



Parcs  
Canada

Parks  
Canada



# STATEMENT OF WORK

Parks Canada

Saguenay-St. Lawrence Field Unit

Interpretation service at

Cap-de-Bon-Desir Interpretation and Observation Centre

and at the Marine Environment Discovery Centre

2022-2025

Initial Version : January 2022

## TABLE OF CONTENTS

<b>1. DEFINITIONS.....</b>	<b>1</b>
<b>2. OBJECTIVES.....</b>	<b>1</b>
2.1 WORK PERFORMED OUTSIDE SCHEDULED HOURS .....	1
2.2 WORK ON REQUEST (TASK AUTHORIZATIONS).....	1
<b>3. NATURE OF THE WORK TO BE PERFORMED.....</b>	<b>2</b>
3.1 GENERAL MANDATE.....	2
3.2 GENERAL INFORMATION OF THE INTERPRETATION SERVICE.....	2
3.3 CAP-DE-BON-DESIR INTERPRETATION AND OBSERVATION CENTRE .....	3
3.4 AT THE MARINE ENVIRONMENT DISCOVERY CENTRE.....	4
3.5 TRAININGS.....	7
3.6 RECEPTION SERVICE.....	8
3.7 SECURITY SERVICE.....	8
3.8 CHANGES OF THE INTERIOR LAYOUT OF THE PREMISES USED AND OCCUPIED.....	8
3.9 ACCES TO PREMISES USED AND OCCUPIED.....	8
3.10 SAFETY AND HEALTH OF STAFF.....	8
<b>3.10.1 Scuba diving</b> .....	9
3.11 CONTRACTOR'S EMPLOYEES.....	9
<b>4. REPORTS.....</b>	<b>10</b>
4.1 MEETINGS.....	10
<b>5. EXPENSES BORNE BY THE CONTRACTOR.....</b>	<b>11</b>
<b>6. CONTRACTOR OBLIGATIONS.....</b>	<b>11</b>
6.1 LEGISLATION AND REGULATIONS.....	11
6.2 BILINGUALISM.....	11
<b>7. NECESSARY AUTHORIZATIONS.....</b>	<b>11</b>
<b>8. PERMITTED BUSINESS ACTIVITIES.....</b>	<b>11</b>
<b>9. MISCELLANEOUS.....</b>	<b>11</b>
9.1 BUILDINGS AND LAND.....	11
9.2 EQUIPMENT RENTAL.....	12
9.3 PUBLIC RELATIONS AND COMMUNICATIONS.....	12
<b>10. LIST OF APPENDICES.....</b>	<b>12</b>
APPENDIX I.....	13
APPENDIX II.....	16
APPENDIX III.....	17
APPENDIX IV.....	20
APPENDIX V.....	21
APPENDIX VI.....	22

## 1. 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;

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

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

"Used and Occupied Premises" or "Premises" means the premises described in Article 9.1 herein;

« Operational period » means the opening period, either from the Saturday preceding Saint-Jean-Baptiste Day or, if the holiday occurs on a Monday, from the Saturday preceding the Saturday of the long holiday weekend, until Thanksgiving Monday.

## 2. OBJECTIVES

This statement of work is for the performance of interpretation services at Cap-de-Bon-Desir Interpretation and Observation Centre and at Marine Environment Discovery Centre during the 2022 season, from June 18 to October 10.

In addition, the Contractor grants Canada the irrevocable option to extend the Contract Period for up to two (2) additional periods of one (1) year each, under the same conditions, namely:

- From June 17 to October 9, 2023 ;
- From June 15 to October 14, 2024.

**Please note that in the event of changes to the health measures in force, in the context of the COVID-19 pandemic, certain services may be reduced or modified.**

### 2.1 Work performed outside scheduled hours

The Contractor may invoice up to a maximum of 12 hours, at the rate of a guide-interpreter, for the following tasks:

- closure of the site beyond scheduled working day ;
- provision of interpretation services beyond scheduled hours.

When staff work overtime due to late closing of the site (e.g. car in the parking lot at closing), the Contractor must notify the project manager as soon as possible.

### 2.2 Work on request (task authorizations)

The Park Manager may call upon the Contractor, via a Task Authorization, for additional interpretation services, not included in this statement.

