

Parks Canada

Saguenay–St. Lawrence Management Unit

Statement of requirements  
for the delivery of interpretation, visitor and household  
maintenance services at the  
POINTE-NOIRE INTERPRETATION AND  
OBSERVATION CENTRE  
AND BAIE-SAINTE-CATHERINE WHARF

2014

File # : 14-0304





## 1. OBJECTIVES

This statement of requirements concerns the delivery of interpretation, visitor at the Pointe-Noire interpretation and observation centre and household maintenance services at the Pointe-Noire interpretation and observation centre and Baie-Sainte-Catherine wharf for the 2014 operational season.

Parks Canada will authorize the Contractor to occupy and use the Premises and buildings as described in Article 8.1.

## 2. DEFINITIONS

The following words or expressions, when used in this document, will have the following meaning, unless the context indicates otherwise:

"Parks Canada" designates the Parks Canada Agency, Saguenay–St. Lawrence management unit;

"Premises used and occupied" or "Premises" designates the Premises described in Article 11.1 of this contract;

"Contractor" designates the tenderer who will be entrusted with the work tasks described in this statement of requirements;

"Park Manager" designates the Manager of the Saguenay–St. Lawrence management unit, Parks Canada Agency, or any other person authorized to act in his name;

## 3. NATURE OF THE WORK TO BE PERFORMED

### 3.1 Interpretation service

**In compliance with the commitment of Parks Canada:**

*Protect, in priority, the natural and cultural heritage of these exceptional premises and ensure their integrity;*

*Ensure discovery of the beauty and wealth of our natural environments, and remember the courage and ingenuity of those who contributed to making Canada;*

*Commemorate the invaluable heritage left by all these visionaries, whose knowledge and passion inspired the character and values of our country;*

*Serve Canadians by working together to achieve excellence, guided by the values of skill, respect and fairness;*

Also in compliance with the themes of the Pointe-Noire interpretation and observation centre:

*Pointe-Noire, alignment lights station at the heart of unique oceanographic phenomena at the confluence of the Saguenay fjord and St. Lawrence estuary.*



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The Contractor will provide an interpretation service for the public, while covering the following theme based on the exhibition, buildings and plots made available as described in Article 10.1.

These themes will be covered in the two official languages of Canada:

- by offering the youth program of Parks Canada (e.g. Xplorateurs);
- by offering a patrol service, seven (7) days a week, within the dates planned in this statement of requirements.

Parks Canada will provide the Contractor with the scenario of the activity to be presented upon contract signing.

### **3.2 Visitor service**

As manager of the premises, the Park Manager remains the public's host; however, the Contractor will provide pleasant and polite reception of this same public at the entrance point, in compliance with Parks Canada's service standards:

a. Welcome

Greet in both official languages

Welcome with enthusiasm, courtesy and honesty

b. Evaluate

Anticipate, understand and meet expectations and needs

c. Process

Ensure effective provision of accurate, precise and up to date information

Offer customized service focusing on evocative and unique experiences

Convey our passion by sharing captivating stories

d. Complete

Collect comments, take them into consideration and follow-up on them proactively

The Contractor will collect the entrance fees to the Pointe-Noire site as per the fee schedule approved by Parks Canada, and will deposit the amounts collected onto the account of Canada's Collector General according to the procedure defined by the Park Manager provided in appendix I.

The Contractor will ensure the principle of equality of all in accessibility to the programs and activities offered by him.

The Park Manager may require the Contractor to dispense, at the entrance to the Premises, leaflets or any publications relative to the activities and programs available. In any other case, the Park Manager will approve the list of documents to be dispensed.

The Contractor will also inform the public at the entrance to the Premises used and occupied about other activities and programs taking place in the Premises used and occupied and accessible to this public. This will also apply to the other Parks Canada sites, i.e. the Cap-de-Bon-Désir Interpretation and observation centre and the Marine environment discovery centre.



Notwithstanding the above, the Park Manager reserves the right to welcome groups or individuals (journalists, students, VIP visitors, etc.) free of charge, visiting for specific purposes other than participating in the interpretation program. In this case, Parks Canada employees will accompany these visitors and the Contractor's contribution may be required to offer visitor and interpretation services. Insofar as the Park Manager is informed in advance of the arrival of these visitors, the Contractor's representative will be notified within a reasonable time.

