



**RETURN BIDS TO:
RETOURNER LES SOUMISSIONS À :**

**Bid Receiving Unit
Parks Canada Agency
111 Water Street East
Cornwall ON K6H 6S3**

**AMENDMENT NO. 2
MODIFICATION NO 2**

Proposal to: Parks Canada Agency
We hereby offer to sell to Her Majesty the Queen in right of Canada, in accordance with the terms and conditions set out herein, referred or attached hereto, the supplies and services listed herein or on any attached sheets at the price(s) set out therefore.

Proposition à : l'Agence Parcs Canada
Nous offrons par la présente de vendre à sa Majesté la Reine du chef du Canada, aux conditions énoncées ou incluses par référence dans la présente et aux annexes ci-jointes, les articles et les services énumérés ici et sur toute feuille ci-annexée, au(x) prix indiqué(s).

**Vendor/Firm Name and Address
Raison sociale et adresse du
fournisseur/de l'entrepreneur**

| | |
|---|---|
| Title-Sujet Visitor and household maintenance services at the Marine Environment Discovery Centre | |
| Solicitation No. - N° de l'invitation 10141543 | Date 2015-01-21 |
| GETS Reference No. - N° de référence de SEAG | |
| Client Reference No. - N° de référence du client | |
| Solicitation Closes L'invitation prend fin at - à 2:00 p.m. on - le February 24, 2015 | Time Zone Fuseau horaire - Eastern Standard Time (EST) |
| Address Inquiries to: - Adresser toute demande de renseignements à : Céline Morin (celine.morin@pc.gc.ca) | |
| Telephone No. - No de téléphone 613-938-5940 | Fax No. - N° de FAX: |
| Destination of Goods, Services, and Construction: Destinations des biens, services et construction : See Herein | |
| Vendor/Firm Name and Address Raison sociale et adresse du fournisseur/de l'entrepreneur : Telephone No. - N° de téléphone : Facsimile No. - N° de télécopieur : | |
| Name and title of person authorized to sign on behalf of the Vendor/Firm (type or print) Nom et titre de la personne autorisée à signer au nom du fournisseur/ de l'entrepreneur (taper ou écrire en caractères d'imprimerie) _____ | |
| Name/Nom | Title/Titre |
| Signature | Date |

10141543

AMENDMENT #2

THE PURPOSE OF THIS AMENDMENT IS TO GIVE EFFECT TO THE FOLLOWING:

- 1. Delete Annex A Statement of Requirements of the Solicitation package and replace with the attached document.**

ALL OTHER TERMS AND CONDITIONS OF THE RFP REMAIN UNCHANGED.



Parks Canada

Saguenay–St. Lawrence Field Unit

Statement of requirements
for the delivery of visitor and
household maintenance services at the
Marine Environment Discovery Centre

2015

Dossier : 15-0301

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1. OBJECTIVES

This statement of requirements is for the execution of reception and housekeeping services at the Marine Environment Discovery Centre for the 2015 operations season.

The period covered by the present statement of requirement is for a maximum of 4 years, i.e., the 2015 operating season with a possibility of 3 option years at the rate of one extension year at a time, granted at the discretion of the Park Superintendent by written notice.

This renewal notice may include additional clauses and conditions in the revision of the statement of requirements.

Credit hours

The Contractor will be able, at the Superintendent's request and following his approval, to invoice a maximum of 25 hours for the housekeeping tasks not included in this contract.

2. DEFINITIONS

When used in this document, the words or expressions below will have the following meaning unless the context indicates a contrary intention:

"Parks Canada" means the Parks Canada Agency, Saguenay-St. Lawrence Field Unit;

"Used and occupied Premises" or "Premises" means the premises described in Article 9.1 hereof;

"Contractor" means the bidder who will be awarded the responsibility of performing the work described in this statement of requirements;

"Park Superintendent" means the Director of the Saguenay-St. Lawrence Field Unit, Parks Canada Agency or any person authorized to act on his behalf.

3. NATURE OF THE WORK TO BE PERFORMED

In accordance with the commitment of Parks Canada:

As a priority, protect the natural and cultural heritage of these exceptional places and ensure their integrity.