### 3. NATURE OF THE WORK TO BE PERFORMED

#### 3.1 General mandate

**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.*

#### 3.2 General information of the interpretation service

The Contractor must provide a personalized interpretation service using the equipment provided and the Leased and Occupied Premises made available to it as described in Article 9.1.

Parks Canada will provide the Contractor with scenarios for each activity before the start of the operational season. Parks Canada reserves the right to modify interpretive scenarios before and throughout the operational season. A reasonable period of time will be granted to the Contractor to apply the modifications. All changes proposed to the interpretation scenarios by the Contractor must be approved in advance by the project manager. All the necessary material for the animation of the activity will be provided by Parks Canada

The Contractor must ensure that its personnel have a minimum understanding of all the themes of the Marine Park Training Guide offered by Parks Canada. During raiding periods, discussions will focus on the presentation of the themes of the training guide and on the additional themes presented during the training.

The Contractor must ensure that one of his employees begins his work day 15 minutes before the opening so that the premises are accessible to visitors and that the exhibits are operational for the opening of the centers at 9 a.m. Parks Canada will communicate the procedures for opening the buildings and the site to be followed for each of the centres.

The Contractor must also ensure that one of its employees closes the buildings and exhibits after closing hours, either at 6 p.m. or 5 p.m. according to the schedule provided. Therefore, its staff members will end their working day 15 minutes after the closing hours of the sites. Before leaving the site, the Contractor must ensure that no automobile remains in the parking lots beyond the opening periods of these sites. The barrier of each of the sites must be locked every evening. Parks Canada will communicate the procedures to follow for each site at the start of the season.

For the fall period (see schedules according to the sites), the Contractor's staff must be able to take over from Parks Canada employees with visitors from noon. Employees must therefore plan to arrive a few minutes in advance in order to take the necessary equipment (e.g.: vests, radios) and to be truly in service with visitors from noon.

The interpretation service will be evaluated throughout the season — see the evaluation grids presented in Appendix I. If applicable, the Contractor must ensure that any weak points are corrected as quickly as possible.

The Contractor must consider as an integral part of the contract, any verbal or written instruction, subsequent to the consultations, which does not increase the work task but improves the final product.

Appendix II presents the schedule of interpretation activities at the Marine Environment Discovery Centre.

The Contractor must apply Parks Canada guidelines for prevention. To do this, as part of the pre-season training offered by Parks Canada, staff will receive training so that participants are able to detect and report an incident and make a

courtesy reminder or a formal notification as the case may be. Parks Canada relies on a proactive approach that includes communication and education to influence visitors in order to prevent the majority of incidents related to resource conservation and visitor experience.

### 3.3 Cap-de-Bon-Desir Interpretation and Observation Centre

#### Interpretation and roving service

##### a) Summer period

The Contractor shall provide a roving and interpretation service, with a minimum of one interpreter/guide, during all public opening hours according to the schedule below:

- From June 18 to September 5 2022, daily from 9 a.m. to 6 p.m. and from September 6 to September 11 2022, daily from 9 a.m. to 5 p.m.;
- From June 17 to September 4 2023, daily from 9 a.m. to 6 p.m. and from September 5 to September 10 2023, daily from 9 a.m. to 5 p.m.;
- From June 15 to September 2 2024, daily from 9 a.m. to 6 p.m. and from September 3 to September 8 2024, daily from 9 a.m. to 5 p.m.;

The Contractor shall offer the services of at least one additional guide-interpreter, for a total of at least two guide-interpreters, during peak hours from 10:00 a.m. to 5:00 p.m., according to the schedule below:

- From June 18 to September 5 2022, daily from 10 a.m. to 5 p.m.;
- From June 17 to September 4 2023, daily from 10 a.m. to 5 p.m.;
- From June 15 to September 2 2024, daily from 10 a.m. to 5 p.m.;

\*\* During the summer season (until mid-September), the interpreter/guides will take turns during their 30-minute lunch breaks, so that there will be only one interpreter/guide available to the public for a maximum period of one hour per day .

The Contractor must also offer the following activity:

#### *The ups and downs of the sea shore*

- Frequency: daily, from the first day the site is open until Labor Day.
- Duration : about 1 hour.
- Objective: introduce visitors to the organisms that live in the mediolittoral and their adaptations to this unusual living environment.