The Contractor will apply Parks Canada's prevention guidelines. To this effect, as part of the framework of the pre-season training offered by Parks Canada from June 16 to 20, the personnel will be given level 2 prevention training. Upon completion of this training, the attendants will be able to detect and report an incident and issue a courtesy reminder or formal notification, depending on the case. Parks Canada relies on a proactive approach comprising communication and education to influence visitors in order to prevent most incidents related to preservation of resources and visitor experience.

### **3.3 Household maintenance service**

At the Pointe-Noire interpretation and observation centre, the Contractor will ensure household maintenance of the buildings and certain elements in the field, i.e.

- the guard house (Main building);
- the parking lot;
- the gatehouse;
- the access gangway;
- the picnic areas;
- the old heliport;
- the observation view-point.

At the Baie-Saint-Catherine wharf, the Contractor will ensure household maintenance of the building, including collection of residual and recyclable materials in the parking lot.

At the Pointe-Noire interpretation and observation centre and Baie-Saint-Catherine wharf, the Contractor will fill the leaflet display case every day.

Soap, paper towels, hygienic paper, cleaning products, etc. are supplied by the Contractor.

### **3.4 Visitor and personnel safety**

In case of any breakage found on the Site (e.g. faulty staircase, broken showcase, etc.) likely to endanger the well-being or life of visitors or his personnel, the Contractor will notify the Park Manager immediately of the prevailing situation, by filling in the *Equipment or infrastructure breakage report* form attached in appendix II.

The Contractor commits to ensure that at all times on the site, during opening hours, at least one employee is appointed with the certifications required to administer first aid and cardiopulmonary resuscitation (CPR). He/she will be trained in handling fire extinguishers as well as in safety and fire prevention rules.



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### **3.5 Modifications to interior fit-out of the Premises used and occupied**

Parks Canada will have the exclusive charge of any modifications and improvements they intend to make to the interior fit-out of the Premises used and occupied, including exhibition and interpretation elements belonging to them. All modification and improvement situations resulting in repairs to the structures of the Premises used and occupied will be subject to prior approval by the Park Manager, and will comply with fire and safety standards.

### **3.6 Access to the Premises used and occupied**

The Contractor will also guarantee to the Park Manager the right, at all times, to enter the Premises used and occupied, and examine the condition in which the said Premises are maintained, repaired and kept in order. The Park Manager may provide the Contractor with a notice requiring the latter to perform the maintenance or repairs considered to be necessary following this inspection, should the Contractor have exceptionally altered the Premises.

### **3.7 Personnel safety and health**

The Contractor will ensure at his own expenses the safety of his personnel who will be present on the Premises used and occupied. The Contractor will inform promptly the Park Manager of any intervention performed by filling in the General *incident report form* attached in appendix III.

The Contractor will assess the risks and inform his employees of these risks.

## **4. EXPECTED RESULTS**

### **4.1 Interpretation and visitor services**

The visitor, prevention and interpretation services in the form of patrols will be ensured to the public:

At the Pointe-Noire interpretation and observation centre:

For the summer period:

From Saturday, June 21<sup>st</sup> to Monday September 1<sup>st</sup>, 2014 inclusively,

**Reception and interpretation:** 7 days a week, from 10 am to 5 pm.

For the fall period:

**Reception and interpretation** (1 person): From Friday to Sunday as of Friday, September 5 to Monday, October 13, inclusively, from 10 am to 5 pm.

The Contractor may offer to the public activities and services at other times of the year, and then operate the Premises used and occupied, and this, in compliance with the Parks Canada fee schedule. However, the Contractor will at all times meet all obligations or clauses of this



document, and may not escape these obligations because of financial loss at any time whatsoever.

The reception service will be assessed throughout the season according to the criteria presented in appendix V. If required, the Contractor will correct weak points as soon as possible.

#### 4.2 Personnel

The Contractor will:

- a) Provide skilled personnel applying the Parks Canada service standards in terms of interpretation, reception and communication with the public.
- b) Make his personnel appointed as guide-interpreters available to ensure they are acquainted with Parks Canada and other programs and activities performed in the park through a 75-hour training session, dispensed from June 9<sup>th</sup> to 20<sup>th</sup>, 2014.
- c) Make his personnel appointed as receptionist available to ensure they are acquainted with Parks Canada and the other programs and activities performed in the park through a 37.5-hour training session, dispensed from June 16<sup>th</sup> to 20<sup>th</sup>, 2014.
- d) Ensure that the personnel, in their actions and clothing, avoid any confusion with Parks Canada personnel, by wearing a badge and a bib indicating clearly their affiliation; the latter will be supplied by Parks Canada. In addition, personnel will comply with the dress code, which requires wearing closed shoes, a white sweater or a white shirt. Blue jeans, scarves and decorative items are forbidden.
- e) Ensure that the content of any communication is accurate, and that the personnel are polite with visitors.
- f) Ensure personnel fills in the *Waiver of publicity rights and rights of protection on personal information form* supplied in appendix IV. The duly filled forms will be handed over to Parks Canada before the start of this contract.