Encourage the discovery of the beauty and richness of our natural environment, and highlight the courage and ingenuity of those who helped create Canada.

Commemorate the invaluable heritage that was left to us by all these visionaries, whose knowledge and passion have inspired the character and values of our country.

Serve Canadians by working together to achieve excellence, guided by the values of competence, respect and fairness.

The Contractor shall ensure the reception and housekeeping services at the Marine Environment Discovery Centre.

3.1 Visitor service

As manager of the premises, the Park Superintendent remains the host to the public. However, the Contractor shall provide a warm and courteous reception to this same public at the point of entry in accordance with Parks Canada service standards:

- a. Reception
 - Welcome in both official languages;
 - Welcome with enthusiasm, courtesy and sincerity;
- b. Evaluate
 - Anticipate, understand and satisfy expectations and needs;
- c. Handle
 - Effectively convey information that is correct, accurate and current;
 - Offer a personalized service promoting evocative and unique experiences;
 - Communicate our passion by sharing compelling stories;
- d. Complete
 - Collect comments, taking them into account and follow up on them proactively.

The Contractor shall collect the admission fees at the Marine Environment Discovery Centre according to the Parks Canada approved tariff schedule and deposit the amounts collected to the account of the Receiver General of Canada according to the procedure established by the Park Superintendent provided in Appendix I. All personnel who will use the point of sale system (cash register) and who do not already possess a Federal government reliability status must complete the *Personnel Screening, Consent and Authorization Form* provided in Appendix VII no later than June 8, 2015. Personnel who have not obtained a reliability status will not be able to use point of sale system.

The Contractor shall sell Parks Canada's promotional products at the Marine Environment Discovery Centre. The Contractor shall:

- a. collect the revenues from the sale of Parks Canada's merchandise;
- b. stock up the displays before the official site opening on June 20, 2015.

The Superintendent commits to give the Contractor the promotional products in confinement and the keys to the displays. The Contractor shall receive a commission of 25% of the sales total amount upon receipt of an invoice. The Contractor cannot sell other products than those authorized by the Superintendent.

The Superintendent will be able to require from the Contractor the distribution, at the entrance to the Sites, of leaflets or of any other publication related to the activities and programs that take place therein. In any other case, the Superintendent must authorize the list of documents to be distributed.

The Contractor will ensure the principle of equality for all in accessibility to the activities it offers.

The Contractor shall also inform the public at the entrance to the Sites used and occupied about the other activities and programs that are taking place on the Sites used and occupied and that are available for this public. The same will be true for the other sites of Parks Canada, namely the Pointe-Noire Interpretation and Observation Centre and Cap-de-Bon-Désir Interpretation and Observation Centre.

Notwithstanding the foregoing, the Park Superintendent reserves the right to host individuals or groups free of charge (journalists, students, distinguished visitors, etc.) who come for specific purposes other than to participate in interpretive activities. In this case, Parks Canada employees will accompany these visitors. To the extent that the Park Superintendent is informed in advance of the arrival of these visitors, he will notify the Contractor's representative within a reasonable time.

The Contractor shall apply the Parks Canada guidelines with regards to prevention. To do so, as part of the pre-season training offered by Parks Canada from June 16 to 19, 2015, personnel will receive level 2 prevention training. At the end of this training, participants will be able to detect and report an incident and provide a courtesy reminder or formal notice as appropriate. Parks Canada counts on a proactive approach which encompasses communications and education among other things to influence visitors with the objective of preventing the majority of incidents related to the conservation of resources and the visitor experience.

3.2 Housekeeping service

The Contractor shall ensure the housekeeping of the buildings and of certain elements on the site, i.e.:

- the inside of the entrance kiosk and the cleaning of inside and outside windows;
- the parking lot;
- the picnic area;
- the red chairs and the pedestrian path;
- the universal access walkways;
- the external amphitheater and the stairways;
- the main building (except for the diving area and the garage).

The main building includes the reception area, the two exhibition rooms, the lounge, the projection room, the offices, the corridors, the kitchen, the toilets and the showers, including cleaning of the drain.

The Contractor shall perform the major maintenance of the facilities between June 1st and June 19, 2015. The Contractor shall perform, according to the indicated schedule, all the tasks listed in Appendix IV for the buildings and the elements on the site from June 20 to October 12 inclusively.