This activity takes place in the form of guided observation. One of the two guide-interpreters already provided for the raiding service will lead this activity. More detailed instructions will be presented to the Contractor's personnel during pre-season training.

The activity takes place at low tide, in the intertidal zone, either mid-morning or mid-afternoon, when the second guide-interpreter is present, according to the tide schedule (<https://www.marees.gc.ca/fra/station?sid=3425>).

##### b) Fall period

The Contractor shall offer a raiding service, namely one guide-interpreter, during all opening hours to the public for each of the following periods:

- From September 12 to October 10 2022, Wednesday to Sunday and Thanksgiving Monday from 12 p.m. to 5 p.m.;
- From September 11 to October 9 2023, Wednesday to Sunday and Thanksgiving Monday from 12 p.m. to 5 p.m.;
- From September 9 to October 14 2024, Wednesday to Sunday and Thanksgiving Monday from 12 p.m. to 5 p.m.

Starting in mid-September, the Contractor must provide the services of a guide-interpreter at all times during the requested period, i.e. from 12:00 p.m. to 5:00 p.m.

**Other Parks Canada activities:**

Throughout the operational season, both summer and fall, interpreter-guides must promote and supervise Parks Canada's " youth " activities (eg Parka, Xplorers). The guide-interpreters must animate the medal ceremonies, which is the award to young people for having filled in their notebooks. These ceremonies must respect the protocol developed by Parks Canada and take place at the place provided for this purpose. The Contractor must make sure to have the material in sufficient quantity at all times. The material is provided by Parks Canada.

**3.4 At the Marine Environment Discovery Centre**

**3.4.1 Interpretation and roving service**

**a) Summer period**

The Contractor shall provide a roving and interpretation service, with a minimum of one interpreter/guide, during all public opening hours according to the schedule below:

- From June 18 to September 5 2022, daily from 9 a.m. to 5 p.m.;
- From June 17 to September 4 2023, daily from 9 a.m. to 5 p.m.;
- From June 15 to September 2 2024, daily from 9 a.m. to 5 p.m.

The Contractor must offer the services of at least one additional guide-interpreter, for a total of at least two guide-interpreters, during peak hours from 11:00 a.m. to 5:00 p.m., according to the schedule below:

- From June 18 to September 5 2022, daily from 11 a.m. to 5 p.m.;
- From June 17 to September 4 2023, daily from 11 a.m. to 5 p.m.;
- From June 15 to September 2 2024, daily from 11 a.m. to 5 p.m.

\*\* During the summer season (until Labor Day), the interpreter guides will take turns during their 30-minute meal breaks, which will ensure that there will be only one interpreter guide available to the public during a maximum period of one hour per day.

The Contractor must also offer the activities below according to the schedule provided in Appendix II:

**St. Lawrence Sharks**

- Activity offered daily, from the first day of opening until Labor Day, at 2:30 p.m.
- Duration: the activity must be offered for a minimum of 90 minutes, but depending on the number of visitors, the guide-interpreter may continue to offer the activity until 4:30 p.m. maximum.
- Technical: bilingual activity posted continuously.
- Objective: introduce visitors to the existence of sharks in the St. Lawrence River.

At least one guide-interpreter will be present at the kiosk for the duration of the activity. One of the two guide-interpreters already provided for the raiding service will lead this activity. The material and the scenario will be given to the Contractor before the start of the season. The Contractor's personnel must ensure that the equipment is handled and stored with care and that it is supervised in the presence of visitors.

**Ocean encounters**

- Activity offered 3 times a week (Wednesdays, Saturdays and Sundays) at 10:30 am, on the following dates:
  - from June 25 to August 13 2022;

- From June 24 to August 12 2023 ;
- From June 22 to August 10 2024.
- Duration : 2 h
- Objective of the activity: discover a hidden side of the Saguenay- St. Lawrence Marine Park: invertebrates

For this activity, the Contractor must provide interpretation and scuba diving services. For the start of the activity at 10:30 a.m., the mandatory organizations (see list below) must be available to the guide-interpreters who lead the different pools. Divers must make a second dive in order to complete the list of organisms after the initial dive. The organisms are placed in salt water basins in which ice has been added (responsibility of the Contractor). At least one guide-interpreter per basin, therefore a minimum of three guide-interpreters (one of which is the one already provided for the daily interpretation service), will present marine invertebrates to visitors.

