self-Use | Information <ul style="list-style-type: none"> • about park, park system and local attractions Interpretation <ul style="list-style-type: none"> • of park features and themes (local, regional and provincial significance) Outdoor Recreation <ul style="list-style-type: none"> • facilities for outdoor recreational activities | <ul style="list-style-type: none"> • signs/information kiosks, park leaflet, trail • self-use interpretive and recreation facilitie • superintendent and regular park staff • superintendent to attend Regional or Provin • years |
| Level of Service | Must Provide | Achieved By |
| Recreational | Information <ul style="list-style-type: none"> • about park, park system and local attractions Interpretation <ul style="list-style-type: none"> • of park features and themes | <ul style="list-style-type: none"> • signs/information kiosks, park leaflet/tablo • guides • amphitheatre if available • self-use interpretive and recreation facilities (i.e., trails, etc.) • staff led interpretive/outdoor recreation pro • assisted by superintendent and regular park • Visitor Services staff must attend Regional |

| | | |
|-------------------------|---|---|
| | <p>Outdoor Recreation</p> <ul style="list-style-type: none"> • facilities for outdoor recreation activities • outdoor recreation skills programs suited to resource base | <ul style="list-style-type: none"> • Superintendent must attend Regional or Provincial Workshops 1 in 3 years |
| Seasonal Activity | <p>Information about park, park system and local attractions</p> <p>Interpretation</p> <ul style="list-style-type: none"> • of park features and themes • research on park features <p>Outdoor Recreation</p> <ul style="list-style-type: none"> • facilities for outdoor recreation activities • skills programs suited to resource base | <ul style="list-style-type: none"> • signs/information kiosks, park leaflet/tabloid/newsletter guides, checklists, etc. • self-use interpretive and recreation facilities (e.g. viewing platforms etc.) • staff led interpretive/outdoor recreation programs season • Visitor Centre open during spring, peak and fall season • Visitor Services staff necessary to operate Visitor Services • Visitor Services staff must attend Regional or Provincial Visitor Services Workshops yearly • Superintendent must attend Provincial or Regional Workshops 1 in 3 years |
| Level of Service | Must Provide | Achieved By |
| Major Activity | <p>Information</p> <ul style="list-style-type: none"> • about park, park system and local attractions <p>Interpretation</p> <ul style="list-style-type: none"> • of park features and themes • research on park features • high quality support facilities <p>Outdoor Recreation</p> <ul style="list-style-type: none"> • facilities for outdoor recreation activities • outdoor recreation skills programs suited to resource base | <ul style="list-style-type: none"> • signs/information kiosks, park leaflet/tabloid/newsletter guides, checklists, etc. • self-use interpretive and recreation facilities (e.g. viewing platforms, etc.) • minimum 2 staff led interpretive/outdoor recreation programs season • staff led interpretive/outdoor recreation programs season • Visitor Centre open during spring, peak and fall season • Visitor Services staff necessary to operate Visitor Services • Superintendent must attend Regional or Provincial Visitor Services Workshops 1 in 3 years • Visitor Services staff must attend Regional Visitor Services Workshops yearly |

NOTE: This standard refers only to program delivery and does not include, for example, the planning and preparation of self-use materials and facilities such as fact sheets, pamphlets, trails and displays

Outline of

Tasks: • Regional/District specifications where appropriate

Expenditure
Code Profile:

- Costs associated with providing a Visitor Services program and to promote the use of the park.
- Salaries, vehicle costs, supplies and equipment as required.
- Includes costs of displays and exhibits, producing and printing information and interpretive publications (trail guides, tabloids, brochures).
- Preparing and implementing a Visitor Services plan, as well as reviewing and revising the plan as required.

Relevant
Policy/Manuals:

- PM 6.02 Visitor Services in Provincial Parks
- PM 6.03.06 Outdoor Education
- PM 6.06 Visitor Services Staff Training
- PM 6.04 Community Involvement Program
- PM 2.24 Parks and Recreational Area Volunteers
- PER 13.1.1 Volunteers
- Visitor Services Planning and Programming Guidelines
- Visitor Services Notes
- Regional Visitor Services Plan
- Park Management Plan
- Park Visitor Services Plan

Operating Standard 3231-12 MARKETING

Objective: To promote optimal use of the park.

- Achieved by:
- Preparing and implementing a park marketing plan based on regional marketing strategy and on overall provincial strategy and directions.
 - Reviewing the park marketing plan annually and revising as required.
 - Ensuring that park operations conform to marketing emphasis.

Outline of Tasks: · Regional/District specifications where appropriate

- Expenditure Code Profile:
- Marketing projects, advertising, special events, etc. are also included.
 - Preparing and implementing a marketing plan as well as revising the plan as required

- Relevant Policy/Manuals:
- PM 6.05 Marketing Plans for Provincial Parks
 - Regional Marketing Plan
 - Park Marketing Plan

Operating Standard 3231-13 TRAINING OF STAFF

Objective: To ensure that all park staff receive appropriate training.

Achieved by: · Implementation of a staff training program:

All staff will receive, as a minimum, training in the following areas:

- Ministry of Natural Resources Introduction
- park management policies/procedures
- hospitality/customer service
- park emergency plan
- first aid, public safety, occupational health and safety
- familiarization tour of the park and information concerning the surrounding area relevant to the park

In addition, appropriate staff will receive specialized training specific to their position in the park:

- enforcement
- cash and permit handling
- visitor services
- maintenance
- equipment operation
- back country/interior camping skills (where necessary)
- winter activities

Outline of Tasks: · Regional/District specifications where appropriate

Expenditure Code Profile: · All costs (includes 'B' salary) associated with training staff including gate attendants, maintenance, enforcement, visitor services, clerks, superintendent, assistant superintendent and volunteers (e.g. attending Park Warden Course, Visitor Services Workshop).

- Includes 'B' salary, meals and travel for courses
- Expenses for instructors and guest speakers
- Costs for professional training and development (e.g. park Certificate Course, Management Courses)

Relevant Policy/Manuals: · PM 5.01 Staff Training
· PM 5.01.01 Training of Park Staff

- PM 2.27 Emergency Plans for Provincial Parks
- PM 2.36 Waterfront Safety
- PM 3.06 Designation of Park Wardens
- Occupational Health and Safety Act
- WHMIS
- PM 3.02 Enforcement Training
- PM 6.04 Visitor Services Training

Operating Standard 3231-14 INTERIOR/BACKCOUNTRY MANAGEMENT

Objective: To ensure proper resource protection and management of interior/ backcountry areas.
To ensure interior park facilities are kept fully operational, safe and in good condition.

- Achieved by:
- Developing and implementing an interior management/maintenance plan (Appendix E).
 - Establishing and regulating interior quotas as required to prevent overuse and deterioration of park natural resources.
 - Maintaining clean, safe and unobstructed portages and backpacking trails(overnight).
 - Maintaining clean and safe interior/backcountry campsites.
 - Providing personal service fee collection 8 hours per day on weekdays and 10 hours per day on weekends and Sundays of holiday weekend during the high-use period of operation.
 - Providing fee collection through a combination of self-serve registration weekdays and personal service fee collection 10 hours per day Friday/Saturday (including Sunday during holiday weekends) during the moderate-use period of operation.
 - Provision for fee collection by self-serve registration during low-use, off-season and winter periods of operation.
 - Processing and confirming of reservations during the period April 1st or May 1st through the first Monday in September (Labour Day for Southern Ontario Parks) or the second Sunday in August (Northern Ontario Parks), where a reservation service is warranted, (i.e., where interior entry quotas are in effect). Reservation service will not be provided when self serve fee collection is in effect.
 - Cleaning and repairing the earth pit privies as per the interior maintenance standards and frequency schedule.
 - Relocating the earth pit privy when the fecal matter (plus any other refuse) reaches within 15 cm of the top of the pit.
 - Providing regular enforcement patrols in conjunction with regular maintenance as per the frequency outlined in Appendix E.
 - For high-use interior areas, providing extra enforcement coverage during

high-use level of operation.

- Providing basic information on environmentally friendly backcountry use through maps, brochures, etc..
- Regional/District specifications as appropriate.
- Appendix E: Interior Maintenance Standards
- Appendix H: Environmental Guidelines
- Includes costs to remove garbage from the interior. May require aircraft time and/or travel time to carry out garbage and non-burnable items.
- Maintenance costs for interior campsites, portages and trails including salaries, supplies (eg. signs), and bushmeals, .
- Costs to relocate interior pit privies as required.
- Costs associated with providing security and safety for park visitors.
- Salaries, vehicle costs and materials (e.g. canoes, tents, chainsaws, boats, motors, radios, flashlights, notebooks) as required.
- Also includes costs of contracts for fee collection (i.e., interior fee stations at access points).
- Includes security assistance such as O.P.P. and Conservation Officers (e.g., costs charged to park).
- Costs associated with providing assistance to the O.P.P. for interior/backcountry search and rescues.
- PM 4.03 Portage/Interior Campsite Signs for Provincial Parks
- PM 4.05 Standards for Interior/Wilderness Maps for Provincial Parks
- PM 2.27.01 Search and Rescue Operations in Provincial Parks

Outline of
Tasks:

Expenditure
Code Profile:

Relevant
Policy/Manuals:

Operating Standard 3233 RESOURCE PROTECTION AND MANAGEMENT

Definition: Activities related to carrying out resource protection and management projects by park staff. The projects will be specified in the work plan and be based on direction from the resource management plan and/or park management plan.

Expenditure Code Profile:

- Costs associated with providing protection and management of resources.
- Salaries, travel, supplies and services as required at all levels.
- Includes costs for management of sensitive areas/resources (e.g., sand dunes, shorelines).
- Costs associated with implementation of resource management plans (i.e., vegetation management plan, wildlife management plan, prescribed burns).
- Also includes costs of campsite renovation and erosion control.
- Cost for review and revision of plans as required.

Special Instructions:

- If there is a need to record expenditures in association with a number of different projects, the park may establish project codes for each project.

Example: Costs associated with implementing a vegetation management plan (e.g., tree planting within a park) may be coded as 3233-01.

Costs associated with implementing a wildlife management plan (e.g., controlled duck hunt) may be coded as 3233-02.

3641 PROVINCIAL PARK CAPITAL DEVELOPMENT/MAJOR MAINTENANCE

| | |
|---------------------------|--|
| Definition: | Projects approved through capital funding in accordance with an approved development plan. |
| | Activities relating to major repairs/renovations to existing facilities according to capital maintenance standards |
| Expenditure Code Profile: | <ul style="list-style-type: none">· Costs associated with output expansion or increase in capacity of a new or existing park.· Costs associated with major changes that result in improvements or replacement of existing facilities.· Construction costs resulting in an increased capacity of the day use and/or camping area.· Includes items such as establishing additional campsites and associated new facilities, developing a new beach area, etc.· Salaries, vehicle costs, materials and equipment as required.· Includes items such as paving an existing gravel road, improving the water and sewage system, replacing a comfort station, converting regular campsites to electrical sites, etc...· Also includes additions to existing buildings (e.g., adding showers to an existing comfort station).· Includes new buildings (e.g. visitor centre, comfort station) which do not increase park output measures (e.g., number of campsite nights actually provided).· Includes major repairs/replacement to maintain a facility (e.g., comfort station roofs, flooring, partitions, etc.).· Includes replacing items such as park furniture (e.g., picnic tables, fireplace grills) or park heavy equipment as a capital project. |
| Relevant Policy/Manuals: | <ul style="list-style-type: none">· Development Standards.· Development Manual.· Site Planning Manual· Capital Maintenance Standards· Construction and Mitigation Handbook for MNR Class E. A. Projects -- Section I, General Construction Guidelines· Construction and Mitigation Handbook for MNR Class E. A. Projects -- Section II, Access Points and Docks· Class Environmental Assessment for Small Scale MNR Projects |

The Ministry has prepared a number of guidelines that can be applied to activities inside parks. Some of the minimum standards contained in the guidelines can be used as they stand while others need additional consideration to minimize the effects park specific activities have on the environment e.g., potential for year round human disturbance along trails.