The Contractor will be able, at the Superintendent's request, to invoice a maximum of 15 hours for housekeeping tasks from October 13 to November 30, 2015.

The housekeeping service includes the management of residual materials. The Contractor shall dispose of these materials in compliance with the collection schedule established by the

municipality.

- . The garbage cans and the recycling bins shall be emptied at least once a day.
- . The garbage cans and recycling bins shall be cleaned as required.

The Contractor shall provide a coffee dispensing machine as well as its content (coffee, milk and/or its substitute, sugar, cups, etc.). Maintenance of the dispensing machine is incumbent on the Contractor; it shall be operational at all times during the opening period of the site. The revenues generated by the dispensing machine shall belong to the Contractor.

Soap, paper hand towels, toilet paper, cleaning supplies, etc. are the responsibility of the Contractor.

3.3 Security service

In the event of breakage of any kind that he might observe on the Premises (e.g.: defective stairs, broken window, etc.) that could endanger the well-being or life of visitors or of his personnel, the Contractor will immediately notify the Park Superintendent of the prevailing situation by completing the *Equipment or Infrastructure Breakage Report* in the appended Appendix II.

The Contractor commits to have at all times on the site, during opening hours, at least one employee who has the certifications to administer first aid and cardiopulmonary resuscitation (CPR). He/she shall know the handling of fire extinguishers and the fire safety and prevention rules. The Superintendent will possibly require a certificate attesting that the personnel have CPR training. The Contractor shall beforehand fill out the Attestation and Proof of Compliance with Occupational Health and Safety Requirements (Appendix VIII).

3.4 Changes to the interior layout of the used and occupied Premises

Parks Canada will have the sole responsibility for all changes and improvements that it intends to make to the interior layout of the used and occupied Premises, including the exhibition and interpretive items that it owns. All suggestions for changes and improvements that will result in repairs to the structures of the used and occupied Premises will require the prior approval of the Park Superintendent and must be made in compliance with fire and safety standards.

3.5 Access to the used and occupied Premises

The Contractor shall also guarantee the Park Superintendent the right at any time to enter the used and occupied Premises and to examine the state in which the said Premises are maintained, repaired and kept in order. The Park Superintendent will have the right to send the Contractor a notice requiring that he perform this maintenance or make the repairs deemed necessary as a result of this examination in the event that Contractor has unusually altered the Premises.

3.6 Health and safety of personnel

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 Reception service

Reception service will mandatorily be offered to the public according to the following schedule:

For the summer period:

Saturday, June 20 to Monday, September 7, 2015 inclusively;

From 9 am to 6 pm.

For the fall period:

From Friday to Sunday, from September 11 until Thanksgiving Day inclusively, that is to say Monday, October 12, 2015;

From 9 am to 5 pm.

As part of his mission, the Contractor will possibly offer to the public some activities and services during other periods of the year and operate then the Sites used and occupied, in accordance with Parks Canada's fee schedule. However, the Contractor will continue to be required to fulfill all the obligations or clauses in this document and will not be able to avoid these obligations because of financial losses incurred at any moment whatsoever.

The reception and housekeeping services will be assessed throughout the season according to the criteria set out in Appendix V. If applicable, the Contractor shall correct any weaknesses as soon as possible.

4.2 Personnel

The Contractor shall:

- a) Provide personnel that are able to welcome visitors and to speak effectively with the public. The personnel shall offer the reception services in accordance with Parks Canada's service standards.
- b) Release his designated personnel and familiarize them with Parks Canada and the other activities that take place in the park as part of a 26-hour training which will be held, for reception attendants, from June 16 to June 19, 2015.
- c) Ensure that personnel, in their actions as well as their attire, do not create any confusion of identity with Parks Canada staff among the public by wearing a badge and a patch that clearly indicates their membership. These will be provided by Parks Canada. In addition, personnel must adhere to the dress code which provides for the wearing of closed shoes and a sweater or shirt of a colour approved by the Park Superintendent.

The wearing of jeans, scarves and decorative items is prohibited.