The three pools are dedicated to different audiences:

- a) a pool for families with young children;
- b) a pool for the general public;
- c) a pool whose interpretation service is offered in English.

Responsibilities of the Contractor:

- The Contractor must ensure the preparation and installation of the equipment before the activity;
- The Contractor must make sure to have enough ice for each performance.
- The Contractor must clean and store all the equipment necessary for the activity, according to the procedures included in the scenario which will be submitted at the start of the season.
- The Contractor is responsible for providing gasoline, at his expense, for the water pump.

Parks Canada is committed to providing:

- the complete scenario of the activity as well as the course;
- freezers, containers, pipes and basins;
- a water pump to facilitate the filling of the basins.
- two utility wheelbarrows for transporting equipment (e.g. scuba diving equipment);
- a shed with a lock and equipped with drying racks to store equipment belonging to the Contractor (eg scuba diving equipment). Parks Canada cannot be held responsible in the event of breakage or theft.

Unless weather conditions are bad, divers shall collect the following underwater organisms:

- **Mandatory:** 8 green sea urchins, 4 polar sea stars, 4 spider crabs (with at least one female and one male crab), at least 1 common crab, 4 scarlet psolus, 4 sea anemones, at least 1 sun star, 4 chitons, 4 brittle stars.
- **If possible:** blue mussels (2 per basin), a blood sea star, more common crabs (1 per basin), a sea cucumber, a jellyfish, Waved whelks, a hermit crab.
- **Any other** marine invertebrate organism not listed above and which offers good potential for interpretation.

At the end of the activity, the interpreter/guides will invite the children to join in on the *Postcards* activity. Children can create or colour a postcard under the supervision of at least one of the interpreter/guides (this could be one or more of the interpreter/guides who offered the *Ocean encounters* activity). The materials are provided by Parks Canada.

**Before harvesting marine invertebrates, the Contractor shall ensure compliance with the legal requirements in force by obtaining a harvesting permit from Fisheries and Oceans Canada and a special activity permit from the Saguenay-St. Lawrence Marine Park.**

### St. Lawrence Live

- The activity will be offered at 2:30 p.m. according to the following schedule:
  - a) For the 2022 season :

- From June 25 to July 10 2022, Thursdays, Saturdays and Sundays;
- From July 11 to August 7 2022, Wednesday to Sunday;
- From August 8 to August 13 2022, Thursday and Saturday.

b) For the 2023 season :

- From June 24 to July 9 2023, Thursdays, Saturdays and Sundays;
- From July 10 to August 6 2023, Wednesday to Sunday;
- From August 7 to August 12 2023, Thursday and Saturday.

c) For the 2024 season :

- From June 22 to July 7 2024, Thursdays, Saturdays and Sundays;
- From July 8 to August 4 2024, Wednesday to Sunday;
- From August 5 to August 10 2024, Thursday and Saturday.

- Duration: 60 minutes. The indoor presentation of the dive (projection of live underwater images) will last at least 30 minutes.
- Objective: introduce visitors, live, to the diversity and beauty of underwater landscapes, in addition to introducing them to a scuba diving experience. In addition to the visual, the divers communicate live with the participants.

The Contractor must provide interpretation and scuba diving services. He must also ensure that his dive personnel are trained in the use of full-face masks **before the start of the training period**. Parks Canada may lend technical equipment (camera, housing, full-face masks) during its practices, but will not be responsible for organizing this training.

Parks Canada will provide the scenario as well as the technical equipment (camera, housing, full-face mask, etc.) for sound and image.

In the event of bad weather (e.g. strong waves, lightning storms), the Contractor shall offer the "*Le Saint-Laurent en différé*" activity. The decision to cancel the activity will be made according to the activity cancellation criteria and procedures presented in the scenario provided by Parks Canada. At least two interpreters/guides shall be available to provide indoor interpretation services.