The following manuals can be used as they stand to guide activities in parks:

- Environmental Guidelines for Access Roads and Water Crossings, 1988
- Prescribed Burn Planning Manual, 1988
- Aerial Spraying for Forest Management, Jan. 1991

The guidelines prepared for Timber Management were based on the premise that timber harvest will occur in an area. Regardless of their intent, many of the guidelines can be applied to minimize the impact park activities have on the environment. The following guidelines can be used, however, additional consideration should be given to the effects park specific activities could have on the resource:

- Timber Management Guidelines for the Protection of Fish Habitat
- Timber Management Guidelines for the Provision of Moose Habitat
- Timber Management Guidelines for the Provision of White-tailed Deer Habitat
- Timber Management Guidelines for the Provision of Woodland Caribou Habitat
- Guidelines for Providing Furbearer Habitat in Timber Management, Mar. 1986, Draft

The existing Resources/Environmental Manuals (listed below) can be applied to minimize the impact park development and operation has on wildlife habitat. Additional consideration should be given to the effects park specific activities could have on the resource.

- Management Guidelines and Recommendations for Osprey in Ontario
- Bald Eagle Habitat Management Guidelines, June 1987
- Golden Eagle Habitat Management Guidelines, Nov. 1987
- Habitat Management Guidelines for Ontario's Forest Nesting Accipiters, Buteos and Eagles, Mar. 1984
- Peregrine Falcon Habitat Management Guidelines
- Management Guidelines for the Protection of Heronries in Ontario, Apr. 1984
- Habitat Management Guidelines for Cavity-Nesting Birds in Ontario, Mar. 1984
- Habitat Management Guidelines for Warblers of Ontario's Northern Coniferous Forests, Mixed Forests or Southern Hardwood forests, Mar. 1984
- Habitat Management Guidelines for Waterfowl in Ontario, Mar. 1985
- Habitat Management Guidelines for Birds of Ontario Wetlands including Marshes, Swamps and Fens or Bogs of Various Types, Mar. 1985
- Habitat Management Guidelines for Bats in Ontario, Aug. 1984

3. SUMMARY

Provincial Operating Standards

TABLE 1 Summary of Provincial Operating Standards for Provincial Parks

| Function Code/Activity | High-use Level | Moderate-use Level | Low-use Level |
|---|--|--|---|
| 3231-01 Supervisor and Clerical Support | <ul style="list-style-type: none"> • superintendent support two weeks before and two weeks after operating season • clerical support two weeks before and two weeks after operating season • duty officer schedule maintained and available to staff | <ul style="list-style-type: none"> • same • same • same | <ul style="list-style-type: none"> • same • clerical support as required • same |
| 3231-02 Visitor Registration and Entry Control | <ul style="list-style-type: none"> • personal service fee collection 10 hours/day weekdays and 12 hours/day weekends and holidays • for day-use fee collection stations: personal service fee collection 6 hrs. per day on weekends/holidays • reservations service provided where warranted • daily campsite check in campgrounds | <ul style="list-style-type: none"> • combination personal service fee collection 10 hrs. per day weekends and self-serve registration • same • same | <ul style="list-style-type: none"> • fee collection by self-registration (full fee) • none provided • same |
| 3231-03 Waste Management | <ul style="list-style-type: none"> • central garbage collection • provide recycling program • containers emptied twice per week • garbage bag to each camping party upon request | <ul style="list-style-type: none"> • same • same • same • same | <ul style="list-style-type: none"> • same • same • containers emptied on request • same |
| 3231-04 Sanitation/Building Cleaning | <ul style="list-style-type: none"> • full cleaning of vault privies once daily, minor cleaning as required • full cleaning of comfort station twice per day, minor cleaning as required • public buildings cleaned once per day • staff house, cleaned twice per week | <ul style="list-style-type: none"> • same • full cleaning of comfort stations once daily, minor cleaning as required | <ul style="list-style-type: none"> • full cleaning of vault privies twice per week • same • same |
| 3231-05 Road and Parking Lot Maintenance | <ul style="list-style-type: none"> • dust control once a year in high-use areas • grading once in spring and as required • minor road maintenance as required • removal of vegetation from surfaces and shoulders as required • gates maintained in safe working order | <ul style="list-style-type: none"> • same • same • same • same • same | <ul style="list-style-type: none"> • same • same • same • same • same |

| Function Code/Activity | High-use Level | Moderate-use Level | Low-use Level |
|---|--|---|--|
| 3231-06 Facility and Utility Maintenance and Utility Operation | <ul style="list-style-type: none"> • undertake plant inspections • routine maintenance according to capital maintenance standards • unscheduled repairs as necessary in reasonable length of time • immediate repairs where public health or safety are involved • water quality testing and water treatment according to policy • sign plan developed and signs installed/maintained according to this plan • maintaining up-to-date park maintenance plan | <ul style="list-style-type: none"> • same | <ul style="list-style-type: none"> • same |
| 3231-08 Security and Enforcement | <ul style="list-style-type: none"> • security coverage at park 6 p.m. to 2 a.m. 7 days per week • access to O.P.P. or duty officer at all times by posting information re telephone locations and emergency telephone numbers • make all visitors aware of appropriate park regulations • maintain up-to-date park security and emergency plans | <ul style="list-style-type: none"> • security coverage at park 6 p.m. to 2 a.m. Fri./Sat. • same • same • same | <ul style="list-style-type: none"> • not normally provided • same • same • same |
| 3231-09 Grounds/Trails Maintenance | <ul style="list-style-type: none"> • develop/implement park landscape maintenance plan • maintain grass in public use areas at maximum height of 10cm • litter pick-up twice per week in public use areas • removal of hazardous trees in public use areas as required • cleaning of campsites as required • cleaning and/or raking of high-use bathing beaches as required • maintain clean, safe, unobstructed trails interpretive/native/hiking • grooming x-country ski trails once per week, tracksetting as required | <ul style="list-style-type: none"> • same • same • litter pick-up once per week • same • same • same • same • grooming x-country ski trails once per week | <ul style="list-style-type: none"> • same • as necessary |
| 3142-10 Firewood | <ul style="list-style-type: none"> • implement policy on supply of firewood (PM 2.07) | <ul style="list-style-type: none"> • same | <ul style="list-style-type: none"> • same |

| Function Code/Activity | High-use Level | Moderate-use Level | Low-use Level |
|------------------------------|--|--|---|
| 3231-11 Visitor Services | <ul style="list-style-type: none"> • prepare/implement park visitor services plan based on regional visitor services plan • provide signs/information kiosks, park leaflet/tabloid, and appropriate trail guides • provide self-use interpretive and recreation facilities (ie. trails, displays, playgrounds) • provide personal service interpretive programs during peak season • Visitor Centre open during spring, peak and fall season | <ul style="list-style-type: none"> • same • same • same • same • same | <ul style="list-style-type: none"> • same • same • same • personal service program not provided • V.S. Centre not provided |
| 3142-12 Marketing | <ul style="list-style-type: none"> • prepare/implement park marketing plan based on regional strategy and provincial directions • annual review of plan • ensure operations conform to marketing emphasis | <ul style="list-style-type: none"> • same • same • same | <ul style="list-style-type: none"> • same • same • same |
| 3231-13 Training of Staff | <p>All staff will receive, as a minimum, training in the following areas:</p> <ul style="list-style-type: none"> - MNR introduction - park management policies/procedures - hospitality/customer service - park emergency plan - first aid, public safety, occupational health and safety - familiarization tour of the park and information concerning the surrounding area relevant to the park <p>In addition, appropriate staff will receive specialized training specific to their position in the park:</p> <ul style="list-style-type: none"> - enforcement - cash and permit handling - visitor services - maintenance - equipment operation - back country/interior camping skills (where necessary) - winter activities | <ul style="list-style-type: none"> • same • same | <ul style="list-style-type: none"> • same • same |

| Function Code/Activity | High-use Level | Moderate-use Level | Low-use Level |
|---|--|--|---|
| 3231-14 Interior/Back Country Management | <ul style="list-style-type: none"> • develop/implement interior maintenance plan • establish interior quotas to prevent overuse • maintain portages/backpacking trails in clean, safe and unobstructed condition • maintain interior campsites in clean and safe condition • personal service fee collection 8 hours/day weekdays and 10 hours/day weekends • cleaning and repairing earth pit privies per schedule • relocating earth pit privies as required • conduct regular enforcement patrols in conjunction as per interior maintenance frequencies • provide extra enforcement coverage provided for high-use areas • provide information on environmentally friendly use of interior/backcountry | <ul style="list-style-type: none"> • same • same • same • same • personal service 10 hours/day Friday & Saturday, self-serve weekdays • same • same • same • same • same • same | <ul style="list-style-type: none"> • same • not required • same • same • fee collection by self registration • same • same • same • not required • same |

Appendix A

Sanitation and Building Maintenance Standards

Appendix A Appendix A

Sanitation and Building Maintenance Sanitation and Building Maintenance Standards

The following standards identify regular pre-season, daily and post-season maintenance tasks for buildings and structures within provincial parks.

(1) COMFORT STATIONS AND SHOWER BUILDINGS:

Pre-Season:

- connect shower heads, mixing valves, pumps, meters and flush valves,
- turn on water and electrical power,
- check water pipes and fixtures for leaks,
- inspect septic tank and tile bed (pump septic tank a minimum of every 5 years)
- check electrical system (i.e. electrical outlets, lights, fuses, etc.)
- check hand dryers,
- check fire alarm systems and fire extinguishers,
- fill propane storage tank,
- check propane water heater (have certified propane installer check fittings),
- remove and store any shutters,
- replace signs as required,
- restock supplies and cleaning equipment in utility area,
- refill toilet tissue, soap dispensers and deodorants
- wash all interior surfaces with germicidal deodorant cleaner and rinse with water,
- repaint or restrain any area required (both interior and exterior)
- repair any damage to stonework, area or walkways,

Operating Season: Full cleaning includes the following tasks:

Toilets

- wash and disinfect toilet seats (both sides) and flush handle
- clean and refill toilet paper dispenser
- clean toilet bowl interior (de-scale as required)
- wipe toilet bowl exterior, flush tank and partitions

Urinals

- clean urinal interior and exterior (de-scale as required)
- replenish deodorizer/deodorant grid
- wipe partitions
- disinfect flush valve

Showers

- wash all interior surfaces, e.g. shelves, seat, fixtures, to remove soap residue
- clean floor and floor drain
- disinfect floor/mats
- wipe shower curtain

Sinks and hand dryers

- clean and polish mirror
- clean and disinfect taps, soap dispenser, wash basin, counter top, and hand dryers
- refill soap and hand towels
- clean hand dryer filters per manufacturer's specifications

Interior

- sweep cobwebs and clean windows
- wash interior surfaces i.e. walls, doors, exposed piping, ledges, fixtures, vents
- sweep and wash floors
- replenish air deodorizer as required
- pick up litter
- empty waste receptacles

Exterior

- sweep sidewalks
- sweep window frames, screens and eaves (cobwebs)
- wash building exterior as required
- clean drinking water fountain
- pick up litter/empty garbage container

Laundry room

- check for proper functioning of washers and dryers
- inspect hose lines
- clean dust and lint from dryer screens
- empty waste receptacles
- empty cash boxes as required

Operating Season: **Minor cleaning includes the following tasks:**

- clean mirror
- clean wash basin, countertop
- check and refill toilet paper
- check hand dryer
- check and refill paper towels
- clean any soiled areas
- pick up any litter

Post-Season:

- turn off water
- disconnect and drain all water lines and tanks,
- remove water from toilet bowls, toilet tanks and floor drains,
- add antifreeze to fixtures and traps to prevent frost damage,
- drain soap dispensers and deodorant containers,
- turn off propane water heating unit and the valves controlling gas flow.
- remove all supplies that may freeze
- turn off power
- retrieve shutters and cover windows,
- inspect septic tank and tile bed,
- clean eavestroughs
- remove roof damaging snow loads

(2) VAULT PRIVIES:

Pre-season:

- turn on water and check waterlines, valves and fixtures for leaks
- check septic tank and tile bed where applicable; (septic tanks to be pumped a minimum of every 5 years),
- inspect vaults for cracks and deterioration,
- pump out vaults, if required
- ensure that 60-70 cms. of water covers solid wastes,
- repair any damage to screens, building, or walkway,
- ensure ground elevations slope away from vault,
- fill in any burrow holes around building,
- ensure vault vent pipe is clear,
- refinish (interior and exterior) surfaces as required
- wash interior surfaces with germicidal deodorant cleaner and rinse with water,
- replace signs as required
- replace toilet tissue and deodorant blocks.