- d) Ensure that the content of any communication is truthful and that personnel are courteous with visitors.
- e) Always have sufficient personnel available to offer the proposed and authorized activities and services.
- f) To be authorized to work on the site, personnel must have completed and signed the Release and waiver of advertising rights and the rights to the protection of personal information provided in Appendix VI. The forms must be submitted to Parks Canada no later than June 16, 2015.

4.3 Reports

- a) The Contractor undertakes to inform the Park Superintendent or his authorized representative without delay of irregularities, bodily injury, material and other damage that could occur on the used and occupied Premises. Parks Canada will provide the Contractor with the form identified in Appendix III.
- b) The Contractor shall complete the statistics forms on a daily basis. These forms will be submitted according to a pre-established schedule to the Park Superintendent or his authorized representative. The Park Superintendent will provide the Contractor with the necessary forms before the start of the season.
- c) The Contractor shall provide the end-of-day daily report as well as the supporting documents demonstrating the revenues from visitor entrance fees, according to the attached established procedure (Appendix I).

4.4 Meetings

The Contractor will participate in coordination meetings. These meetings will be held at the beginning and end of the season. The Park Superintendent and the Contractor will agree on the meeting dates. If necessary, additional meetings could take place at the request of one of the two parties.

The progress of activities, projects that the Contractor would like to implement and all matters relating to this contract will be discussed at these meetings.

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

The Park Superintendent reserves the right to convene any other meeting for special or urgent reasons. A report will be prepared at each of these meetings and the Contractor undertakes to comply with the decisions made at the meeting. The Park Superintendent is responsible for the drafting and distribution of the proceedings of these meetings.

5. CHARGES ASSUMED BY THE CONTRACTOR

The Contractor shall pay the income taxes, taxes and contributions of any kind whatsoever, and which may also be imposed on activities he will undertake on the used and occupied Premises or any part thereof.

A deposit of twenty dollars (\$20) for each of the keys necessary to the operations on the site of the Marine Environment Discovery Centre will be required upon handing of said keys to the Contractor.

6. CONTRACTOR'S OBLIGATIONS

6.1 Laws and regulations

The Contractor shall comply with all laws and regulations enacted by the federal, provincial and municipal governments and other administrative authorities and intended in any way whatsoever for the used and occupied Premises as well as the activities that will be conducted there.

6.2 Bilingualism

The Contractor shall provide interpretation services in Canada's two official languages. All documents, posters, or notices that the organization distributes or displays on the used and occupied Premises shall be written in both of Canada's official languages and be authorised in advance by the Park Superintendent.

7. NECESSARY AUTHORIZATIONS

The Contractor shall obtain the prior approval of the Park Superintendent for the operating periods of the Premises, the programme content and publications, if applicable, prior to their release.

8. COMMERCIAL ACTIVITIES PERMITTED ON THE USED AND OCCUPIED PREMISES

Only the sale of items approved by Parks Canada is permitted.

9. MISCELLANEOUS

9.1 Buildings and land

The used and occupied Premises are:

- the entrance kiosk;
- the parking lot;
- the main building.

The used and occupied Premises will be used primarily to operate an interpretive and activities program authorized by the Park Superintendent. The right of access to the land adjacent to the used and occupied Premises, the trails, roads and parking lots, is not exclusive to the Contractor. In addition, the Park Superintendent reserves the right, after consultation with the Contractor, to grant permits authorizing holders to enjoy, for the duration of the contract, certain privileges on one or more of the parts of the used and occupied Premises and to the Premises subject to the access rights, provided that those privileges do not unduly impair the use made of the said used and occupied Premises by the Contractor. For the duration of the contract, the Contractor will not do anything or allow anything to be done at any time that may interfere with the enjoyment of the rights thus conferred on third parties.

9.2 Equipment loan

Upon expiry or termination of the contract, all loaned equipment must be returned to Parks Canada in satisfactory condition.

9.3 Public relations and communications

The Contractor shall keep the Park Superintendent informed of any communication with the media. For this purpose, all press releases shall be submitted to and authorized by the Park Superintendent prior to any release. All interviews granted to the media shall be the subject of a report which will be submitted to the Park Superintendent the day following the interview or interviews.

