



TOWN OF HINTON
Service Levels
Parks & Recreation Department
Policy No. 036

Created By: Infrastructure Services
 Approved By: Town Council
 Revised By: Approved On:
Revised On:

POLICY STATEMENT

1. GOALS

2. DEFINITIONS

3. METHODS AND PROCEDURES

SERVICE LEVELS

TOWN GROUNDS

TASK	COMMENTS	AVG. X/YR
Mow	1x to 1.5x/wk - May – September	14 x/yr
Prune trees and shrubs	Spring and Fall	2 x/yr
Planting of annuals	Spring	1 x/yr
Watering of flowers	On going (June – Sept)	As required
Weeding of flowerbeds	1x/mo. (June – Sept)	4 x/yr
Winterising flowerbeds	Fall	1 x/yr
Weed whip	1x/mo	6 x/yr
Spray weeds	Spring or Fall	1 x/yr
Fertilise	Spring	1 x/yr
Snow shovelling sidewalks	On going (Oct – March)	As required
Cleaning parking lots	As per policy	As required

CEMETERY

TASK	COMMENTS	AVG. X/YR
Mow the manicured grass in cemetery	1x to 1.5x/wk	14 x/yr
Trim (weed whips)	1 x every 4 wks	6 x/yr
Watering of flowers	On going (June – Sept)	As required
Weeding of flowerbeds	1x/mo. (June – Sept)	4 x/yr
Internment and landscaping	Ongoing	As required
Aerate	Spring or Fall	1 x/yr
Spray weeds	Spring or Fall	1 x/yr
Fertilise	Spring	1 x every 2 yrs
Spray	Spring or Fall	1 x/yr
Snow removal from roads	As per policy	As required

PARKS

TASK	COMMENTS	AVG. X/YR
Mow grass in parks, school grounds and sports fields	1 x 1.5x/wk	14 x/yr
Watering shrubs and flowers (including planters)	Spring and Fall	2 x/yr
Fertilise	Spring	1 x every 2 yrs
Aerate	Spring or Fall	1 x/yr
Spray Herbicides	Spring or Fall	1 x/yr
Trim (weed-whip, hand mow)	1x/mo. (June – Sept)	6 x/yr
Pickup garbage, glass, grass, stones etc	On going	As required
Irrigation system maint.	On going	As required
Fence Maintenance	Ongoing	As required
Playground checks	Winter (Oct – March) Summer 1x/mo (Apr. – Sept)	1x/yr 6x/yr
Playground Maintenance and repair	On going	As required
Maintenance of tennis courts (sweep courts, repair nets and windscreen)	1x/mo (May – Sept)	5x/yr
Maintenance of long jump pits	Spring	1x/yr
Maintenance of soccer pitches	1x/mo (May – Sept)	5x/yr
Dragging ball diamonds	3x/wk Mon. – Fri plus we service tournaments	45x/yr
Adding Shale to Infields	Spring	1x every 2 yrs

Picnic table maintenance	1x every 2/mon (April – Sept)	3x/yr
Ball diamond service (lining bagging dragging etc)	Service tournaments only	4x/yr or as required
Walkways (mowing)	1x every 2/wks	12x/yr
Walkways clearing snow	As a general rule – not maintained	As time permits
Clearing Dead fall		3 x/yr or as required
Shovelling in front of tourist info booth; Steps behind Legion; sidewalk behind Treasury Branch, Gerard Redmond School; corner of Mountain Street and Robb Rd	On going Oct – March	As required
Steps in back of Fuller Place and Gerard Redmond Sch.	Low Priority	As time permits
Pump out houses as per contract		2 x/yr or as required
Paint dugouts and food booth		1 x/yr every 3 yrs
Paint playground equipment		1x every 3 yrs

BOULEVARDS

TASK	COMMENTS	AVG. X/YR
Gravel Cleanup		1x/year
Garbage Collection	On Going	As Required
Tree Care (water)	Winter – 2x/yr, Summer – 2x/mo.	14x/yr, or as required
Spray (malathion)		2x/yr.
Prune		1x/yr.
Mow 72” Rotary (ride on)	1x every 1.5 wks (May – Sept)	14x/yr.
Ford Rotary 96” (ditches)	1X/mo.	6x/yr.
Trim and Hand Mow	1x every 2.5 wks (June – Sept)	10x/yr
Fertilise		1x every 2 yrs.