Operating Season: **Full cleaning includes the following tasks:**

- pick up litter and empty waste receptacles,
- sweep cobwebs from interior and exterior of building,
- wash interior walls and floor with deodorant cleaner and rinse with water,
- wash outside of building as required
- check level of fluids and solids in vault and add water as required
- clean tube and drop bars or toilet bowl as the case may be
- clean toilet seat and cover
- replace deodorant bar/grid in urinals
- clean sink and counter top (if provided)
- refill toilet tissue as required

- fill in any burrow holes around building,
- ensure vault vent pipe is clear,
- ensure grass over tile bed is cut.

Operating Season: **Minor cleaning includes the following tasks:**

- check and refill toilet tissue
- clean sink and counter top (if provided)
- pick up litter
- clean any soiled areas.

Post-Season:

- disconnect and drain water lines and add antifreeze to fixtures and traps
- inspect septic tank and tile bed
- where high water tables exist, do not pump vaults until spring
- remove all supplies that may freeze
- remove roof damaging snow loads

(3) PICNIC SHELTERS:

Pre-Season:

- repair cracks and damage to floor and walls and inspect foundations for deterioration where warranted,
- check roof for snow and ice damage,
- inspect wooden trusses for rot,
- repair any damage to building, area or walkways,
- check electrical system if provided (ie. electrical outlets, lights, fuses, etc.) and replace as necessary,
- turn on electrical power
- replace signs if required,
- sweep out and wash down interior surfaces with germicidal deodorant cleaner, rinsing thoroughly with clean water,
- repaint or restain any area required (both interior and exterior)
- thoroughly clean charcoal grill units inside and out; remove ashes and litter, and scrape down cooking surfaces with a wire brush; apply a heavy coat of stove black or heat-resistant paint to exterior surfaces,
- examine stone work for damaged or loose pieces; repair as necessary.

Operating Season:

- clean out ashes,
- sweep floors,
- empty waste receptacles and pick up any litter outside of shelter,
- sweep cobwebs from interior and exterior of shelter.

Post-Season:

- remove all ashes to minimize corrosion of fireboxes,
- turn off power if provided,
- remove potentially damaging snow loads from buildings

(4) AMPHITHEATRE:

Pre-season:

- check electrical system (ie. electrical outlets, lights, fuses, etc.) and replace as necessary,
- turn on water and electrical power
- check all fire alarm systems and fire extinguishers
- repair cracks and damage to floor and walls and inspect foundations for deterioration where warranted,
- check roof for snow and ice damage,
- repair any damage to building, area or walkways,
- replace signs if required,
- sweep out and wash down interior surfaces with germicidal deodorant cleaner, rinsing thoroughly with clean water,
- repaint or restain any area required (both interior and exterior)

Operating Season:

- check audio-visual equipment.
- check all facilities for proper functioning and damage, repairing as required,
- sweep walls and floors,
- wash interior walls and floor with deodorant cleaner and rinse thoroughly with clean water,
- empty waste receptacles and pick up any litter outside of buildings,
- sweep out cobwebs and clean windows (inside and out),
- wash outside of buildings if required.

Post-season:

- remove all supplies from storage area that may freeze,
- clean out eavestroughs,
- turn off power,
- lock building,
- remove potentially damaging snow loads from buildings

(5) CHANGE HOUSES:

Pre-season:

- repair cracks and damage to floor and walls and inspect foundations for deterioration where warranted,
- check roof for snow and ice damage,
- repair any damage to building, area or walkways,
- replace signs if required,
- sweep out and wash down interior surfaces with germicidal deodorant cleaner, rinsing thoroughly with clean water,
- repaint or restain any area required (both interior and exterior)

Operating Season:

- check all facilities for proper functioning and damage, repairing as required,
- sweep walls and floors,
- wash interior walls and floor with deodorant cleaner and rinse thoroughly with clean water,
- empty waste receptacles and pick up any litter outside of buildings,
- sweep out cobwebs (inside and out),
- wash outside of buildings if required.

Post-season:

- clean eavestroughs,
- lock building,
- remove potentially damaging snow loads from buildings

(6) FISH CLEANING SHELTERS:

Pre-season:

- turn on water,
- check all water systems and fixtures for leaks,
- repair cracks and damage to floor and walls and inspect foundations for deterioration where warranted,
- check roof for snow and ice damage,
- repair any damage to building, area or walkways,
- replace signs if required,
- sweep out and wash down interior surfaces with germicidal deodorant cleaner, rinsing thoroughly with clean water,
- repaint or restain any area required (both interior and exterior)
- place garbage containers.

Operating season:

- clean table surface,
- dispose of fish remains,
- check all facilities for proper functioning and damage, repairing as required,
- sweep walls and floors,
- wash interior walls and floor with deodorant cleaner and rinse thoroughly with clean water,
- empty waste receptacles and pick up any litter outside of buildings,
- sweep out cobwebs (inside and out),
- wash outside of buildings if required.

Post-season:

- disconnect and drain all water lines and tanks,
- add anti freeze to fixtures and traps to prevent frost damage,
- remove potentially damaging snow loads from buildings
- remove garbage containers.

(7) INTERPRETIVE CENTRES:

Pre-season:

- clean and set up exhibits,
- turn on water and electrical power
- check all water systems and fixtures for leaks,
 - check septic tank and tile bed where applicable; septic tanks must be pumped a minimum of every five years,
- check electrical system (ie. electrical outlets, lights, fuses, etc.) and replace as necessary,
- check all fire alarm systems and fire extinguishers
- repair cracks and damage to floor and walls and inspect foundations for deterioration where warranted,
- check roof for snow and ice damage,
- repair any damage to building, area or walkways,
- replace signs if required,
 - sweep out and wash down interior surfaces with germicidal deodorant cleaner, rinsing thoroughly with clean water,
- repaint or restain any area required (both interior and exterior)

Operating Season:

- keep display racks stocked,
- maintain public office areas in a neat and tidy condition,
- check all facilities for proper functioning and damage, repairing as required,

- sweep walls and floors,
- wash interior walls and floor with deodorant cleaner and rinse thoroughly with clean water,
- empty waste receptacles and pick up any litter outside of buildings,
- sweep out cobwebs and clean windows (inside and out),
- wash outside of buildings if required.

Post-Season:

- store exhibits,
- turn off power to water heater where applicable
- disconnect and drain all water lines and tanks,
- remove water from toilet bowls, toilet tanks and floor drains,
- add anti freeze to fixtures and traps to prevent frost damage,
- inspect septic tank and tile bed, repair if necessary, pump out if required,
- remove all supplies from storage area that may freeze,
- clean out eavestroughs,
- turn off power,
- lock building,
- remove potentially damaging snow loads from buildings

(8) STRUCTURES - ENTRANCES, SIGNS AND VIEWING PLATFORMS, BRIDGES, DOCKS, BOAT RAMPS, MAP BOARDS, FLAG POLES, DISPLAYS, FENCES AND PLAYGROUND EQUIPMENT:

Pre-Season:

- check for and correct safety hazards,
- grade, level and fill washouts at dock and boat slips.
- repair and install safety depth markers on docks.
- replace signs as required,
- repaint or restrain any area as required.

Operating Season:

- check for safety hazards;
- inspect playground equipment as per policy.

Post-Season:

- remove and store signs, depth markers, displays, maps and playground equipment affected by winter conditions

(9) PARK AND INFORMATION OFFICES, CONTROL BOOTHS, STAFF HOUSES AND RESIDENCES:

Pre-Season:

- turn on water and electrical power
- clean dust from motor fans and other appliances.
- check all water systems and fixtures for leaks
- check septic tank and tile bed where applicable; septic tanks must be pumped a minimum of every five years,
- check electrical system (ie. electrical outlets, lights, fuses, etc.) and replace as necessary,
- check all fire alarm systems and fire extinguishers
- repair cracks and damage to floor and walls and inspect foundations for deterioration where warranted,
- check roof for snow and ice damage,
- repair any damage to building, area or walkways,
- replace signs if required,
- sweep out and wash down interior surfaces with germicidal deodorant cleaner, rinsing thoroughly with clean water,
- repaint or restain any area required (both interior and exterior)

Operating Season:

- follow housekeeping regulations established by park superintendent
- keep literature display rack neat and stocked with park-related publications,
- test smoke detectors, check fire extinguishers monthly,
- maintain public office areas in a neat and tidy condition,
- check all facilities for proper functioning and damage, repairing as required,
- sweep walls and floors,
 - wash interior walls and floor with deodorant cleaner and rinse thoroughly with clean water,
- empty waste receptacles and pick up any litter outside of buildings,
- sweep out cobwebs and clean windows (inside and out),
- wash outside of buildings if required.

Post-Season:

- clean and defrost refrigerators and freezers and leave doors open for winter storage.
- turn off power to water heater where applicable
- disconnect and drain all water lines and tanks,
- remove water from toilet bowls, toilet tanks and floor drains,
- add anti freeze to fixtures and traps to prevent frost damage,
- inspect septic tank and tile bed, repair if necessary, pump out if required,
- remove all supplies from storage area that may freeze,
- clean out eavestroughs,
- turn off power,

- lock building,
- remove potentially damaging snow loads from buildings

(10) MAINTENANCE, UTILITY AND STORAGE BUILDINGS:

Pre-season:

- turn on water and electrical power
- check all water systems and fixtures for leaks
- check septic tank and tile bed where applicable; septic tanks must be pumped a minimum of every five years,
- check electrical system (ie. electrical outlets, lights, fuses, etc.) and replace as necessary,
- check all fire alarm systems and fire extinguishers
- repair cracks and damage to floor and walls and inspect foundations for deterioration where warranted,
- check roof for snow and ice damage,
- repair any damage to building, area or walkways,
- replace signs if required,
- sweep out and wash down interior surfaces with germicidal deodorant cleaner, rinsing thoroughly with clean water,
- repaint or restain any area required (both interior and exterior)

Operating Season:

- remove safety hazards immediately, such as chemical or oil spills from floors,
- keep flammable and toxic materials stored in proper locations.
- check all facilities for proper functioning and damage, repairing as required,
- sweep walls and floors,
- wash interior walls and floor with deodorant cleaner and rinse thoroughly with clean water,
- empty waste receptacles and pick up any litter outside of buildings,
- sweep out cobwebs and clean windows (inside and out),
- wash outside of buildings if required.