In addition, all requests for information, interviews or advertising from the media (television, newspapers, magazines, radio, etc.) and concerning a Parks Canada activity or program shall be referred to the Park Superintendent. The Contractor shall not give access to Parks Canada sites without the prior authorization of the Park Superintendent for requests for interviews or advertising from the media (television, newspapers, magazines, radio, etc.).

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 print in the end of day reports 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 and the amount circled on the cashier slip.
5. The Financial Clerk or her supervisor will be informed of any problem related with the end of day reports.

Signature: _____ Date: _____

Name in block letters: _____

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: _____

Fax number for sending the report: 418 235-4192

EMERGENCY: 1 866 508-9888

Appendix IV
List of housekeeping maintenance tasks
Marine Environment Discovery Centre

SHELTER

| | |
|---|--------------|
| Sweep the floor | If necessary |
| Clean surfaces (countertops, fridge, microwave) | If necessary |
| Wash the windows, interior and exterior | If necessary |
| Empty all trashcans | If necessary |

PARKING and other external facilities

| | |
|--|-----------|
| Keep the site clean, free of dirt, trash or debris | Every day |
| Empty all trashcans | Every day |

BUILDING

First floor (exhibition)

| | |
|---|---|
| Vacuum or sweep | Every day |
| Wash the floor | Every day |
| Empty all trashcans | Every day |
| Wash the windows, interior and exterior | If necessary |
| Reception | |
| Clean and fill the brochure display case | Every day |
| Exhibition | |
| In general, pass a feather duster over all the items in place (window borders, interpretation panel borders and thermostat and lighting fixture frames) | If necessary |
| Aquarium | |
| Clean the wooden shelves and steps of the room behind the aquarium | Twice per year |
| Toilets | |
| Clean the toilets, wash basins and mirror | Every day and After each of the St. Lawrence Live performances (4 times per week) |
| Coffee Corner and rest area | |
| Clean the microwave, refrigerator and coffeemaker furniture | If necessary |
| Office | |
| Sweep, empty the trashcans, clean the table and desk surfaces | If necessary |
| Basement (corridor, kitchenette, office, bathroom) | |
| Sweep the floor | Every day |
| Wash the floor | Every day |
| Dust the furniture | If necessary |
| Wash the kitchenette surfaces (tables, counter, sink, fridge, microwave) | If necessary |
| Change the dish towels and hand towels (kitchenette) | Every second day |
| Wash the bathroom toilet, sink, showers and mirror | If necessary |
| Fill the paper dispensers (hygienic, hand) | Every day |
| Empty all trashcans | If necessary |

| | |
|--------------------------------|--------------|
| Stair corner | |
| Sweep the stairs | If necessary |
| Wash the stairs | If necessary |
| Exterior | |
| Sweep the stairs and gallery | If necessary |
| Empty the ashtrays | Every day |
| Clean the Scriptam table glass | If necessary |

Legend:

Every day: The task must be performed systematically every day without assessing the degree of cleanliness.

Every second day: The task must be carried out systematically every second day or more frequently according to the attendant's assessment of cleanliness.

If necessary: The task must be accomplished if necessary in the judgment of the attendant in order to maintain an appropriate level of cleanliness.

Appendix V

VISITOR SERVICE EVALUATION GRID

The evaluation of work performed will be done throughout the season according to the following criteria

Visitor Service
Marine Environment Discovery Centre

Professional Behaviour



| | | | | | |
|--|--|--|--|--|--|
| Understanding the scope of the service offered: the interpreter is aware of simultaneously representing Parks Canada, the Saguenay-St. Lawrence Marine Park and your Company. | | | | | |
| Structured organization of work: to have brochures and other relevant documents to hand, know the information covered in the manual attendants and quickly refer to it as needed | | | | | |
| Autonomy: manage current transactions, otherwise refer to the attendant's manual to find the information | | | | | |
| Using the LEAPS method in handling grievances and complaints: listening, empathizing, asking, paraphrasing, solving (ask the head of the Visitors' Service Team for help if needed) | | | | | |
| Using the radio transmitters reserved for the needs of the service considering the presence of visitors that can hear the communications: concise messages, humour in good taste, etc. | | | | | |
| Promptness in performing various administrative tasks: statistical data, courtesy reminders, incident reports, etc. | | | | | |
| Be punctual | | | | | |

Comments :

