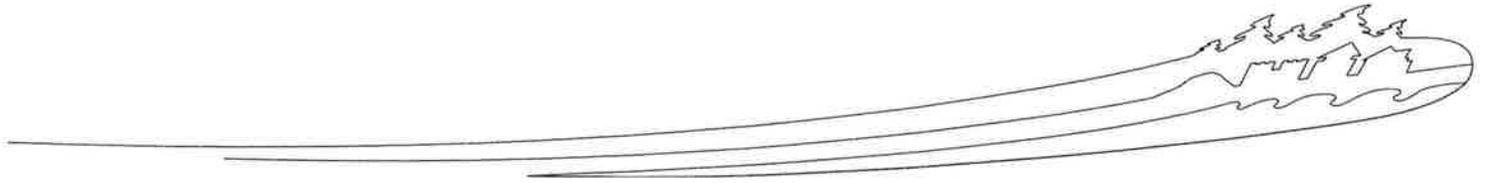




Parcs
Canada

Parks
Canada



Parks Canada

Saguenay–St. Lawrence Management Unit

Statement of requirements
for the delivery of visitor and
household maintenance services at the
**INTERPRETATION AND OBSERVATION CENTRE
OF CAP-DE-BON-DÉSIR**

2014

File #: 14-0302

1. OBJECTIVES

This statement of requirements concerns the delivery of reception and household maintenance services at the Cap-de-Bon-Désir interpretation and observation center for the 2014 operational season.

Parks Canada will authorize the Contractor to occupy and use the Premises and buildings as described in Article 9.1.

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

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;

The Contractor will ensure the reception and household maintenance services of the Cap-de-Bon-Désir interpretation and observation center.

3.1 Visitor service

As the site's manager, the Park's Manager remains the public's host; however, the Contractor will provide pleasant and polite welcome 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 transmission 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 Cap-de-Bon-Désir interpretation and observation center according to the fee schedule approved by Parks Canada as well as the revenue from the sales of Parks Canada by-products 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 be responsible for selling promotional products on the site. The Park Manager will provide the Contractor with the Parks Canada promotional products as a consignment stock before June 21st, 2014. The Contractor will be responsible for managing the equipment. The Contractor will receive a 25% commission over the total amount of sales upon receipt of an invoice. The Contractor may sell only the products authorized by Parks Canada.

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 Site, leaflets or any publications related to the activities and programs performed. In any other case, the Park Manager will authorize the list of documents to be dispensed.

The Contractor will also inform the public at the entrance to the Premises used and occupied about the other activities and programs conducted on the Premises used and occupied and accessible to this public. This will also apply to the other Parks Canada sites, i.e. the Pointe-Noire 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. Insofar as the Park Manager is informed in advance of the arrival of these visitors, he will notify the Contractor's representative within a reasonable time.

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

3.2 Household maintenance service

The Contractor will ensure household maintenance of the buildings and certain elements on the land, i.e.:

- the gatehouse;
- the lighthouse guard house, including the exhibition room and the offices;
- the parking lot;
- the pathway leading to the river and its banks;
- the picnic area;
- sanitary facilities;
- maintenance of the compost toilet;
- the observation view-point (courtyard).

Before the site's opening on June 21st, 2014, the Contractor will carry out the major maintenance of the facilities, including inside and outside cleaning of windows and preparation of the compost toilet. The Parks Canada technical services will offer a training session to the maintenance supervisors and an instruction sheet will be handed over at the beginning of the season.

The Contractor will perform, according to the timetable indicated, all tasks listed in appendix II for the buildings and land elements.

The household maintenance service includes residual material management; the Contractor will dispose of these materials according to the collection schedule defined by the municipality.

- Outside bins will be emptied at least once a day, at the end of the day for preventive purposes, in order to avoid attracting wildlife.
- The bins and recycling containers will be cleaned if required.

The Contractor will provide a machine dispensing coffee as well as its content (coffee, milk and/or its substitute, sugar, cups, etc.). The contractor will ensure maintenance of the dispensing machine, which must be functional at all times throughout the premises opening period. The revenue generated by the dispensing machine will belong to the Contractor.

The Parks Canada electric car can be used outside operating hours for the maintenance service and must be returned in as clean a state as when it was taken.

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

3.3 Visitor and personnel safety

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

The Contractor commits to ensure that during all opening hours, at least one employee is

present with the certifications required to administer first aid and cardiopulmonary resuscitation (CPR). He must be trained in using fire extinguishers as well as in safety and fire prevention rules.

3.4 Modifications to the 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 must comply with the standards related to fire and safety.

3.5 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 can provide the Contractor a note requiring the latter to perform this maintenance or repairs considered to be necessary following this inspection occurring should the Contractor have exceptionally altered the Premises.