Post-season:

- turn off power to water heater where applicable
- disconnect and drain all water lines and tanks,
- remove water from toilet bowls, toilet tanks and floor drains,
- add anti freeze to fixtures and traps to prevent frost damage,
- inspect septic tank and tile bed, repair if necessary, pump out if required,
- remove all supplies from storage area that may freeze,
- clean out eavestroughs,

- turn off power,
- lock building,
- remove potentially damaging snow loads from buildings

(11) CONCESSION BUILDINGS:

The concessionaire is responsible for keeping the buildings in a clean and sanitary condition, as well as doing minor repairs during the term of his contract. Therefore, maintenance of concession buildings is confined primarily to major upkeep and repair under the capital maintenance program.

Pre-season:

- turn on water and electrical power
- check all water systems and fixtures for leaks
- check septic tank and tile bed where applicable; septic tanks must be pumped a minimum of every five years,
- check electrical system (ie. electrical outlets, lights, fuses, etc.) and replace as necessary,
- check all fire alarm systems and fire extinguishers
- repair cracks and damage to floor and walls and inspect foundations for deterioration where warranted,
- check roof for snow and ice damage,
- repair any damage to building, area or walkways,
- replace signs if required,
- sweep out and wash down interior surfaces with germicidal deodorant cleaner, rinsing thoroughly with clean water,
- repaint or restain any area required (both interior and exterior)

Operating Season:

- maintain public areas in a neat and tidy condition,
- check all facilities for proper functioning and damage, repairing as required,
- sweep walls and floors,
- wash interior walls and floor with deodorant cleaner and rinse thoroughly with clean water,
- empty waste receptacles and pick up any litter outside of buildings,
- sweep out cobwebs and clean windows (inside and out),
- wash outside of buildings if required.

Post-Season:

- take inventory and arrange for servicing or replacement of Ministry equipment items.
- turn off power to water heater where applicable
- disconnect and drain all water lines and tanks,

- remove water from toilet bowls, toilet tanks and floor drains,
- add anti freeze to fixtures and traps to prevent frost damage,
- inspect septic tank and tile bed, repair if necessary,
- remove all supplies from storage area that may freeze,
- clean out eavestroughs,
- turn off power, read meter for billing purposes if required,
- lock building,
- remove potentially damaging snow loads from buildings

(12) SEWAGE LAGOONS:

Pre-Season:

- remove brush trees, etc. from dikes,
- repair animal burrows where necessary,
- repair slope erosion where necessary,
- seed bare areas where necessary,
- mow grass,
- spray irrigation in spring,
- ensure appropriate warning signs are in place,
- inspect fence and repair if necessary,
- ensure gate is locked.

Operating Season:

- remove all floating debris from pond,
- check for odours,
- remove algae scum mat,
- remove emergent weeds (cattails, etc.),
- mow grass periodically,
- repair animal burrows, erosion, etc.
- clean and repair sludge dumping area.

Post-Season:

- lower lagoon water level if necessary,
- repair dikes if necessary,
- remove floating debris,
- mow grass.

(13) SEWAGE PUMPING STATION:

Pre-Season:

- check pumps and replace if necessary,
- check all valves for leaks and flush each valve; lubricate where necessary,

- check all line connections for leakage; tighten flanges and replace gaskets,
- secure, repair, replace, adjust and paint pipe hangers, brackets, clamps, etc.,
- have qualified person check electrical connections and panel,
- check operation of float switches.

Operating Season:

- check operation of pumps; ensure that discharge pressure is in the normal operating range of the pump,
- check motor and pump for excessive vibrations while under load,
- check to ensure that pump's suction or discharge is not plugged,
- check operation of automatic control devices.

Post-Season:

- disconnect all unions and flanges and drain all piping,
- remove all pumps and store in a warm location, fill pumps with suitable antifreeze,

NOTE- submersible pumps which are at a depth which precludes freezing may be left in the pumping station providing they are submersed in liquid,

- cycle all valves and repair where necessary,
- at 3-year intervals, pumps should be returned to the manufacturer for inspection and repair if necessary.

(14) PUMPHOUSES:

Pre Season:

- replace pump(s), meter and chlorinator(s) as required
- turn on power
- turn on water and check waterlines, valves and fixtures for leaks
- disinfect water supply system and distribution lines
- flush system after disinfection process
- place foot-valve assembly two inches above the bottom of chlorine the solution tank
- replenish stock of sodium hypochlorite
- set and adjust stroke length and stroke frequency settings on chlorinator
- ensure chlorinator repair kits are available
- replace DPD test kit (check shelf life of DPD tablets)
- lock building

Operating Season:

- sanitize pail before drawing off water for sampling
- maintain daily free available chlorine residual records

- replenish sodium hypochlorite solution as required
- add calgon to solution tank as required (specifically for hard waters)
- make adjustments to chlorinator settings as required
- clean foot-valve, suction valve, discharge valve, tubing and injection valve and seats as required
- lock building

Post-Season:

- turn off power
- turn off water
- drain all water lines, pumps, pressure tanks and water meter
- drain contact tank and remove all dirt and sediment
- disconnect pumps, chlorinators and meter and store in warm location
- empty and wash solution tank, dry and store
- drain and replace lubricating oil in chlorinators
- clean foot-valve, suction valve, discharge valve, tubing and injection valve and seats and store
- lock building

Appendix B

Road and Parking Lot Maintenance Standards

Appendix B Appendix B

Road And Parking Lot Maintenance Standards Road And Parking Lot Maintenance Standards

Park roads are not designed for high speed or heavy vehicular traffic.

They are usually built with sharper curves, steeper grades, narrower width, and less rigid surfaces than major highways. It is essential that they be safe for the class of traffic they carry.

The maintenance of roads, parking lots, and trails must be directed towards insuring the highest degree of safety. Hazardous conditions should be corrected immediately or a section of the road closed to traffic.

(1) ACCESS AND MAIN INTERIOR ROADS, HOT MIX, MULCH AND PRIME SURFACES

(refer to Policy PM 7.04.01 - Hard Surfacing Provincial Park Roads)

Pre/Post Season:

- check the surfaces for cracks and repair as early as possible,
- check for water ponding on the surface; if the ponding is caused by high shoulders, these should be corrected immediately, and if caused by surface depression, report for future repair,
- check the surface for potholes and broken pavement edges and repair immediately; if too early for patching with asphalt, filling the holes with gravel and calcium chloride will serve as a temporary repair,
- maintain shoulders flush with edge of pavement,
- check for rocks heaved to surface by frost action on primed surface treatment and repair immediately using cold mix or by spray patching with prime,
- check for water running over surface treatment in spring; if caused by blocked drainage, correct immediately,
- clean rights-of-way of all litter and debris,
- when making permanent repairs to cracks or potholes, place the filler directly into crack or pothole to avoid creating a bump,
- check for bleeding of surface prime treatment through the sand during hot weather; correct by adding more sand cover,
- check guardrails and posts; straighten and paint posts and centre line marking if necessary,
- install signs and apply reflector tape on railings, etc.,
- carry out major repairs and/or reconstruction as scheduled under the capital maintenance program.

Weekly/Monthly:

- maintain gravel shoulders in good repair, flush with travel surface and repair ruts over five (5) cm. in depth immediately,
- if necessary, place soft shoulder signs where required and correct as soon as possible,
- keep shoulders graded and apply calcium for dust control and compaction if necessary,
- Grassed shoulders and rights-of-way should be cut to a maximum height of 10 centimetres, (Note: Usually the first mowing is required around mid or late June followed by the second in late July.)
- where guardrails or signs make mechanical mowing difficult, clippers or trimmers should be used,
- spot clean litter periodically from road rights-of-way,
- check for damaged or missing signs and wash road signs as required,
- check for damaged guardrails, blockage of drainage ditches, culverts and washouts,
- remove vegetation from edge of pavement (within 40 cm.) periodically to reduce damage from weeds growing through the pavement,
- during winter season, plough roads only where necessary (to minimize damage to surface).

(2) ACCESS AND MAIN INTERIOR ROADS: GRAVEL SURFACES

Pre/PostSeason:

- carry out maintenance repairs as scheduled under the capital maintenance programme,
- check for washouts and frost damage,
- spot patch with gravel where required,
- when road surface has dried out sufficiently, grade and crown road bed,
- clean right-of-way of litter,
- clean obstructions from culverts, off-take ditches,
- straighten posts and install signs,
- repair and paint guardrails where required; install reflector strips,
- brush and debris should be removed a minimum of 1 meter from road shoulder.

Weekly/Monthly:

- carry out dust control programme as scheduled for main and use-area roads. Note: First application for dust control is usually applied during the latter part of June followed by one or more applications in July or the first week of August (refer to Policy PM 2.08, Dust Control in Provincial Parks),
- grade roads according to predetermined schedule and preferably after light rain,
- check and wash roadway signs to remove dust and grime periodically,
- remove large stones from travel surface immediately,
- check park roads as soon as possible after a heavy rain storm,
- check reflector strips on guardrail posts and bridge rails, etc.

(3) CAMPGROUND, DAY-USE AND SERVICE ROADS

This section deals with those roads that are located within use areas.

Pre/Post-Season:

- carry out any scheduled repairs under the annual capital maintenance programme,
- fill in potholes and washouts patching with crushed gravel where required and grade,
- clean road sides, culverts and ditches,
- install signs,
- paint posts, guardrails where required.

Weekly/Monthly:

- fill ruts, potholes, etc. as necessary,
- grade roads as required,
- check and repair washouts immediately,
- when conditions warrant, apply dust deterrent,
- check for safety hazards,
- check and replace missing signs,
- cut grass along shoulder and rights-of-way if applicable to a maximum height of 10 centimetres.

(4) GATES

This section deals with gates at park boundaries or those located inside a park e.g., at a campground entrance road:

Pre/Post Season

- ensure gate is in proper working order
- check hinges, and locking mechanism
- painting as required
- ensure proper reflective markers (minimum spacing two feet apart) are on cross bars and posts
- ensure "park closed sign" is installed as required for boundary gates
- periodic inspection to ensure gates are locked and have not been vandalized

Operating Season

- check that appropriate gates are locked

Appendix C

Facility Maintenance Standards

Appendix C

Facility Maintenance Standards Facility Maintenance Standards

(1) GENERAL PARK EQUIPMENT MAINTENANCE

(a) Picnic Tables

It may not be economical to make major repairs to picnic tables, such as replacing table tops or seats, beyond the table's normal service life. Tables should be kept in good condition and checked regularly for loose bolts, hazards, etc.

Daily/Weekly:

- check regularly for damage and cleanliness,
- wash as required with a detergent cleaner, particularly those located in heavy day-use areas and campgrounds,
- where possible, "touch up" to cover graffiti or carving, with paint spray can.

Pre/Post-Season:

- take inventory,
- repair damaged or badly worn tables or delete from inventory,
- paint according to capital maintenance schedule or as required,
- generally, tables should not be removed or stacked for winter storage.

(b) Fireplace and Barbecue Grills

Operating Season:

- inspect regularly,
- clean out ashes and clean grills as required.

Pre/and Post-Season:

- clean out as required,
- remove excessive dust build-up,
- repair or replace damaged or worn grills.

(c) Garbage Cans

The service life of a garbage can may vary by the degree of use and type of use (e.g. some parks prefer insertion of plastic bags into cans to speed up collection and reduce frequency of cleaning cans).

Operating Season:

- in high use areas, where plastic bags are not used, cans should be cleaned once a week with a detergent cleaner or as required to prevent odours and breeding of flies; cleaning should be done at a central location away from use areas, a good practice is to have spare cans that can be used when dirty containers are being washed and dried.