OUT DOOR RINKS

TASK	COMMENTS	AVG. X/YR
Building outdoor rinks (2 at Erith Drive and one at Kinsmen Park)		1x/year
Snow Removal	As per policy	As Required
Flooding)	After snow removal	As Required
Repair Boards	Fall	1x/yr.
Maxwell Lake rink	Snow Removal – when volunteers do the work Flooding – not on a regular basis (as time permits)	4 or 5 x/yr.
Thin ice checks (signs posted)	2x/wk when ice thickness is less than 6” otherwise 2x/yr. In winter	10x/yr.

TRAILS

TASK	COMMENTS	AVG. X/YR
Repair ruts, water problems, etc., (gravel trails)	Spring and Summer	2x/yr.
Snow Removal (gravel trails, and Kinsmen Park)	Not maintained	
Sweep (asphalt)	Spring and Summer	2x/yr.
Snow removal (asphalt)	As per policy	As required

ARENA

TASK	COMMENTS	AVG. X/YR
Ice thickness checks	1x/mo./arena (maintenance is performed accordingly)	15x/yr.
Refrigeration plant checks	2x/day/arena while ice is in	960x/yr.
Flooding	On going	As required
Cleaning dressing rooms, Stands, etc	On going, as time permits every night they are used	As required

FACILITY MAINTENANCE

TASK	COMMENTS	AVG. X/YR
Service all heating, ventilation and air conditioning units	All units are serviced in the Protective Services building, town Office, Recreation Centre, Public Works building and the parks building twice 2x/yr. on a preventative maintenance programme	4 c/yr.
Customer Complaints	These are handled through our work order system. Priorities are placed on the task(s) and are then dealt with on this system	On going
Facility Cleaning	This is done weekly to all the above mentioned facilities except the parks building	240x/yr
Facility painting (interior)	This is done every 5 yrs. Or as required	Every 5 yrs.
Facility painting (exterior)		As required

SWIMMING POOL

TASK	COMMENTS	AVG. X/YR
Lifeguard patron ratio	'1 guard (40 people) 2 guards (41 to 80 people) 3 guards (81 to 120 people) 4 guards (121 to 234 people)	
Lifeguard duties	It is the duty of a lifeguard to prevent accidents and promote the facility through public education. It is also their duty to perform spontaneous rescues as required.	
Swim Lessons		Min. 8 sets/yr.
Instructor child ratio	Max. 1 instructor (12 pupils)	
Instructor adult ratio	Max 1 instructor (20 pupils)	
Provincial water tests	These are completed weekly, as per Board of Health regulations	Weekly
Backwash main pool		Min. 1x every 12 wks.
Backwash hot tub and dump		Min. 1x/wk.
Backwash play pool and/or ½ dump		2x/wk.
Dump main pool		Min. 1x every 2 yrs.
Staff Services		Average 1x every 6 wks (Min. 1x every 12 wks)
Water tests and/or readings		1x every 4 hrs. of open time

Pool shut down and major maintenance		1x every 2 yrs, or as required (Min. shut down 2 wks when the pool is dumped)
Lifeguard/Instructor qualification		As per expiry date
Dressing Room Cleaning		Average 1x/day, or required
Budget (operating & capital)		1x/yr
Pool Maintenance		On going
Ordering supplies/chemicals		As required
Pool calibration		As required
Chemical additions		On demand
Customer billings		1x/month
Reports		1x/month
Cl2 tank changes		As required
Caustic soda changes		As required
Cleaning caustic lines		As required
Equipment check	During hours of operation	1x/wk.
Discipline/rule enforcement	<p>Pool rules are enforced an/or explained to the public on a regular basis. If someone continually breaks rules, we have a 1,2,3 step warning policy as follows:</p> <p>1st – one day suspension</p> <p>2nd – One week suspension with a phone call home</p> <p>3rd – one month suspension with a letter home</p> <p>After three months with no incidents, the patron's name is cleared completely and the steps repeat. For frequent abusers, we may request a meeting with the parents/guardian prior to their return to the pool.</p>	

COMPLAINT INVESTIGATION

TASK	COMMENTS	AVG. X/YR
	For all areas	Ongoing – high priority

4. RESPONSIBILITIES

5. GUIDING PRINCIPLES TO STAFF