3.6 Personnel health and safety

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 IV.

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

4. EXPECTED RESULTS

4.1 Visitor service

The visitor service must be available to the public according to the following timetable:

For the summer period:

From Saturday, June 21st to Monday, September 1st, 2014 inclusively;

From 9 am to 6 pm.

For the fall period:

From Tuesday, September 2nd, to Sunday, September 7th, 2014, then from Wednesday to Sunday as of September 10th, until Thanksgiving inclusively, i.e. Monday, October 13th, 2014;

From 9 am to 5 pm.

As part of his assignment, the Contractor may offer to the public some activities and services at other times of the year, and then operate the Premises used and occupied, 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 visitor 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 personnel able to welcome visitors and ensure effective communication with the public. The personnel will offer the visitor services in compliance with the Parks Canada service standards.
- b) Free up his designated personnel and familiarize them with Parks Canada and the other programs and activities conducted in the park through a 37.5-hour training session, for reception staff, from June 16th to 20th, 2014.
- c) 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, the personnel will apply the dress code, which requires wearing closed shoes, a white sweater or a white shirt. Blue jeans, scarves and decorative items are forbidden.
- d) Ensure that the content of any communication is accurate and that the personnel are polite with visitors.
- e) Ensure sufficient personnel are allocated to offer the activities and services proposed and authorized.
- f) Ensure the personnel fills in the *Waiver of publicity rights and rights of protection on personal information form* supplied in appendix VI. The forms will be returned to Parks Canada before the start of this contract.

4.3 Reports

- a) The Contractor commits to inform immediately the Park Manager 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 IV).
- b) The Contractor will fill in the statistical forms on a daily basis. These forms will be transmitted, according to a predefined schedule, to the Park Manager. The Park Manager will provide the Contractor with the necessary forms before the start of the season.
- c) Supply the daily end-of-day report as well as any supporting documents demonstrating the revenues from collecting visitor entry fees, according to the defined procedure (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 items relating to this contract.

These meetings will be held in the administrative office of the Saguenay-St. Lawrence marine park 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 prepared at each of these meetings and the Contractor commits to comply with their decisions. The Park Manager will write and distribute them.

5. EXPENSES INCURRED BY THE CONTRACTOR

The Contractor will meet all 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 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 be authorized 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 program and publications, if applicable, before their distribution.

8. COMMERCIAL ACTIVITIES AUTHORIZED IN THE PREMISES USED AND OCCUPIED

The Park Manager may not authorize an item sales service in the Premises.

9. MISCELLANEOUS

9.1 Buildings and land

The Premises used and occupied are:

- the lighthouse guard house;
- the deputy guard house;
- the parking lot;
- pathways to the river;
- the garage and electric car;
- the gatehouse.

The Premises used and occupied will be mainly used for operating a visitor program 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 the Premises subject to access rights, provided these privileges have no unduly impact on the use made of the said Premises used and occupied by the Contractor. At no time will the latter, throughout the contract time, do or allow someone to do, anything likely to impact the rights offered to third parties.

9.2 Equipment lending

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

9.3 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 beforehand and authorized by the Park Manager before any issuing. 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 program of Parks Canada will be referred to the Park Manager.

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

Rapport de fin de
journée

Site : CBD ou CDMM

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

CBD	_____	Jeune	_____ X	\$ =	_____
		Aîné	_____ X	\$ =	_____
CDMM	_____	Adulte	_____ X	\$ =	_____
		Famille/Groupe	_____ X	\$ =	_____
Difference PN	_____				

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	\$ =	_____

Activité Saint-Laurent en direct

Activité Plongée sous-marine

Total	_____	Total	_____
-------	-------	-------	-------

Explication d'erreurs / écart / remboursement _____

Signature du responsable de l'accueil : _____

Appendix II

Liste de tâches pour l'entretien du site

CHEMIN D'ACCÈS

Balayer les bords du chemin pour enlever le gravier	Au besoin
Garder le chemin propre, exempt de saletés, déchets ou débris	Tous les jours

GUÉRITE

Balayer le plancher	Aux 2 jours
Nettoyer les surfaces (comptoirs, frigo, micro-ondes)	Au besoin
Laver les fenêtres, intérieur et extérieur	Au besoin
Vider toutes les poubelles	Au besoin

STATIONNEMENT

Garder le stationnement propre, exempt de saletés, déchets ou débris	Tous les jours
Vider toutes les poubelles	Tous les jours

MAISON DU GARDIEN (1)