#### 4.3 Reports

- a) The Contractor commits to inform immediately the Park Manager or his authorized representative of any anomalies, bodily injuries, material and other damages likely to arise in the Premises used and occupied. Parks Canada will provide the Contractor with the form identified to this end (appendix III).
- b) The Contractor will fill in the statistical forms on a daily basis. These forms will be transmitted to the Park Manager or his authorized representative, according to a predefined schedule. The Park Manager will provide the Contractor with the necessary forms before the start of the season.



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- c) Supply the daily end of day report, as well as any justification items demonstrating the revenues from collecting visitor entry fees, according to the defined procedure appended (appendix I).

#### **4.4 Meetings**

The Contractor will attend coordination meetings. These meetings will be held at the beginning and end of season. The Park Manager and Contractor will agree on meeting dates. If required, other meetings may be held upon request from both parties.

These meetings will allow discussing the evolution of the activities, the projects the Contractor would like to pursue, and any issues relative to this contract.

These meetings will be held in the administrative office or any other location determined in advance by the Contractor and Parks Canada.

The Park Manager reserves the right to summon any other meeting for special or urgent purposes.

Minutes will be written at each of these meetings and the Contractor commits to comply with their decisions. The Park Manager will write and distribute the minutes of these meetings.

### **5. EXPENSES INCURRED BY THE CONTRACTOR**

The Contractor will pay the income taxes, taxes and fees of any nature whatsoever, and which may be imposed legally on the activities held in the Premises used and occupied or any part of the latter.

### **6. CONTRACTOR OBLIGATIONS**

#### **6.1 Laws and regulations**

The Contractor will comply with all laws and regulations issued by the federal, provincial and municipal governments and other administrative authorities, and pertaining in any way to the Premises used and occupied, as well as the activities conducted therein.

#### **6.2 Bilingualism**

The Contractor will provide the visitor and interpretation services in both official languages of Canada. All documents, posters or notes the organization distributes or exposes in the Premises used and occupied will be written in both official languages of Canada, and will be approved by the Park Manager beforehand.



## 7. AUTHORIZATIONS REQUIRED

The Contractor will obtain prior approval from the Park Manager on the periods of operation of the Premises, content of the interpretation service and publications, if applicable, before their distribution.

## 8. MISCELLANEOUS

### 8.1 Buildings and land

The Premises used and occupied are:

- the guard house (Main building);
- the gatehouse;
- the access gangway and staircase between both houses;
- the heliport;
- the observation view-point;
- the parking lots;
- the fog horn hangar;
- the observation tower;
- the adjacent plots, property of Parks Canada.

The Premises used and occupied will be mainly used for operating an interpretation service and activities authorized by the Park Manager. Access right to the plots adjacent to the Premises used and occupied, to the paths, roads and parking lots, is not exclusive to the Contractor. In addition, the Park Manager reserves the right, after consultation with the Contractor, to issue permits providing the holders, throughout the contract time, with certain privileges on one or several parts of the Premises used and occupied and Premises subject to access rights, provided these privileges have no undue impact on the use made of the said Premises used and occupied by the Contractor. At no time will the latter, throughout the duration of the contract, do or allow someone to do, anything likely to impact the rights offered to third parties.

### 8.2 Equipment lending

Les équipements et biens meubles qui seront prêtés à l'Entrepreneur ne devront servir qu'aux services d'interprétation et d'accueil, ainsi qu'aux activités autorisées par le Directeur de parc.

All lent equipment will be returned to Parks Canada in satisfactory condition upon contract expiry or termination.

### 8.3 Public relations and communications

The Contractor will keep the Park Manager informed of any communication with the media. To this effect, all press releases will be presented and approved by the Park Manager before they are issued. All interviews granted to the media will be subject to a report transmitted to the Park Manager on the day after the interview(s). In addition, any request for information, interviews or advertising from the media (television, newspapers, magazines, radio, etc.) and related to an activity or service of Parks Canada will be referred to the Park Manager.