Pre/Post-Season:

- clean with detergent cleaner,
- paint according to capital maintenance schedule or as required,
- cans should be stored so as to allow moisture to drain readily (e.g. upside down on post or in maintenance building),
- damaged garbage cans should be replaced or repaired,
- posts should be uniform in diameter and height throughout the use area and solidly implanted; the top of the post should be cut at a forty-five (45) degree angle. Posts should be of pressure-treated wood. Where pressure-treated wood is not used a preservative such as creosote should be applied to the post above and below ground level before the post is painted or stained. Garbage containers should be hung thirty (30) centimetres off the ground.

(d) Beach Equipment

Beach equipment consists of buoy lines, pike poles, ring buoys, depth and directional markers, diving rafts, ladders and any other types of equipment in the beach area.

Daily:

- inspect daily to ensure proper location and depths and to ensure equipment is in good condition.

Pre/Post-Season:

- paint annually,
- repair or replace damaged or used parts,
- store in dry location during off-season.

Refer to:

- Policy PM 2.36 - Operation of Waterfront Bathing Areas in Provincial Parks
- Bulletin PM 2.36(9a) - Operation of Waterfront Bathing Areas Beach Patrollers
- Bulletin PM 2.36(9b) - Operation of Waterfront Bathing Areas-Buoy Lines and Markers
- Bulletin PM 7.02 - Buoy Lines Anchorage

Appendix D

Grounds Maintenance Standards

Appendix D Appendix D

Grounds Maintenance Standards Grounds Maintenance Standards

Maintaining the landscape in developed areas and upkeep of campgrounds and day use areas is an important part of park operations. The daily maintenance required during the park season can keep maintenance staff busy. As a general rule, a dirty use area and deteriorating facilities will be treated poorly by park visitors. However, the public tends to cooperate in taking care of facilities that are kept clean, well cared for and in good repair.

(1) REDUCING LANDSCAPE MAINTENANCE COSTS

The costs of maintaining facilities such as buildings, roads and utilities cannot readily be reduced without adversely affecting the quality of the facility and shortening the facilities' lifespan. But the expense of maintaining the landscape can often be reduced without detrimental effects on the public and in the long run the quality of the environment may be improved.

Four ways to reduce landscape maintenance costs are:

1. Reduced mowing.
2. Create natural areas through reforestation and natural regeneration.
3. Utilize plantings that have low maintenance requirements including ground cover plants other than grass.
4. Make minor changes in the layout of landscape elements as required.

A park landscape maintenance plan should be prepared which identifies vegetation management and landscape design appropriate for the park aimed at reducing landscape maintenance costs (see report entitled "Low Maintenance Landscaping," Southwestern Region, Ministry of Natural Resources, 1981).

Grass mowing is a major item in ongoing grounds maintenance. In the landscape maintenance plan, areas that must be mowed should be identified and non-essential mowing should be stopped. A hierarchy of management areas should be established based on the following:

- No mowing - Areas requiring no mowing include woodlots, sites of reforestation or natural regeneration, buffers, and critical habitats (wetlands, wet meadows, grasslands).
- Rough mowing - Grass in these areas should be mowed a few times a year to a height of 150 mm (6 inches). Sightlines required for vehicular safety, some roadsides, meadows, and areas requiring insect control are included in "rough mowing" management areas.
- Smooth mowing - these areas should be mowed to a "lawn" standard or a height of about 50

mm (2 inches). Since smooth mowing is expensive, the areas included in this management zone should be minimized. Areas that must be included are tile fields, play areas, most building sites, swales, pedestrian routes, and some roadside areas.

(2) CAMPGROUNDS, PICNIC GROUNDS, BEACHES, COMMON AREAS MAINTENANCE

Pre-Season:

- clean up felled trees, limbs, etc. which have accumulated over winter,
- complete landscaping or refurbishing not completed from previous fall, (e.g. sodding, gravelling parking spurs, painting posts),
- maintain picnic tables, grills, garbage cans and beach equipment as specified in Appendix C,
- inspect and repair playground equipment,
- check and repair any damaged permit holders,
- inspect and replace any emergency fire equipment,
- check out electrical pedestals, transformers and water taps,
- inspect and repair trails and prune trees along road rights-of-way, trails, etc.,
- rake, seed and fertilize grassed areas; prepare flower beds, prune hedges, etc.,
- remove danger trees, rotten limbs in developed areas.
- erect signs, install safety flags, gaff, life rings, buoy lines and depth markers,
- install, check beach communication where applicable and repair if necessary

Daily/Weekly:

- check for and remove as soon as possible dangerous trees, protruding stumps; replace or repair broken tables, broken bottles, nails and ropes on trees, etc.,
- clean up any litter, animal scat and other refuse; clean beach of weeds, algae,
- check electrical pedestals and water taps,
- check emergency fire equipment,
- maintain picnic tables, grills, garbage cans and beach equipment as specified in Appendix C,
- inspect and repair playground equipment,
- rake and repair trails as required,
- cut grassed areas as scheduled; tend flowers, trim hedges as required, remove vegetation encroaching around buildings/ facilities (landscape plan should minimize these activities),
- fill in holes and ditching on tent pads,
- once weekly pick up litter around perimeter of campgrounds,
- keep campgrounds wood yard stocked.

Post-Season:

- remove or cover signs, barbecue grills, where possible,
- overhaul and store fire emergency equipment,
- turn off electrical power, water systems.
- maintain picnic tables, grills, garbage cans and beach equipment as specified in Appendix C,
- carry out landscape maintenance/refurbishing as required.

Appendix E

Interior Maintenance Standards

Appendix E Appendix E

Interior Maintenance Standards Interior Maintenance Standards

- When assigning maintenance levels for canoe routes "level of use" is the guideline that must be tempered with practical considerations. Use levels may vary widely for individual portages/campsites on a canoe route.
- Maintenance levels are to be considered as minimum standards. Where standards cannot be met the canoe route should cease to be identified as a canoe route.
- Maintenance levels 1, 2, or 3 will generally apply within operating parks, level 3 or 4 within non-operating parks, and level 4 for Canoe routes on Crown land.

| MAINTENANCE LEVEL | | | | |
|--------------------------|--|---|--|---|
| GENERAL | 1 | 2 | 3 | 4 |
| Level of Use | -1000-1500 users/yr.and/or 60% plus campsite occupancy | -500-1000 users/yr. and /or 30%-60% campsite occupancy | -less than 500 users/yr. and/or 30% or less campsite occupancy | |
| Maps and Information | -Maps, and supporting information package -personal contact at fee station | -Maps and supporting information package -self serve fee collection | -Static display with information | -may available plus basic information factsheet. |
| Enforcement | -high profile enforcement -all regular maintenance crew with at least one park warden -enforcement patrols as required | -moderate profile enforcement -some maintenance crews to have park warden enforcement capability | -enforcement as required by either park wardens or conservation officers | -enforcement by Conservation Officer on routine patrols |
| Frequency of Maintenance | -Minimum of three times per year | -Minimum of twice per year | -Minimum of once per year | -Minimum of once every three years |

| MAINTENANCE LEVEL | | | | |
|--------------------|---|--|---|--|
| PORTAGES | 1 | 2 | 3 | 4 |
| Width of clearing | -2m -removal of hazards | -2m -removal of hazards | -2m -removal of hazards | -maintain as passable |
| Treadway | -maintain durable surface -artificial surfacing as required -hazard removal -all obstacles removed | -seasonal wet areas will not be bridged. -limited artificial surfacing -hazard removal -minor obstacles allowed | -avoid wet areas -surfacing with local natural material only -hazard removal -step overs allowed | -maintain as passable -hazard removal |
| Docks/ Landings | -provided in response to user volume and for environmental protection | -provided in response to user volume and for environmental protection | -provided for environmental protection only | -None |
| Litter | -picked up as per maintenance frequency | -picked up as per maintenance frequency | -picked up as per maintenance frequency | -picked up as per maintenance frequency |
| Signs | -portages sign both ends | -portages sign both ends | -portages sign both ends | -portages sign both ends |

| MAINTENANCE LEVEL | | | | |
|------------------------|---|--|---|--|
| CAMPSITES | 1 | 2 | 3 | 4 |
| Privy | -all sites equipped with standard unit | -on sites as required for environmental/health concerns | -No | -No |
| Fireplace | -fire place provided | -fire place provided | -no designated fire place | -no designated fire place |
| Docks/Landing | -as required | -not provided | -not provided | -not provided |
| Tent pads | -area suitable for 3 interior camping units | -area suitable for a minimum of 2 interior camping units | -area suitable for minimum of one interior unit | -area suitable for minimum of one interior unit |
| Rehabilitation | -reclamation/reconstruction for environmental, safety and comfort reasons | -reclamation/reconstruction for environmental and safety reasons | -natural rehabilitation | -natural rehabilitation |
| Garbage | -remove | -remove | -remove | -remove non biodegradable material from campsite |
| Signs (except Quetico) | -designated by sign | -designated by sign | -designated by sign | -designed by sign |

Appendix F

Trail Maintenance Standards

Appendix F Appendix F

Trail Maintenance Standards Trail Maintenance Standards

- When assigning maintenance levels for trails, "level of use" is the guideline that must be tempered with practical considerations. Use levels may vary widely for individual interpretive/nature/hiking trails within a park.
- Maintenance levels are to be considered as minimum standards

| MAINTENANCE LEVEL | | | |
|--------------------------|---|--|--|
| | HIGH-USE | MODERATE-USE | LOW-USE |
| Level of Use | -1000-1500 users/yr. | -500-1000 users/yr. | -less than 500 users/yr. |
| Maps and Information | -Maps, and supporting information package | -Maps and supporting information package | -Static display with information |
| Clearing | -2 metres -removal of hazards | -2 metres -removal of hazards | -trail clearly defined -removal of hazards |
| Treadway | -maintain durable surface -artificial surfacing as required -bridges and boardwalks as required -all obstacles removed | -seasonal wet areas will not be bridged -limited artificial surfacing -minor obstacles allowed | -avoid wet areas -surfacing with local natural material only -step overs allowed |
| Litter | -picked up as per maintenance frequency | -picked up as per maintenance frequency | -picked up as per maintenance frequency |
| Frequency of Maintenance | -Minimum of three times per year | -Minimum of twice per year | -Minimum of once per year |

Appendix G

Visitor Services Standards

Appendix G Appendix G

Visitor Services Standards Visitor Services Education Standards

VISITOR SERVICES AND PARK CLASSIFICATION

The Visitors Services program provided in a particular park will depend on several factors. One important criterion is the classification of the park. The classification system recognizes that provincial parks are set aside for different reasons (e.g. to protect wilderness, to preserve historical sites, to provide recreational activities) and that people come to provincial parks seeking a variety of experiences and opportunities. Visitor Services should vary accordingly. Chart A provides some general guidelines for Visitor Services within each class of park: Natural Environment, Recreation, Nature Reserve, Wilderness, Historical and Waterway.

VISITOR SERVICES AND LEVEL OF SERVICE

In addition to falling under a particular park class, all operating parks are assigned a level of service (Basic, Self-Use, Seasonal Activity or Major Activity) that determines the extent of Visitor Services programs to be provided. The level of service for each operating park is identified in PM 6.02 and is based on criteria such as the significance of the features, accessibility, level of use and demonstration of visitor needs. The levels of service differ for the following reasons: the components that are stressed, the general intent of the Visitor Services, the nature of public contact, personal service program considerations and implications (Chart B). The level of funding, staffing and programming is consistent with the designated level of service. The resources (facilities, programs, staff time and training) needed to achieve each level of service are identified in the operating standard.