The evaluation of work performed will be done throughout the season according to the following criteria

Visitor Service
Marine Environment Discovery Centre

Professional appearance



| | | | | | |
|---|--|--|--|--|--|
| Complying with the dress code and appearance of the uniform: clean, repaired and pressed as required, properly affixed and straight lapel pin, few clothing accessories added (decorative scarf, jewelry, etc.) | | | | | |
| Displaying a positive and engaging attitude: clear and smiling face, sunglasses allowing the eyes to be seen, eye contact, erect posture | | | | | |
| Abstaining from smoking or chewing gum | | | | | |

Comments: _____

Team spirit



| | | | | | |
|--|--|--|--|--|--|
| Collaborating with the members of the reception team, maintenance service and others, for example by passing on information that is relevant to their work | | | | | |
| Displaying an ability to accept and offer constructive comments | | | | | |
| Demonstrating courtesy and politeness in communications with colleagues | | | | | |
| Respecting common living or work space, e.g.: washing and putting dishes away once the meal is over | | | | | |

Comments : _____

The evaluation of work performed will be done throughout the season according to the following criteria

Visitor Service
Marine Environment Discovery Centre

Communications strategy

☺ ☹ ☹

| | | | | | |
|--|--|--|--|--|--|
| Observation of Parks Canada service standards to greet visitors (Bonjour, Hello) | | | | | |
| Observation of Parks Canada service standards to answer the telephone (Bonjour, Hello) | | | | | |
| When on the phone, demonstrate to visitors that you are aware of their presence by a nod, a smile | | | | | |
| Welcome visitors with enthusiasm, e.g.: smile, tone of voice, eye contact | | | | | |
| Apologize to the visitor when answering the phone, offer to call back and call back quickly if necessary | | | | | |
| Consider the interests and needs of visitors in the transmission of information to enable them to enjoy the most exceptional experience possible | | | | | |
| Conclude the intervention with a friendly expression, e.g.: Enjoy your visit! | | | | | |

Comments: _____

Prevention

☺ ☹ ☹

| | | | | | |
|--|--|--|--|--|--|
| Showing promptness in reporting all damage to and irregularities in the facilities | | | | | |
| Transmitting ideas and suggestions to improve the service to the Visitors' Service team leader | | | | | |
| Displaying courtesy in any communication with visitors, especially concerning notices | | | | | |
| Ensuring your own safety before intervening | | | | | |

Comments: _____

**Appendix VI
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 VII



Gouvernement du Canada / Government of Canada

PROTÉGÉ (une fois rempli)

FORMULAIRE DE VÉRIFICATION DE SÉCURITÉ, DE CONSENTEMENT ET D'AUTORISATION DU PERSONNEL

| RÉSERVÉ À L'ADMINISTRATION | | |
|----------------------------|-----------------------------------|---------------|
| N° de référence | N° du ministère/de l'organisation | N° de dossier |

REMARQUE : Pour consulter l'énoncé concernant la Loi sur la protection des renseignements personnels, voir la section C de ce formulaire. Pour obtenir les directives à suivre, consulter les DIRECTIVES ci-jointes. Prière de dactylographier ou d'écrire en lettres moulées.

A RENSEIGNEMENTS ADMINISTRATIFS (À remplir par l'agent autorisé du ministère/de l'organisme/de l'organisation)

Nouvelle
 Mise à jour
 Relèvement
 Transfert
 Supplémentaire
 Réactivation du dossier

Niveau de la (des) vérification(s) de la fiabilité/sécurité requis

Cote de fiabilité
 Niveau I (CONFIDENTIEL)
 Niveau II (SECRET)
 Niveau III (TRÈS SECRET)

Autre _____

RENSEIGNEMENTS SUR LA NOMINATION/L'AFFECTATION/LE CONTRAT

Période indéterminée
 Période déterminée
 Contrat
 Secteur privé
 Autre (préciser détachement / affectation, etc.) _____

Justification de la condition du contrôle de sécurité

| | | | |
|---|--|---------------------|--------------------------------------|
| Numéro du poste/concours/contrat | Titre | | Groupe/Niveau (Grade le cas échéant) |
| N° d'identification de l'employé/CIDP/Grade et numéro de matricule (le cas échéant) | En cas de nomination pour une période déterminée ou à contrat, indiquer la durée | Du | Au |
| Nom et adresse du ministère / organisme / agence | Nom de l'agent | N° de téléphone () | N° de télécopieur () |