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## **Appendix I**

### **Procedure for transferring the sums collected from site pricing**

#### **At start of season:**

The person in charge of the visitor service ensures: (√tick when done)

- The presence of an appropriate safe box to store cash received;
- Sends the names of users-cashiers to the Financial Clerk of the Saguenay–St. Lawrence Management Unit;
- Has the proper bank account and transit number to perform deposits;
- Dispenses training necessary to users-cashiers.

#### **During the season:**

##### **N. B. The amounts must include taxes**

1. The user-cashier fills in the end of day report on a daily basis and hands the envelope containing all justification items (cash, checks, TPV closing with copies of all daily transactions and till roll) to the person in charge of reception. The latter stores the envelope in the safe box.
2. The person in charge checks the end of day reports, and makes the deposits twice per week or when the amount of revenue reaches \$1,000.00.
3. Every week, the person in charge hands the copies of the deposit slips, end of day reports, TPV closings as well as the till rollers of the previous week to the Financial Clerk of the management unit or through the postal service.
4. Any correction or refund must be approved by the manager of the visitor service or that person's substitute. The reasons must be indicated in the table (next page) and the amount circled on the cashier slip.
5. If there is no revenue over one day, a "NIL" end of day report must be filled in.
6. The Financial Clerk or her supervisor will be informed of any problem related with the end of day report.
7. Payments by check (group) will be addressed to the **Collector General of Canada.**

Signature: \_\_\_\_\_ Date: \_\_\_\_\_

Name in block letters: \_\_\_\_\_



### Rapport de fin de journée

Site : PN

Employé :

Date :

Heure :

**N. B. Inclure les taxes dans les montants**

Argent		Cartes de crédit	
Quantité		Total	Total
_____	Chèque :	_____	
_____	Monnaie :	_____	
_____ X	1,00 =	_____	
_____ X	2,00 =	_____	
_____ X	5,00 =	_____	
_____ X	10,00 =	_____	Cartes de débit : _____
_____ X	20,00 =	_____	
_____ X	50,00 =	_____	Cartes de crédit : _____
	Total 1: _____		Total 2: _____
Grand Total 1+2 :		_____	

**Droits d'entrée quotidiens**

**Cartes d'entrée Parcs Nationaux**

PN	_____	Jeune	_____ X	\$ =	_____
		Aîné	_____ X	\$ =	_____
3 sites	_____	Adulte	_____ X	\$ =	_____
		Famille/Groupe	_____ X	\$ =	_____

**Cartes d'entrée Lieux Historiques Nationaux**

**Forfaits Découverte**

Jeune	_____ X	\$ =	_____	Jeune	_____ X	\$ =	_____
Aîné	_____ X	\$ =	_____	Aîné	_____ X	\$ =	_____
Adulte	_____ X	\$ =	_____	Adulte	_____ X	\$ =	_____
Famille/Groupe	_____ X	\$ =	_____	Famille/Groupe	_____ X	\$ =	_____

**GRAND TOTAL** \_\_\_\_\_

Explication d'erreurs / écart / remboursement \_\_\_\_\_

Signature du responsable de l'accueil : \_\_\_\_\_



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## **Appendix II Equipment or infrastructure breakage report**

Observation point: \_\_\_\_\_

Observation date: \_\_\_\_\_

Equipment or infrastructure concerned:

\_\_\_\_\_

Description of the breakage: \_\_\_\_\_

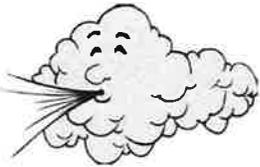
\_\_\_\_\_  
\_\_\_\_\_  
\_\_\_\_\_  
\_\_\_\_\_  
\_\_\_\_\_