STAFFING (Unclassified and Seasonal)

A four-tiered system (Leader, Senior Interpreter, Interpreter, Aide) is used for Visitor Services staff at the park level. Although few parks will use all four tiers, the system is designed to accommodate the staffing requirements of any park. The major responsibilities of each position within this system are as follows:

| | |
|----------------------|--|
| V.S. Leader (RT3) | Interpretive/natural heritage education administrative and supervisory position. Plan, develop, coordinate and evaluate/audit natural or cultural history programmes. Staff supervision, hiring, scheduling, performance appraisals and training. Coordinate in-park advertising. Research. May develop methods for collecting comments. Ensures that the goals and objectives of the Visitor Services plan for the park and/or region are met and that the provincial guidelines are followed. Interpretive work as required. May participate in special projects and marketing efforts. |
|----------------------|--|

| | |
|-----------------------------|---|
| Senior Interpreter (RT2) | In addition to the general responsibilities of an interpreter listed below, responsible for a specialized sub-program (children's program, extension program, school program, volunteers, research, visitor centre, trail or exhibit design, recreational skills program). May co-ordinate the efforts of others in a group task and evaluate the activities conducted by junior staff. Participate in training (in park). Assist in visitor services workshops. Contribute articles to the |
|-----------------------------|---|

park newsletter or tabloid. Provide assistance to summer student program staff (e.g., EXP, EYC, JR Level 2)

Interpreter
(RT1)

Responsible for interpretive and/or visitor services work performed in a natural, historic and/or cultural visitor services program. Responsible for basic research, development, preparation, advertising and delivery of interpretive programs such as talks, lectures, guided walks and amphitheatre programs based on the stated themes and sub-themes. Apply a good knowledge of the subject and modes of interpretive presentation. Operate audio-visual equipment. Assist with compilation and presentation of information, materials, texts, audio/visual programs, and/or exhibits. Maintain collections (e.g., specimens, artifacts, library) and/or exhibits. May staff a visitor centre to provide information and interpretation.

VS Aide
(EYC, EXP. etc.)

Assist an interpreter by providing a support service such as: transporting, operating and maintaining audio-visual equipment, assisting with program advertising (poster production, posting, roving) assisting with running and existing program (e.g. Junior Naturalist, children's games and activities, canoe clinics, prepared slide presentations), working on one time production-oriented projects (e.g. audio visual shows, pamphlets, displays) which do not involve personal service to the public, researching a specific topic, and collecting basic information (e.g. floral and faunal observations). May staff the visitor centre (maintaining exhibits, answering questions). May perform in skits at evening programs, assist with personal service programs (campfires, guided walks, and special events).

Additional positions may be required above the park level to provide technical leadership to Visitor Services Leaders, program development, audit and evaluation, training and preparation of tabloids.

The four-tiered system allows for a range of options to be used at the park level. For example, where a park has more than one visitor services staff person, a Leader position and an Interpreter could be used. A Senior Interpreter and an Interpreter position could also be used if no supervisory relationship is required. Where there is only a single person, only the Interpreter or Senior Interpreter position would be used since there are no supervisory responsibilities required.

In a major activity park the Leader (RT3) position must be used with an Interpreter (RT1) assisting. Where appropriate, another RT1 position could be used. In a seasonal activity program, the Senior Interpreter position (RT2) must be used. For those parks with regionally or provincially significant natural and cultural resources, an additional Interpreter (RT1) position should be used. It should also be noted the "student rates" cannot be used for Interpreter positions (see Unclassified Staff Manual policy number 12-5-2). All interpreter positions on Group 1,2 and 3 contracts must be paid full rates. Experience and EYC positions should only be used in a support role as Aides. To ensure high quality programming, staff hired through special funding initiatives should not conduct personal service

program except under the guidance of a leader or senior interpreter. Training needed at each level is outlined in the training policy (PM 6.06).

Chart A

| Park Classification | Natural Heritage Education Programming Guidelines |
|---------------------------|---|
| Natural Environment Parks | <ul style="list-style-type: none"> - usually seasonal activity or major activity parks - provide a comprehensive, high quality information system - offer a full range of interpretive programs (staff-led, publications, facilities) - offer outdoor recreation skills programs - programs should be participatory in nature whenever possible - self-use facilities will fill the need for more activity where appropriate - field trips by school groups are particularly appropriate - the scope and intent of such activities should be carefully defined in the management plan to ensure their compatibility with park features |
| Recreation Parks | <ul style="list-style-type: none"> - provision of basic information system is essential - interpretation is mainly through self-use facilities and publications - staff or volunteers may lead interpretive programs. some recreation class parks may place greater emphasis on interpretation (e.g. Wasaga Beach includes a provincially significant dune system) - field trips by school groups if compatible with park features - provision of self-use recreational facilities such as: playgrounds, open space, trails (self-guided, fitness, cross-country ski, bicycle, canoe, etc.) - directing visitors to attractions in the local area may be just as valuable as running park programs - recreation skills programs should be carefully selected and designed to develop a close relationship between visitor and the environment - use of volunteers and community groups to organize recreation events should be considered |
| Nature Reserve Parks | <ul style="list-style-type: none"> - provision of information about a particular reserve and about the system of nature reserves is essential. As nature reserves function primarily to protect a particular resource and many are inaccessible, a good portion of visitors are vicarious. It is critical that all information convey to the visitor that he/she has a responsibility to protect these areas. This is often done through Fact Sheets. - interpretation should be non-intrusive, and rely principally on self-use trails, displays, printed materials and informal personal contact. - the use of nature reserves by school or other special interest groups must be compatible with the protection needs of individual reserves - recreation programs should not be provided in nature reserve parks. |

| Park Classification | Natural Heritage Education Programming Guidelines |
|---------------------|--|
| Wilderness Parks | <ul style="list-style-type: none"> - provision of high quality information system is essential. Emphasis placed on management messages such as wilderness ethic, can and bottle ban, etc. - essential to provide interpretive programs that offer opportunities for people to experience and understand the meaning and purpose of wilderness - a very low key approach should be used so that programs do not detract from the wilderness experience - prime means of interpretation are: orientation devices in access zones, publications and informal contact with park staff - recreation programs should be restricted to wilderness skills training with the participation of park visitors |
| Historical Parks | <ul style="list-style-type: none"> - high quality public information service, using print, audio visual and display media, organized programs and personal contact is essential - priority should be given to interpretive programs which assist visitors in exploring and appreciating stories of provincial historical significance - programs may include both personal exploration (printed materials, self-guiding historical trails) and group activities (e.g. supervised archaeological excavations, guided historical canoe trip). - programs should promote an appreciation for heritage conservation, and encourage personal enjoyment while learning about past ways of life. - specialized programs for school groups may be developed in selected historical parks. This might include the preparation of a teacher's manual - recreation programming may occur but should relate to historical features. Appropriate programs would include: canoe trips on an historic river, exploring for archaeological sites, or making pottery utilizing prehistoric techniques. This program is highly interpretive in nature. |

| Park Classification | Natural Heritage Education Programming Guidelines |
|---------------------|---|
| Waterway Parks | <ul style="list-style-type: none">- an exceptionally effective information system is essential to orient would-be visitors to the management policies of Waterway Parks, and the individual qualities and features of each waterway- information should advise visitors of the skills and precautions needed to navigate each waterway safely, as well as the material prerequisites for river travel. Supplementary information should be provided, where appropriate, along the waterway.- interpretation of the historical and natural values of waterway parks is a high priority. The intensity and methods will vary greatly according to the nature of the experience we seek to provide.- recreation programming is a low priority. The development of skills associated with river use may be organized in parks where such activities are appropriate. |

| Level of Service | Major Activity |
|--|--|
| Park Characteristics | <ul style="list-style-type: none"> - natural and or cultural resources of provincial significance - accessible - high level of use - visitor surveys and profiles reflect a need - major attraction to the area |
| Natural Heritage Education Components Stressed | <ul style="list-style-type: none"> - information - major emphasis on interpretation - outdoor recreation skills - degree and nature of Natural Heritage Education varies according to park classification and management plan direction |
| General Intent of Natural Heritage Education | <ul style="list-style-type: none"> - to provide quality and comprehensive personal service interpretive/outdoor recreation skills programs - to encourage visitors to explore and experience park features - to inform visitors of the provincial significance of park features - to foster an appreciation of the park system as a whole as well as an appreciation for the park's natural, cultural and recreational features (extension) - to further research on park features and to develop high quality support facilities (e.g., visitor centres, exhibits, self-use trails, research etc.) |
| Nature of Public Contact | <ul style="list-style-type: none"> - a newsletter and/or park tabloid produced throughout the operating season to provide information about significant park features, management issues and nearby attractions - regular, high quality and comprehensive personal service interpretive, education and outdoor recreation skills programs presented by interpretive staff during peak operating season - variety of self-use facilities; may be a visitor centre providing a comprehensive introduction to the park story and containing high quality information, displays and exhibits |

| Level of Service | Major Activity |
|--|---|
| <p>Personal Service Program Considerations</p> | <ul style="list-style-type: none"> - thematic approach to interpretation, themes derived from regional/zone plans - outdoor recreation skills programs suited to park features and themes - programs reflecting the park's natural, cultural and/or recreational features - programs varied and ongoing throughout the season - types of programs may include: audio-visual presentations, campfire programs, demonstrations, recreation skills programs, interpretive walks and events, heritage events, regular campsite visits, presentations by outside groups, specialists and other Ministry staff |
| <p>Implications</p> | <ul style="list-style-type: none"> - requires trained staff - comprehensive programs with permanent or long-term seasonal staff - will provide a high quality interpretive and/or outdoor recreation skills program - ongoing research and development of park resources - a source of technical assistance and information to nearby parks |

| Level of Service | Seasonal Activity |
|--|--|
| Park Characteristics | <ul style="list-style-type: none"> - features of regional or provincial significance or may be located in a high quality recreation setting - accessible - moderate to high level of use - visitor surveys and profiles reflect a need |
| Natural Heritage Education Components Stressed | <ul style="list-style-type: none"> - degree and nature of Natural Heritage Education varies according to park classification and management plan - clear emphasis on information - interpretation of park themes where appropriate - outdoor recreation skills programming - program direction outlines in zone and/or regional Natural Heritage Education plan |
| General Intent of Natural Heritage Information | <ul style="list-style-type: none"> - to provide quality and comprehensive personal service interpretive and/or outdoor recreation skills programs - to foster an appreciation about the park system as a whole as well as an appreciation for the park's natural, cultural and recreational features - to encourage visitors to further explore and experience park features - to provide information about nearby attractions and facilities - to further research on park resources and develop park programs |
| Nature of Public Contact | <ul style="list-style-type: none"> - to provide quality personal service interpretive and/or outdoor recreation skills programs - may be an amphitheatre, visitor centre or self-use facilities - a newsletter or tabloid produced during the operating season to provide visitors with current information about park features, management concerns and nearby attractions and facilities |

| Level of Service | Major Activity |
|--|--|
| <p>Personal Service Program Considerations</p> | <ul style="list-style-type: none"> - thematic approach to interpretation, themes derived from regional/zone plans - outdoor recreation skills programs suited to park features and themes - programs reflecting the park's natural, cultural and/or recreational features - types of programs may include: audio visual presentations that relate to the park themes, outdoor recreation skills programs compatible with park values, interpretive walks and events, heritage events, campsite visits, presentations by outside groups, specialists and other Ministry staff |
| <p>Implications</p> | <ul style="list-style-type: none"> - requires trained staff - comprehensive program with seasonal staff - will provide a high quality interpretive and/or outdoor recreation skills program - program development and research on park resources requires a high level of planning and direction by park superintendent - can obtain technical assistance and information from nearby major activity parks |

| | |
|--|--|
| Level of Service | Self-Use |
| Park Characteristics | <ul style="list-style-type: none"> - lack of significant features or; - features of local or regional significance or; - inaccessible significant features - low to moderate level of use |
| Natural Heritage Education Components Stressed | <ul style="list-style-type: none"> - information - self-use interpretive trails and/or displays |
| General Intent of Natural Heritage Education | <ul style="list-style-type: none"> - to provide information and to foster an appreciation about the park system as a whole as well as the park's natural, cultural and recreational features - to provide information about nearby attractions - to provide self-use interpretive and/or recreation facilities whereby visitors can make their own activities in a park |
| Nature of Public Contact | <ul style="list-style-type: none"> - self-use facilities such as: - interpretive and/or recreational trails, - wayside exhibits, - displays, - information kiosks - some film nights, special events arranged by superintendent if approved at the zone or regional level - no interpretive staff - personal contact with regular park staff |
| Implications | <ul style="list-style-type: none"> - no interpretive staff - requires all park staff trained in customer service - regular staff may be less well versed in the park's natural, cultural and recreational features, and in other Ministry programs |

Appendix H

Environmental Guidelines

Environmental GuidelinesEnvironmental GuidelinesEnvironmental GuidelinesEnvironmental GuidelinesEnvironmental GuidelinesEnvironmental GuidelinesEnvironmental Guidelines

Provincial Park managers must be concerned about protecting the environment and minimizing the affect park activities have on the environment because quite simply, it is "the right thing to do". The Environmental Assessment Act applies to all government projects in the province, including those activities that occur within the boundaries of provincial parks. It sets the processes and conditions by which planning and management of projects can proceed, to ensure that appropriate environmental concerns are considered, and negative environmental effects are mitigated wherever possible.