B RENSEIGNEMENTS BIOGRAPHIQUES (À remplir par le postulant)

Nom (de famille) _____ Prénoms au complet (aucune initiale) souligner ou encercler le prénom _____ Nom de famille à la naissance _____

Tout autre nom utilisé (tel que surnom) _____ Sexe Masculin Féminin

Date de naissance A | | M | | J | | Pays de naissance _____ Date d'entrée au Canada si né à l'extérieur du Canada A | | M | | J | |

RÉSIDENCE (indiquer les adresses des cinq dernières années en commençant par la plus récente)

Adresse domiciliaire _____ N° de téléphone durant le jour () _____ Adresse de courriel _____

1

| | | | | |
|---------------------|-----------|------------------|-------------------------------|-----------------------------------|
| N° d'appartement | N° de rue | Nom de la rue | N° municipal (le cas échéant) | Du A M A présentement |
| Ville | | Province ou État | Code postal | Pays |
| N° de téléphone () | | | | |

2

| | | | | |
|---------------------|-----------|------------------|-------------------------------|---------------------------|
| N° d'appartement | N° de rue | Nom de la rue | N° municipal (le cas échéant) | Du A M Au A M |
| Ville | | Province ou État | Code postal | Pays |
| N° de téléphone () | | | | |

Avez-vous déjà rempli auparavant un formulaire de vérification de sécurité du gouvernement du Canada? Oui Non

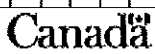
Dans l'affirmative, indiquer le nom de votre employeur ainsi que le niveau et l'année de la vérification. _____ A | | | |

CONDAMNATIONS POUR INFRACTIONS CRIMINELLES À L'INTÉRIEUR ET À L'EXTÉRIEUR DU CANADA (voir instructions)

Avez-vous déjà été reconnu coupable d'une infraction criminelle pour laquelle vous n'avez pas obtenu de pardon? Oui Non

Dans l'affirmative, fournir des renseignements à ce sujet (infraction[s]), nom du corps policier, ville, province/état, pays et date de la condamnation.

| | | |
|---------------|-----------------------|---------------------------------------|
| Infraction(s) | Nom du corps policier | Ville |
| Province/État | Pays | Date de la condamnation A M J |





Government of Canada

Gouvernement du Canada

PERSONNEL SCREENING, CONSENT AND AUTHORIZATION FORM

PROTECTED (when completed)

Form section for Surname and full given names, and Date of birth (Y, M, D).

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

Table with 5 columns: Checks Required (See Instructions), Applicant's initials, Name of official (print), Official's initials, and Official's Telephone number. Rows include Date of birth, address, education, professional qualifications, employment history, personal character references; Criminal record check; Credit check; Loyalty; and Other.

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.

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.

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

Form section for Name and title, Telephone number, Address, and Facsimile number.

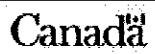
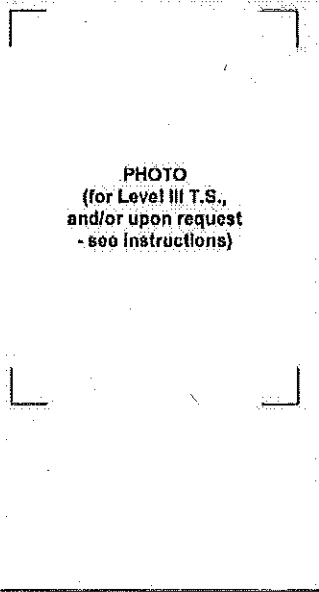
E APPROVAL (To be completed by authorized Departmental/Agency/Organizational Security Official only)

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

Form section for Reliability Status (Approved Reliability Status, Not approved) and Name and title.

Form section for Security Clearance (if applicable) with options for Level I, Level II, Level III, and Not recommended, and Name and title.

Form section for Comments.





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, re-marry or commence a common-law partnership, in addition to having to update sections of the Security Clearance Form (TBS/SCT 330-50), 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 26mm 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 VIII

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 |
|---|