Filled in by: (capital letters) \_\_\_\_\_

Signature: \_\_\_\_\_ Date: \_\_\_\_\_



### Appendix III General incident report

Violation				
Pollution / spill	<input type="checkbox"/>	Diving accident	<input type="checkbox"/>	
Person lost or disappeared	<input type="checkbox"/>	Animal in difficulty or dead	<input type="checkbox"/>	
Accident / first aid	<input type="checkbox"/>	Bear present	<input type="checkbox"/>	
Craft in distress	<input type="checkbox"/>	Others	<input type="checkbox"/>	
Fall in the water	<input type="checkbox"/>	_____		
Date: _____		Time: _____		
Location: _____				
Contact person				
Name: _____				
Telephone number to reach contact person: _____				
Incident and intervention summary				
_____				
_____				
_____				
_____				
_____				
_____				
_____				
Person(s) involved				
Name: _____ Telephone: _____				
Role in the incident (witness, driver, breacher, etc.): _____				
_____				
Vehicle(s) involved				
Type: _____		Registration: _____		
Model: _____		Color: _____		
Description: _____				
Animal(s) involved				
Species: _____		Number: _____		
Comments _____				
Environmental conditions (weather, visibility, luminosity, etc.)				
				
Information on the person having filled in the report				
Name: _____				
Date: _____		Time: _____		
Signature: _____				
<b>Fax number for sending the report: 418 235-4192</b>				

**EMERGENCY: 1 866 508-9888**

## Appendix IV

### Parks Canada

#### Release and Waiver of rights of publicity and Privacy

I, \_\_\_\_\_, authorize the use of my likeness or representation (like a drawing or photographic adaptation) designed by Parks Canada, on behalf of Parks Canada or approved by Parks Canada, which includes posters, photographs, videos, movies and multimedia products.

I discharge Parks Canada and its licensees from liability in respect of a claim for violation of rights of publicity or privacy that I may have regarding the use of my likeness or representation.

I also allow my picture or representation is displayed, shown or reproduced in any form, in Canada or elsewhere.

\_\_\_\_\_  
Name (Print)

\_\_\_\_\_  
Name (Signature)

\_\_\_\_\_  
Date

\_\_\_\_\_  
Signature of Parent or Guardian  
( if the model is under 18 years)

\_\_\_\_\_  
Date

**Appendix V**  
**Evaluation Grid Hosting Service**

**The work will be evaluated throughout  
the season according to the following criteria**  
**Visitor Service**

Pointe-Noire Interpretation and Observation Centre

**Professional behavior**



Understanding of the importance of quality hospitality services : the agent is aware that represents Parks Canada, the Saguenay–St. Lawrence Marine Park and the Group of Research and Education on Marine Mammals (GREMM).					
Structured organization of work : have brochures and other documents at hand, know what information is available in the manuel attendants and quick reference as needed.					
Autonomy : Control of current transactions, otherwise first refer to the manuel attendants to find information.					
Using the method EQRR to adress grievances and complains: listening, empathy, questions, paraphrasing, summary (request assistance from the Visitor Service Team Leader if required)					
Use of radio transmitters reserved service needs by considering the presence of visitors can hear communications : ex. short messages.					
Readiness to perform various administrative tasks: statitical data, reminders of courtesies, incident reports, etc.					
Punctual					

Comments: \_\_\_\_\_

\_\_\_\_\_

\_\_\_\_\_

\_\_\_\_\_

The work will be evaluated throughout the season according to the following criteria

### Visitor Service

Pointe-Noire Interpretation and Observation Centre

#### Professional look



Compliance with the dress code and uniform appearance: clean, repaired and carefully ironed, pin well fixed and straight, few additional clothing accessories (decorative scarf, jewels, etc.)					
Positive and engaging attitude: open and smiling face, sunglasses showing the eyes, visual contact, straight posture					
No smoking or chewing gum					

Comments: \_\_\_\_\_

\_\_\_\_\_

\_\_\_\_\_

\_\_\_\_\_

#### Team spirit



Cooperation with members of the reception team, maintenance service, and others, for example by transmitting information pertaining to their work					
Ability to accept and offer constructive comments					
Be courteous and polite in communications between colleagues					
Observe common life or work space, e.g. clean and store dishes after the meal					

Comments: \_\_\_\_\_

\_\_\_\_\_

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The work will be evaluated throughout the season according to the following criteria

**Visitor service**

Pointe-Noire Interpretation and Observation Centre

**Communication strategies**



Observation of service standards for Parks Canada to greet visitors (Bonjour, Hello)					
Observation of service standards for Parks Canada to answer the phone (Bonjour, Hello)					
When you are on the phone, show visitors that you are aware of their presence by a nod or a smile.					
Welcome visitors with enthusiasm ex. smile, tone of voice or eye contact.					
Apologize to the visitor when you have to answer the phone, offer to recall if necessary.					
Consider the interest and needs of the visitors in the transmission of information to enable them a exceptional guest experience.					
Conclude with a warm formulation.					