To allow orderly development, "class" environmental assessments can be prepared to describe repetitive, similar, or common types of projects. A class approach allows a proponent to commit to a standard way of approaching certain types of projects, usually described as a common environmental planning procedure. Once a class approach has been developed and approved by the Ministry of Environment, it is used as the standard for all future projects in that class. Provincial park management will be treated in this fashion. On completion, expected in December 1993, the Class Environmental Assessment for Provincial Park Management will describe what is involved in park management, what the potential environmental effects are, and how they can be mitigated.

The management, operation and development of a provincial park has a very visible impact on the park environment. The use of chemicals, herbicides/pesticides, disposal of wastes, etc. have long lasting effects not only on the park environment but on the surrounding land base as well. Therefore, a series of guidelines has been prepared to provide direction for the mitigation of environmental concerns.

Every effort must be made to mitigate the environmental effects of the following:

| Activity | Guideline | Reference Material |
|---|--|---|
| <u>Effuents</u> - disposal of sewage from vault privies, trailer dumping stations and septic tanks | - in licensed areas only | EPA OR 374/81 POA HP & PA PM 9.08 |
| - disposal of grey water from trailer sinks | - prohibited by park regulations 3(2) - campers informed to discharge wastes into suitable container and deposited at trailer dumping station | PM 9.09 |

| Activity | Guideline | Reference Material |
|--|--|--|
| <ul style="list-style-type: none"> - operation of sewage lagoons - lowering pond areas, - pond overflows - disposal of algae, scum and debris - disposal of sludge - spraying of lagoons | <ul style="list-style-type: none"> - in licensed areas only - buried in trenches in the park - in licensed areas only - using MOEE approved chemicals and by licensed applicator | <ul style="list-style-type: none"> OWRA OWRA EPA OWRA EPA PA OR-751 |
| <p><u>Emissions</u></p> <ul style="list-style-type: none"> - maintain clean air | <ul style="list-style-type: none"> - reduce emissions from diesel generators, vehicles and machinery, burning trash | <ul style="list-style-type: none"> EPA OR 308/80 amended to 90/90 |
| <p><u>Water</u></p> <ul style="list-style-type: none"> - water conservation | <ul style="list-style-type: none"> - wise use and conservation techniques of water resources, eg. timely repair of leaking water taps, shower heads, underground waterlines, hot water heaters, etc. | |
| <ul style="list-style-type: none"> - Surface Water | <ul style="list-style-type: none"> - ensure the quality of water is not impaired | <ul style="list-style-type: none"> OWRA ODWO Water Quality Guidelines for Bathing Beaches PM 9.04.02 PM 9.04.01 |
| <ul style="list-style-type: none"> - Ground Water | <ul style="list-style-type: none"> - appropriate well site locations and well abandonment requirements | <ul style="list-style-type: none"> OWRA OR 612/84 ODWO PM 9.04.01 |

| Activity | Guideline | Reference Material |
|--|--|---|
| <p><u>Vegetation</u> - removal of hazardous trees</p> | <p>- every effort must be made to protect den and nest trees. Removal will only take place where public safety is at risk.</p> | <p>Habitat Management Guidelines for Cavity-Nesting Birds in Ontario, Mar.1984</p> <p>Habitat Management Guidelines for Ontario Forest Nesting Accipters, Buteos and Eagles, Mar.1984</p> |
| <p>- grass cutting</p> | <p>- preparation and implementation of low maintenance landscape plan - reducing mowed areas to promote natural regeneration in low-use ares wherever possible</p> | |
| <p><u>Chemicals</u> - use and application of pesticides and herbicides</p> | <p>- only when required for public health and safety reasons or preservation of natural values. Applied only by licensed applicator.</p> | <p>PA OR 751 PM 2.16</p> |
| <p>- application of dust control measures</p> | <p>- waste oil prohibited by MOEE - only produces licensed by MOEE are to used, and applied by licensed applicator</p> | <p>PM 7.04 EPA OR 309</p> |
| <p>- environmentally friendly cleaning chemicals</p> | <p>- elimination of persistent toxic chemicals into the environment. Reduce or eliminate the use of cleaning chemicals containing phosphates</p> | <p>OH & SA PM 2.42</p> |
| <p>- PCB'S</p> | <p>- identify; handle; store, dispose of PCB hazardous waste</p> | <p>PM 7.03.03 OGTA EPA OR 618/85 OR 146/86 OR 11/82</p> |

| Activity | Guideline | Reference Material |
|---|--|---|
| <u>Energy</u> - energy conservation | - wise use of energy conservation techniques, eg. low sodium lighting, photo-cell switches, automatic setback thermostats, combination oil/wood stoves, etc. - proper maintenance of instantaneous water heaters, and diesel generators | |
| <u>Construction</u> - Buildings | - permanent facilities must take into account landscape, orientation building, subsoils, drainage, use and function | Building Code Electrical Code Fire Code PM 7.02.01 EAA |
| <u>Noise</u> | - Indoor - Outdoor | OH & SA Local Municipal By-Laws |
| <u>Wastes</u> - disposal of toxic waste, eg. paints, used oils, chemicals, PCB's | - in licensed areas only | EPA OR 309 OR 618/85 |
| - Solid Waste | - implement the provincial parks recycling program - encourage reduction in waste materials - wherever possible use products which can be reused or refilled, etc. | EPA OR 309 HP & PA PM 10.02 PM 9.02 |

The Ministry has prepared a number of guidelines that can be applied to activities inside parks. Some of the minimum standards contained in the guidelines can be used as they stand while others need additional consideration to minimize the effects of park specific activities on the environment e.g., potential for year round human disturbance along trails.

The following manuals can be used to guide activities in parks:

- Environmental Guidelines for Access Roads and Water Crossings, 1988
- Prescribed Burn Planning Manual, 1988
- Aerial Spraying for Forest Management, Jan. 1991

The guidelines prepared for Timber Management were based on the premise that timber harvest will occur in an area. Regardless of their intent, many of the guidelines can be applied to minimize the

impact park activities have on the environment. The following guidelines can be used, however, additional consideration should be given to the effects park specific activities could have on the resource:

- Timber Management Guidelines for the Protection of Fish Habitat
- Timber Management Guidelines for the Provision of Moose Habitat
- Timber Management Guidelines for the Provision of White-tailed Deer Habitat
- Timber Management Guidelines for the Provision of Woodland Caribou Habitat
- Guidelines for Providing Furbearer Habitat in Timber Management, Mar. 1986, Draft

The existing Resources/Environmental Manuals (listed below) can be applied to minimize the impact park development and operation have on wildlife habitat. Additional consideration should be given to the effects park specific activities could have on the resource.

- Management Guidelines and Recommendations for Osprey in Ontario
- Bald Eagle Habitat Management Guidelines, June 1987
- Golden Eagle Habitat Management Guidelines, Nov. 1987
- Habitat Management Guidelines for Ontario's Forest Nesting Accipiters, Buteos and Eagles, Mar.1984
- Peregrine Falcon Habitat Management Guidelines
- Management Guidelines for the Protection of Heronries in Ontario, Apr. 1984
- Habitat Management Guidelines for Cavity-Nesting Birds in Ontario, Mar. 1984
- Habitat Management Guidelines for Warblers of Ontario's Northern Coniferous Forests, Mixed Forests or Southern Hardwood forests, Mar. 1984
- Habitat Management Guidelines for Waterfowl in Ontario, Mar. 1985
- Habitat Management Guidelines for Birds of Ontario Wetlands including Marshes, Swamps and Fens or Bogs of Various Types, Mar. 1985
- Habitat Management Guidelines for Bats in Ontario, Aug. 1984
- Habitat Management Guidelines for Woodland Caribou, Draft

LEGEND

OH & SA - Occupational Health and Safety Act

PA - Pesticides Act

OWRA - Ontario Water Resources Act

EPA - Environmental Protection Act

ODWO - Ontario Drinking Water Objectives

EA - Environmental Assessment Act

POA - Provincial Offenses Act

HP & P A - Health Protection & Promotion Act

OGTA - Dangerous Goods Transportation Act

PM 9.08 - Parks sewage waste disposal

PM 9.09 - Trailer sink waste

PM 9.04.02 - Bathing beach testing

PM 9.04.01 - Drinking water testing

PM 7.04 - Road dust control

PM 2.42 - Odour control chemicals in P.P.