Premier plancher (exposition)	
Passer la balayeuse	Tous les jours
Laver le plancher	Tous les jours
Vider toutes les poubelles	Tous les jours
Laver les fenêtres, intérieur et extérieur	Au besoin
Remplir le présentoir de dépliants (Guide de visite et autres dépliants)	Tous les jours
Exposition	
En général, passer un plumeau sur l'ensemble des éléments en place	Au besoin
Le jeu : Pilote à la barre	
<ul style="list-style-type: none"> • Nettoyer avec un chiffon doux sans peluche humide. Essuyer avec un linge sec. Surtout ne pas mettre de produit à base d'ammoniac. • Pour les taches rebelles, frotter la tache avec un linge doux sur lequel on a mis un peu d'essence à briquet. 	Au besoin
Les 3 écrans de télévision	
<ul style="list-style-type: none"> • Nettoyer avec un chiffon doux sans peluche humide. Essuyer avec un linge sec. 	Au besoin
La scénographie d'entrée	
<ul style="list-style-type: none"> • Nettoyer avec un chiffon doux sans peluche humide. Essuyer avec un linge sec. Nettoyer la surface de plexi sur le dessus avec le produit NOVUS dont nous avons laissé une bouteille sur place. 	Au besoin
Les baleines	
<ul style="list-style-type: none"> • Nettoyer avec un chiffon doux sans peluche humide. Essuyer avec un linge sec. • La base pourra être lavée avec un linge imbibé d'eau chaude. Essuyer avec un linge sec. 	Au besoin

La maquette de la scène amérindienne	
• Pour l'instant, la cloche qui le recouvre est en plexi. Pour l'instant, il faut la nettoyer avec le produit NOVUS dont nous avons laissé une bouteille sur place. La cloche sera changée par la compagnie Ébénisterie René Daigle au mois d'août. La nouvelle sera en verre et pourra être nettoyée avec du produit BON AMI.	Au besoin
Les surfaces graphiques	
• Nettoyer avec un chiffon doux sans peluche humide. Essuyer avec un linge sec.	Au besoin
Les vitrines contenant des artefacts	
• Nettoyer avec du produit BON AMI en mettant le produit sur un linge doux et frotter la surface vitrée. Éviter de le vaporiser directement sur la vitre.	Au besoin
Toutes les surfaces en stratifié « Arborite »	
• Nettoyer avec une eau tiède un peu savonneuse et avec un chiffon doux, sans peluche. On peut aussi, au besoin, ajouter un peu de vinaigre blanc à l'eau tiède.	Au besoin
Deuxième plancher (cuisinette, bureau, salle de bain)	
Balayer le plancher	Aux 2 jours
Laver le plancher	Au besoin
Épousseter les meubles	Au besoin
Laver les surfaces de la cuisinette (tables, comptoir, évier, frigo, micro-ondes)	Aux 2 jours
Laver la toilette, l'évier et le miroir de la salle de bain	Aux 2 jours
Remplir les distributeurs à papiers (hygiénique, à mains)	Tous les jours
Laver le bain	Au besoin
Changer les serviettes à vaisselle et essuie-main (cuisinette et salle de bain)	Aux 2 jours
Vider toutes les poubelles	Au besoin
Coin escalier et entrée (derrière)	
Balayer les marches d'escalier	Aux 2 jours
Laver les marches d'escalier	Au besoin
Vider la poubelle de l'entrée	Au besoin
Laver les fenêtres de l'entrée, intérieures et extérieures	Au besoin
Extérieur	
Balayer l'escalier et la galerie avant	Tous les jours
Vider le cendrier	Tous les jours
Nettoyer la vitre du tableau scriptam devant la maison	Au besoin

MAISON DE L'ASSISTANT-GARDIEN (2)

1^{er} plancher (boutique et coin café)	
Balayer les planchers	Aux 2 jours
Laver les planchers	Au besoin
Laver les tables	Tous les jours/au besoin
Laver le comptoir de cuisine	Tous les jours/au besoin
Vider toutes les poubelles	Tous les jours/au besoin
Laver la toilette, l'évier et le miroir de la salle de bain	Tous les jours/au besoin
Remplir les distributeurs de papiers (hygiénique, à mains)	Tous les jours

Passer la balayeuse dans les marches d'escalier	Au besoin
Deuxième plancher	
Balayer les planchers	Aux 2 jours
Laver les planchers	Au besoin
Épousseter les meubles	Au besoin
Laver les surfaces de la cuisine (tables, comptoir, évier)	Aux 2 jours
Laver la toilette, l'évier et le miroir de la salle de bain	Aux 2 jours
Remplir les distributeurs de papiers (hygiénique, à mains)	Tous les jours
Laver le bain	Au besoin
Changer les serviettes à vaisselle et essuie-main (cuisinette et salle de bain)	Aux 2 jours
Vider toutes les poubelles	Au besoin
Laver les fenêtres, intérieur et extérieur	Au besoin
Coin escalier et entrée (derrière)	
Balayer l'escalier menant au sous-sol	Au besoin
Nettoyer l'entrée en général	Au besoin
Laver les fenêtres, intérieur et extérieur	Au besoin
Extérieur	
Balayer l'escalier et la galerie avant	Au besoin