Comments: \_\_\_\_\_

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**Prevention**



Prompt reporting of all breakages and anomalies to facilities					
Transmission of ideas and suggestions likely to improve service to the Visitor Service team supervisor					
Courtesy in all communication with visitors, especially about opinions					
Ensure your own safety before intervening					

Comments: \_\_\_\_\_

\_\_\_\_\_

\_\_\_\_\_



**PERSONNEL SCREENING, CONSENT AND AUTHORIZATION FORM**

OFFICE USE ONLY		
Reference number	Department/Organization number	File number

NOTE: For Privacy Act Statement refer to Section C of this form and for completion instructions refer to attached instructions. Please typewrite or print in block letters.

**A ADMINISTRATIVE INFORMATION (To be completed by the Authorized Departmental/Agency/Organizational Official)**

New   
  Update   
  Upgrade   
  Transfer   
  Supplemental   
  Re-activation

The requested level of reliability/security check(s)

Reliability Status   
 Level I (CONFIDENTIAL)   
 Level II (SECRET)   
 Level III (TOP SECRET)

Other \_\_\_\_\_

**PARTICULARS OF APPOINTMENT/ASSIGNMENT/CONTRACT**

Indeterminate   
 Term   
 Contract   
 Industry   
 Other (specify secondment, assignment, etc.) \_\_\_\_\_

Justification for security screening requirement

Position/Competition/Contract number	Title	Group/Level (Rank if applicable)	
Employee ID number/PRI/Rank and Service number (if applicable)	If term or contract, indicate duration period	From	To
Name and address of department / organization / agency	Name of official	Telephone number ( )	Facsimile number ( )

**B BIOGRAPHICAL INFORMATION (To be completed by the applicant)**

Surname (Last name) \_\_\_\_\_ Full given names (no initials) underline or circle usual name used \_\_\_\_\_ Family name at birth \_\_\_\_\_

All other names used (i.e. Nickname) \_\_\_\_\_ Sex  Male  Female   
 Date of birth Y | M | D   
 Country of birth \_\_\_\_\_   
 Date of entry into Canada if born outside Canada Y | M | D

**RESIDENCE (provide addresses for the last five years, starting with the most current)**  
 Home address \_\_\_\_\_ Daytime telephone number ( ) \_\_\_\_\_ E-mail address \_\_\_\_\_

1	Apartment number	Street number	Street name	Civic number (if applicable)	From Y   M	To present
	City		Province or state	Postal code	Country	Telephone number ( )

2	Apartment number	Street number	Street name	Civic number (if applicable)	From Y   M	To Y   M
	City		Province or state	Postal code	Country	Telephone number ( )

Have you previously completed a Government of Canada security screening form?  Yes  No   
 If yes, give name of employer, level and year of screening. \_\_\_\_\_ Y

**CRIMINAL CONVICTIONS IN AND OUTSIDE OF CANADA (see instructions)**

Have you ever been convicted of a criminal offence for which you have not been granted a pardon?  Yes  No   
 If yes, give details. (charge(s), name of police force, city, province/state, country and date of conviction) \_\_\_\_\_

Charge(s) \_\_\_\_\_ Name of police force \_\_\_\_\_ City \_\_\_\_\_

Province/State \_\_\_\_\_ Country \_\_\_\_\_ Date of conviction Y | M | D





**PERSONNEL SCREENING, CONSENT AND AUTHORIZATION FORM**

PROTECTED (when completed)

Surname and full given names	Date of birth <table style="width:100%"> <tr> <td style="width:10%">Y</td> <td style="width:10%">M</td> <td style="width:10%">D</td> </tr> <tr> <td style="text-align:center"> </td> <td style="text-align:center"> </td> <td style="text-align:center"> </td> </tr> </table>	Y	M	D			
Y	M	D					

**C CONSENT AND VERIFICATION (To be completed by the applicant and authorized Departmental/Agency/Organizational Official)**

Checks Required (See Instructions)	Applicant's initials	Name of official (print)	Official's initials	Official's Telephone number
1. <input type="checkbox"/> Date of birth, address, education, professional qualifications, employment history, personal character references				( )
2. <input type="checkbox"/> Criminal record check				( )
3. <input type="checkbox"/> Credit check (financial assessment, including credit records check)				( )
4. <input type="checkbox"/> Loyalty (security assessment only)				( )
5. <input type="checkbox"/> Other (specify, see instructions)				( )