PM 7.03.03 - PCB's in Electrical Equipment

PM 7.02.01 - Construction of Facilities and Structures

PM 10.02 - Garbage

PM 9.02 - Garbage disposal

OR 618/85 - Spills

OR 146/86 - Mobile PCB Destruction

OR 11/82 - PCB Storage

OR 309 - General Waste Management

OR 308/80 - General Air Pollution

OR 612/84 - Wells

Appendix I

Operating Standards Inspection Form

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Operating Standards Inspection FormOperating Standards Inspection FormOperating Standards
Inspection FormOperating Standards Inspection FormOperating Standards Inspection FormOperating
Standards Inspection Form

OPERATING STANDARDS INSPECTIONS FORM

REGION _____ PARK _____ DATE OF AUDIT _____

| ITEM | Yes | No | AUDITOR COMMENTS | RECOMMENDATION | IMPLEMENTATION DATE |
|--|-----|----|------------------|----------------|---------------------|
| <p>361 SUPERVISION & CLERICAL SUPPORT</p> <ul style="list-style-type: none"> • is administrative support provided by a superintendent: two weeks before operating season? Two weeks after operating season? | | | | | |
| <ul style="list-style-type: none"> • is duty officer schedule maintained and available to staff? | | | | | |
| <ul style="list-style-type: none"> • is clerical support provided two weeks before operating season? two weeks after operating season? | | | | | |
| <p>362 VISITOR REGISTRATION AND ENTRY CONTROL</p> <ul style="list-style-type: none"> • are cash and permit handling procedures being properly implemented? | | | | | |
| <ul style="list-style-type: none"> • is personal service fee collection being offered 10 hours per day on weekdays and 12 hours per day on weekends during the high-use period? | | | | | |
| <ul style="list-style-type: none"> • is personal service fee collection being offered 10 hours per day Friday/Saturday during moderate-use period? | | | | | |
| <ul style="list-style-type: none"> • are fee collected by self-serve registration during moderate-use, low-use, off-season and winter periods of operation? | | | | | |

| ITEM | Yes | No | AUDITOR COMMENTS | RECOMMENDATION | IMPLEMENTATION DATE |
|---|-----|----|------------------|----------------|---------------------|
| <ul style="list-style-type: none"> is personal service fee collection provided for separate day-use fee collection stations (if applicable) 6 hours per day on weekends/holidays, and self-service at other times? | | | | | |
| <ul style="list-style-type: none"> are reservations processed and confirmed during the period April 1st or May 1st through Labour Day? | | | | | |
| <ul style="list-style-type: none"> are campsite checks conducted daily in campgrounds when the park is open? | | | | | |
| <p>362 WASTE MANAGEMENT</p> <ul style="list-style-type: none"> is a central garbage collection provided? | | | | | |
| <ul style="list-style-type: none"> is a recycling program provided? | | | | | |
| <ul style="list-style-type: none"> are garbage containers and day-use garbage cans emptied two times per week during high-use and moderate-use periods? | | | | | |
| <ul style="list-style-type: none"> are garbage containers and day-use garbage containers emptied one per week during off-season periods? | | | | | |
| <ul style="list-style-type: none"> are garbage bags provided to each camping party upon request? | | | | | |
| <p>363 SANITATION AND BUILDING CLEANING</p> <ul style="list-style-type: none"> are vault privies cleaned once per day during high-use and moderate-use periods? | | | | | |
| <ul style="list-style-type: none"> are vault-privies cleaned twice per week during low-use periods? | | | | | |
| <ul style="list-style-type: none"> are vault privies cleaned once per week during off-season period? | | | | | |

| ITEM | Yes | No | AUDITOR COMMENTS | RECOMMENDATION | IMPLEMENTATION DATE |
|---|-----|----|------------------|----------------|---------------------|
| <ul style="list-style-type: none"> are comfort stations cleaned twice per day during high-use period? | | | | | |
| <ul style="list-style-type: none"> are comfort stations cleaned once per day during moderate and low-use periods? | | | | | |
| <ul style="list-style-type: none"> are public buildings cleaned once per day during high-use periods? | | | | | |
| <ul style="list-style-type: none"> are public buildings cleaned twice per week during moderate-use, low-use and off-season periods? | | | | | |
| <ul style="list-style-type: none"> are staff houses, maintenance buildings kept in clean and sanitary condition at all times? | | | | | |
| <p>364 ROAD AND PARKING LOT MAINTENANCE</p> | | | | | |
| <ul style="list-style-type: none"> is a dust control treatment applied once per year on park entrance roads, in campgrounds, parking lots, and developed high-use areas? | | | | | |
| <ul style="list-style-type: none"> is grading done once in spring and as required? | | | | | |
| <ul style="list-style-type: none"> is minor road maintenance done as required? | | | | | |
| <ul style="list-style-type: none"> is vegetation removed from road and shoulders as necessary? | | | | | |
| <ul style="list-style-type: none"> are gates inspected and maintained in safe working condition? | | | | | |

| ITEM | Yes | No | AUDITOR COMMENTS | RECOMMENDATION | IMPLEMENTATION DATE |
|---|-----|----|------------------|----------------|---------------------|
| 365 FACILITY AND UTILITY MAINTENANCE AND OPERATION | | | | | |
| <ul style="list-style-type: none"> • is routine maintenance undertaken in accordance with capital maintenance standards and schedules? | | | | | |
| <ul style="list-style-type: none"> • are necessary unscheduled repairs undertaken within a reasonable length of time? | | | | | |
| <ul style="list-style-type: none"> • are necessary unscheduled repairs involving public health and safety undertaken immediately? | | | | | |
| <ul style="list-style-type: none"> • are water quality testing and treated water provided in accordance with existing policy? | | | | | |
| <ul style="list-style-type: none"> • has a sign plan been developed and are signs maintained according to this plan? | | | | | |
| <ul style="list-style-type: none"> • is an up-to-date maintenance plan maintained for the park? | | | | | |
| 367 SECURITY AND ENFORCEMENT <ul style="list-style-type: none"> • are security personnel (e.g. park warden or security officer) provided between 6 p.m. and 2 a.m., 7 days per week during high-use operation? | | | | | |

| ITEM | Yes | No | AUDITOR COMMENTS | RECOMMENDATION | IMPLEMENTATION DATE |
|--|-----|----|------------------|----------------|---------------------|
| <ul style="list-style-type: none"> are security personnel (e.g. park warden or security officer) provided between 6 p.m. and a.m. Friday/Saturday during moderate-use period? | | | | | |
| <ul style="list-style-type: none"> are emergency/security telephone numbers posted? | | | | | |
| <ul style="list-style-type: none"> are all visitors made aware of appropriate park regulations? | | | | | |
| <ul style="list-style-type: none"> is an up-to-date security and emergency plan maintained for the park? | | | | | |
| <p>368 GROUNDS/TRAILS MAINTENANCE</p> <ul style="list-style-type: none"> has a park landscape maintenance plan been developed and implemented? | | | | | |
| <ul style="list-style-type: none"> is the grass in the public use areas maintained to a height of 10 cm? | | | | | |
| <ul style="list-style-type: none"> is the litter picked up twice per week during high-use period? | | | | | |
| <ul style="list-style-type: none"> is the litter picked up once per week during moderate-use period? | | | | | |
| <ul style="list-style-type: none"> is the litter picked up as required during low-use and off-season periods? | | | | | |
| <ul style="list-style-type: none"> are hazard trees in public use areas removed as required? | | | | | |
| <ul style="list-style-type: none"> are campsites cleaned as required? | | | | | |
| <ul style="list-style-type: none"> are high-use beaches cleaned and/or raked as required? | | | | | |

| ITEM | Yes | No | AUDITOR COMMENTS | RECOMMENDATION | IMPLEMENTATION DATE |
|---|-----|----|------------------|----------------|---------------------|
| <ul style="list-style-type: none"> are interpretive/nature/hiking trails maintained in a clean, safe and unobstructed condition? | | | | | |
| <ul style="list-style-type: none"> are designated cross-country ski trails groomed once per week during winter period? | | | | | |
| <p>Is track setting done during high-use periods?</p> | | | | | |
| <p>369 FIREWOOD</p> <ul style="list-style-type: none"> is firewood sold/distributed in accordance with existing policy? | | | | | |
| <ul style="list-style-type: none"> is the park woodyard open 2 hours between 5 p.m. and 9 p.m. daily? | | | | | |
| <p>370 NATURAL HERITAGE EDUCATION</p> <ul style="list-style-type: none"> has a park Natural Heritage Education plan been prepared and implemented based on a Zone Natural Heritage Education plan? | | | | | |
| <ul style="list-style-type: none"> are signs/information kiosks, park leaflet/tabloid appropriate trail and canoe route guides provided. | | | | | |
| <ul style="list-style-type: none"> are self-use facilities provided as per park Natural Heritage Education Plan (i.e. trails, displays, viewing, platforms, etc.) | | | | | |

| ITEM | Yes | No | AUDITOR COMMENTS | RECOMMENDATION | IMPLEMENTATION DATE |
|---|-----|----|------------------|----------------|---------------------|
| <ul style="list-style-type: none"> • are staff led interpretive/outdoor recreation programs provided as per PM 6.02 ? Seasonal 4 times per week-peak Major 6 times per week-peak | | | | | |
| <ul style="list-style-type: none"> • is the Visitor Centre open in seasonal activity park? - operated as per Park Natural Heritage Education Plan. | | | | | |
| <ul style="list-style-type: none"> • is the Visitor Centre operated in seasonal activity park? - operated as per Park Natural Heritage Education Plan. | | | | | |
| <p>MARKETING</p> <ul style="list-style-type: none"> • has a park marketing plan been prepared and implemented based on a regional marketing strategy and on overall provincial strategy and directions? | | | | | |
| <ul style="list-style-type: none"> • is the park marketing plan reviewed annually and revised as required? | | | | | |
| <ul style="list-style-type: none"> • do park operations conform to the marketing emphases? | | | | | |
| <p>TRAINING OF STAFF</p> <ul style="list-style-type: none"> • has training been provided for all staff in the following areas: | | | | | |
| <ul style="list-style-type: none"> • MNR Introduction | | | | | |
| <ul style="list-style-type: none"> • park management policies/procedures | | | | | |
| <ul style="list-style-type: none"> • hospitality/customer service | | | | | |
| <ul style="list-style-type: none"> • park emergency plan | | | | | |
| <ul style="list-style-type: none"> • first aid | | | | | |

| ITEM | Yes | No | AUDITOR COMMENTS | RECOMMENDATION | IMPLEMENTATION DATE |
|---|-----|----|------------------|----------------|---------------------|
| <ul style="list-style-type: none"> occupational health and safety | | | | | |
| <ul style="list-style-type: none"> familiarization tour of park and information concerning the surrounding area relevant to park | | | | | |
| <ul style="list-style-type: none"> have appropriate staff received specialized training specific to their position in the following areas: | | | | | |
| <ul style="list-style-type: none"> cash and permit handling | | | | | |
| <ul style="list-style-type: none"> maintenance | | | | | |
| <ul style="list-style-type: none"> equipment operation | | | | | |
| <ul style="list-style-type: none"> enforcement | | | | | |
| <ul style="list-style-type: none"> visitor services | | | | | |
| <ul style="list-style-type: none"> winter activities (where necessary) | | | | | |
| <ul style="list-style-type: none"> backcountry/interior camping skills (where necessary) | | | | | |
| <p>373 INTERIOR/BACKCOUNTRY MANAGEMENT</p> <ul style="list-style-type: none"> has an interior maintenance plan been developed and implemented? | | | | | |
| <ul style="list-style-type: none"> have interior quotas been established to prevent overuse and deterioration of park natural resources? | | | | | |
| <ul style="list-style-type: none"> are portages and backpacking trails maintained in a clean, safe and unobstructed condition? | | | | | |
| <ul style="list-style-type: none"> are interior/backcountry campsites maintained in a clean and safe condition? | | | | | |

| ITEM | Yes | No | AUDITOR COMMENTS | RECOMMENDATION | IMPLEMENTATION DATE |
|--|-----|----|------------------|----------------|---------------------|
| <ul style="list-style-type: none"> is personal service fee collection being offered 8 hours per day on weekdays, and 10 hours per day on weekends during high-use period? | | | | | |
| <ul style="list-style-type: none"> is personal service fee collection being offered 10 hours per day Friday/Saturday during moderate-use period? | | | | | |
| <ul style="list-style-type: none"> are fees collected by self-serve registration during moderate-use, low-use and off-season periods? | | | | | |
| <ul style="list-style-type: none"> are reservations processed and confirmed during the period April 1st or May 1st through Labour Day? | | | | | |
| <ul style="list-style-type: none"> are earth pit privies cleaned and repaired as per interior maintenance standards and frequency schedule? | | | | | |
| <ul style="list-style-type: none"> are earth pit privies relocated when fecal matter reaches within 15 cm of the top of the pit? | | | | | |
| <ul style="list-style-type: none"> are regular enforcement patrols done in conjunction with regular maintenance as per interior maintenance frequencies? | | | | | |
| <ul style="list-style-type: none"> is extra enforcement coverage provided for high-use interior areas? | | | | | |
| <ul style="list-style-type: none"> is environmentally friendly information on interior/backcountry use provided through maps, brochures, etc.? | | | | | |