BÂTIMENT DES TOILETTES PUBLIQUES

Intérieur	
Laver les toilettes	Tous les jours
Laver les éviers et surfaces d'éviers	Tous les jours
Nettoyer les miroirs	Tous les jours
Balayer les planchers	Tous les jours
Laver les planchers	Tous les jours
Remplir les distributeurs de papiers (hygiénique, à mains)	Tous les jours
Vider toutes les poubelles et contenants sanitaires	Tous les jours
Laver les surfaces autres (portes de toilettes, murs, contenants, distributeurs)	Au besoin
Extérieur	
Balayer l'entrée	Tous les jours
Vider le cendrier	Tous les jours

CRIARD À BRUME

Balayer le plancher de béton	Tous les jours
Épousseter les compresseurs et moteurs	Tous les jours
Nettoyer les panneaux d'interprétation sur le criard (intérieur et extérieur)	Au besoin
Laver les fenêtres, intérieur et extérieur	Au besoin

SECTEUR D'EN HAUT aire du pique-nique, aires gazonnées, tour des maisons

Nettoyer les surfaces des tables de pique-nique	Tous les jours
Nettoyer les bancs	Au besoin
Garder le site propre, exempt de saletés, déchets, débris, mégots	Tous les jours
Nettoyer les panneaux d'interprétation sur les phares	Au besoin
Vider toutes les poubelles	Tous les jours

Couper le gazon	Une fois par semaine
Couper le gazon autour des maisons et bordures avec le coupe-bordures	Une fois par semaine

SENTIER

Balayer l'escalier en bois dans le haut du sentier	Tous les jours
Garder le sentier propre, exempt de saletés, déchets, débris, mégots, etc.	Tous les jours
Nettoyer les bancs	Au besoin
Nettoyer le panneau d'interprétation sur l'archéologie	Au besoin
Vider toutes les poubelles	Tous les jours
Couper et/ou ramasser les branches d'arbres qui nuisent au passage	Au besoin

BELVÉDÈRES PRÈS DES ROCHERS

Balayer le plancher intérieur	Au besoin
Balayer la galerie extérieure	Au besoin
Balayer les marches de l'escalier et la rampe d'accès universel	Au besoin
Laver le plexi-glass de la galerie	Tous les jours
Laver les fenêtres, intérieur et extérieur	Au besoin
Vider et laver toutes les poubelles et cendriers	Tous les jours
Nettoyer la murale d'interprétation	Au besoin
Nettoyer les bancs	Au besoin

TOILETTES SÈCHES

Laver la cuvette	Tous les jours
Remplir les distributeurs de papier (hygiénique, à mains)	Tous les jours
Balayer le plancher	Tous les jours
Suivre le manuel d'instruction	

ROCHERS

Nettoyer la vitre du tableau Scriptam	Au besoin
Balayer la descente en granit, près du tableau Scriptam	Tous les jours
Nettoyer le panneau d'interprétation sur le milieu marin	Au besoin
Garder le site propre, exempt de saletés, déchets, mégots, débris, etc.	Tous les jours
Vider les poubelles	Tous les jours

MOBILIER URBAIN

Nettoyer : table à pique-nique, banc, chaise, cendrier, poubelle, bac de récupération	Au besoin
---	-----------

Légende

- Tous les jours :** La tâche doit être accomplie systematiquement à tous les jours sans juger du degré de propreté.
- Aux 2 jours :** La tâche doit être accomplie systematique aux 2 jours ou moins selon le jugement de propreté du préposé.
- Une fois/semaine :** La tâche doit être accomplie environ une fois par semaine, selon le jugement du préposé et du responsable de site.
- Aux deux semaines :** La tâche doit être accomplie environ aux 2 semaines ou selon le jugement du préposé et du responsable de site.
- Au besoin :** La tâche doit être accomplie au besoin selon le jugement du préposé afin de toujours garder un niveau convenable de propreté.

Appendix III
Equipment or infrastructure breakage report

Observation point: _____

Observation date: _____

Equipment or infrastructure concerned:

Description of the breakage:

Filled in by: (capital letters) _____

Signature: _____ Date: _____



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: _____

Fax number for sending the report: 418 235-4192

EMERGENCY: 1 866 508-9888



**Appendix V
Evaluation Grid Hosting Service**

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

Visitor Service Cap-de-Bon-Désir 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 our compagny.					
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: _____



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: _____



The work will be evaluated throughout the season according to the following criteria
Visitor service
Visitor Service Cap-de-Bon-Désir 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: _____

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



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 NFLD., 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 8

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

General Description of Work to be completed