**The Privacy Act Statement**  
The information on this form is required for the purpose of providing a security screening assessment. It is collected under the authority of subsection 7(1) of the *Financial Administration Act* and the Government Security Policy (GSP) of the Government of Canada, and is protected by the provisions of the *Privacy Act* in institutions that are covered by the *Privacy Act*. Its collection is mandatory. A refusal to provide information will lead to a review of whether the person is eligible to hold the position or perform the contract that is associated with this Personnel Screening Request. Depending on the level of security screening required, the information collected by the government institution may be disclosed to the Royal Canadian Mounted Police (RCMP) and the Canadian Security Intelligence Service (CSIS), which conduct the requisite checks and/or investigation in accordance with the GSP and to entities outside the federal government (e.g. credit bureaus). It is used to support decisions on individuals working or applying to work through appointment, assignment or contract, transfers or promotions. It may also be used in the context of updating, or reviewing for cause, the reliability status, security clearance or site access, all of which may lead to a re-assessment of the applicable type of security screening. Information collected by the government institution, and information gathered from the requisite checks and/or investigation, may be used to support decisions, which may lead to discipline and/or termination of employment or contractual agreements. The personal information collected is described in Standard PIB PSU 917 (Personnel Security Screening) which is used by all government agencies, except the Department of National Defence PIB DND/PPE 834 (Personnel Security Investigation File), RCMP PIB CMP PPU 065 (Security/Reliability Screening Records), CSIS PIB SIS PPE 815 (Employee Security), and PWGSC PIB PWGSC PPU 015 (Personnel Clearance and Reliability Records) used for Canadian Industry Personnel. Personal information related to security assessments is also described in the CSIS PIB SIS PPU 005 (Security Assessments/Advice).

**I, the undersigned, do consent to the disclosure of the preceding information including my photograph for its subsequent verification and/or use in an investigation for the purpose of providing a security screening assessment. By consenting to the above, I acknowledge that the verification and/or use in an investigation of the preceding information may also occur when the reliability status, security clearance or site access are updated or otherwise reviewed for cause under the Government Security Policy. My consent will remain valid until I no longer require a reliability status, a security clearance or a site access clearance, my employment or contract is terminated, or until I otherwise revoke my consent, in writing, to the authorized security official.**

\_\_\_\_\_  
Signature Date (Y/M/D)

**D REVIEW (To be completed by the authorized Departmental/Agency/Organizational Official responsible for ensuring the completion of sections A, B and C)**

Name and title	Telephone number	<div style="border: 1px solid black; width: 100px; height: 100px; margin: auto;"></div>
Address	Facsimile number	

**E APPROVAL (To be completed by authorized Departmental/Agency/Organizational Security Official only)**

**I, the undersigned, as the authorized security official, do hereby approve the following level of screening.**

<p>Reliability Status</p> <p><input type="checkbox"/> Approved Reliability Status      <input type="checkbox"/> Not approved</p> <p>_____  Name and title</p> <p>_____  Signature      _____  Date (Y/M/D)</p> <p>Security Clearance (if applicable)</p> <p><input type="checkbox"/> Level I      <input type="checkbox"/> Level II      <input type="checkbox"/> Level III      <input type="checkbox"/> Not recommended</p> <p>_____  Name and title</p> <p>_____  Signature      _____  Date (Y/M/D)</p> <p>Comments</p>	<p><b>PHOTO</b>  <b>(for Level III T.S.,</b>  <b>and/or upon request</b>  <b>- see instructions)</b></p>
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## INSTRUCTIONS FOR PERSONNEL SCREENING CONSENT AND AUTHORIZATION FORM TBS/SCT 330-23E (Rev. 2002/02)

Once completed, this form shall be safeguarded and handled at the level of Protected A.

### General:

If space allotted in any portion is insufficient please use separate sheet using same format.

### 1. Section A (Administrative Information) Authorized Departmental/Agency/Organizational Official

The Official, based on instructions issued by the Departmental Security Officer, may be responsible for determining, based on five year background history, what constitutes sufficient verification of personal data, educational and professional qualifications, and employment history. References are to be limited to those provided on the application for employment or equivalent forms.

### SUPPLEMENTAL INFORMATION REQUIREMENTS

Persons who presently hold a SECURITY CLEARANCE and subsequently marry, remarry or commence a common-law partnership, in addition to having to update sections of the *Security Clearance Form (TBS/SCT 330-60)*, are required to submit an original *Personnel Screening, Consent and Authorization Form*, with the following parts completed:

- Part A - As set forth in each question
- Part B - As set forth in each question, excluding CRIMINAL CONVICTIONS IN AND OUTSIDE OF CANADA.
- Part C - Applicant's signature and date only are required

"Other". This should be used to identify if the security screening is for Site Access, NATO, SIGINT etc.

### 2. Section B (Biographical Information)

To be completed by the **applicant**. If more space is required use a separate sheet of paper. Each sheet must be signed.

**Country of Birth - For "NEW" requests, if born abroad of Canadian parents, please provide a copy of your Certificate of Registration of Birth Abroad. If you arrived in Canada less than five years ago, provide a copy of the Immigration Visa, Record of Landing document or a copy of passport.**

- List only criminal convictions for which a pardon has NOT been granted. Include on a separate attached sheet of paper, if more than one conviction. Applicant must include those convictions outside Canada.
- Offences under the *National Defence Act* are to be included as well as convictions by courts-martial are to be recorded.

### 3. Section C (Consent and Verification)

A copy of Section "C" may be released to institutions to provide acknowledgement of consent.

Criminal record checks (fingerprints may be required) and credit checks are to be arranged through the Departmental Security Office or the delegated Officer.

Consent: may be given only by an applicant who has reached the age of majority, otherwise, the signature of a parent or guardian is mandatory.

The age of majority is:

- 19 years in N.F.L.D., N.S., N.B., B.C., Yukon, Northwest Territories and Nunavut;
- 18 years in P.E.I., Que., Ont., Man., Sask. and Alta.

The applicant will provide initials in the "applicant's initials box".

The official who carried out the verification of the information will print their name, insert their initials and telephone number in the required space.

- Reliability Screening (for all types of screening identified within Section A): complete numbers 1 and 2 and 3 if applicable.
- Security Clearance (for all types of screening identified within Section A): complete numbers 1 to 4 and 5 where applicable.
- Other: number 5 is used only where prior Treasury Board of Canada Secretariat approval has been obtained.

### 4. Section D (Review)

To be completed by authorized Departmental/Agency/Organizational Official who is responsible for ensuring the completion of sections A to C as requested.

### 5. Section E (Approval)

**Authorized Departmental/Agency/Organizational Security Official** refers to the individuals as determined by departments, agencies, and organizations that may verify reliability information and/or approve/not approve reliability status and/or security clearances. Approved Reliability Status and Level I, II and III, as well as the signature of the authorized security official or manager are added for Government of Canada use only. Applicants are to be briefed, acknowledge, and be provided with a copy of the "Security Screening Certificate and Briefing Form (TBS/SCT 330-47)".  
**Note:** Private sector organizations do not have the authority to approve any level of security screening.

**Photographs:** Departments/Agencies/Organizations are responsible for ensuring that three colour photographs of passport size are attached to the form for the investigating agency. Maximum dimensions are 50mm x 70mm and minimum are 43mm x 54mm. The face length from chin to crown of head must be between 25mm x 35mm. The photographs must be signed by the applicant and an authorized security official. The photographs must have been taken within the last six months. It is required for new or upgrade Level III security clearances for identification of the applicant during the security screening investigation by the investigating agency. The investigating agency may in specific incidents request a photograph for a Level I or II clearances when an investigation is required.

**APPENDIX 7**

**Attestation and Proof of Compliance with Occupational Health and Safety (OHS)**

**Submission of this completed form, satisfactory to Parks Canada, is a condition of gaining access to the work place.**

**Instructions:**

Prime contractor must sign this form for all projects undertaken at Parks Canada work places.

This form is to be administered by the Project Manager and completed by the Prime Contractor AFTER contract award.

Parks Canada recognizes that federal OHS legislation places certain specific responsibilities upon Parks Canada as owner of the work place. In order to meet those responsibilities, Parks Canada is implementing a contractor safety regime that will ensure that roles and responsibilities assigned under Part II of the *Canada Labour Code* and the *Canada Occupational Health and Safety Regulations* are implemented and observed when involving contractor(s) to undertake works in Parks Canada work places.

Parks Canada Responsible Authority/Project Lead	Address	Contact Information
Project Manager/Contracting Authority (delete as required)		
Prime Contractor		
Subcontractor(s) (add additional fields as required)		

Location of Work
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General Description of Work to be completed
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