**The Contractor shall perform regular maintenance of the equipment, according to the manufacturer's recommendations, after each presentation, a maximum of five (5) times per week. Parks Canada shall be responsible for spot maintenance.**

### **Movie showings**

The movie "Immersion in the Heart of the Marine Park" is shown all day long as soon as visitors show interest. An interpreter/guide will have to make an introduction and final remarks about the short film. Key messages will be provided to the Contractor.

On days when *St. Lawrence Live* is offered, the last showing of the movie before the diving activity will be at 1:15 p.m. Movie showings can resume after *St. Lawrence Live*.

This activity is also offered during the fall period.

### **b) Fall period**

The Contractor shall offer a raiding service, weather one guide-interpreter, during all opening hours to the public for each of the following periods:

- From September 6 to October 10 2022, Friday to Sunday and on Thanksgiving Monday from 12 p.m. to 5 p.m.;
- From September 5 to October 9 2023, Friday to Sunday and on Thanksgiving Monday from 12 p.m. to 5 p.m.;
- From September 3 to October 14 2024, Friday to Sunday and on Thanksgiving Monday from 12 p.m. to 5 p.m.;

Starting in September, the Contractor must provide the services of a guide-interpreter at all times during the requested period, i.e. from 12:00 p.m. to 5:00 p.m.

**Other Parks Canada activities:**

Throughout the operational season, both summer and fall, interpreter-guides must promote and supervise Parks Canada's "youth" activities (e.g. Parka, Xplorers). The guide-interpreters must animate the ceremonies for the awarding of medals, which is the reward given to young people for having completed their notebooks. These ceremonies must respect the protocol developed by Parks Canada and take place at the place provided for this purpose. The Contractor must make sure to have the material in sufficient quantity at all times. The material is provided by Parks Canada.

**3.4.2. Aquarium**

- Salt water aquarium dimensions: 20 inches, by 72 inches by 23 inches, with a capacity of 543 litres.
- Objective: to present certain organisms that represent the fauna and flora of the St. Lawrence Estuary.

Parks Canada shall be responsible for filling the salt water aquarium tank. This tank will be filled by mid-May at the latest.

The Contractor shall make the necessary number of dives to fill the aquarium to the full satisfaction of the Project Authority. The aquarium must be ready for the site's first opening day.

The Contractor must update the list of organisms (accessible to visitors in front of the aquarium) as soon as changes or replacements of organisms are made.

Aquarium maintenance, including feeding of the organisms, shall be carried out by the Contractor until the aquarium is shut down after 5 p.m. on Thanksgiving Monday. The Contractor shall be responsible for providing the equipment necessary to perform standard checks and maintenance of the said aquarium.

Demonstration on feeding habits:

- From the end of June until mid-August (according to the same dates as the previous activities): every Thursday, at the time deemed appropriate, the staff will invite visitors nearby to present them with a short improvised capsule on food and favorable conditions for the survival of underwater organisms in the aquarium.
- During the first week of opening of the Discovery Center and for the period from mid-August: when the situation is favorable and feeding is done during opening hours in the presence of visitors, the staff will invite nearby visitors to present a short improvised capsule on the diet and conditions conducive to the survival of underwater organisms in the aquarium.

The Contractor will have approximately two weeks to stock the aquarium for the winter season: the system must be deactivated after Thanksgiving Monday and no later than October 30 of each year.

**3.5 Trainings**

Parks Canada will provide training to all Contractor's personnel two weeks prior to site opening. The detailed schedule for the training week will be provided to the Contractor the week before the training. The training locations may vary, the Contractor must ensure that its staff is able to travel to the various training locations (Tadoussac, Bergeronnes, Les Escoumins).

- Training schedule :
  - From June 7 to June 17 2022 ;
  - From June 6 to June 16 2023 ;
  - From June 4 to June 14 2024.

### **3.6 Reception service**

The Contractor shall ensure the principle of equality for all in terms of the accessibility of the activities offered.

The Contractor must also inform the public of other activities taking place on the Premises used and occupied and which are accessible to the public. The same will apply to another Parks Canada site, namely the Pointe-Noire Interpretation and Observation Centre.

The project manager reserves the right to welcome free of charge groups or individuals (journalists, students, distinguished visitors, etc.) who come there for specific purposes other than to participate in interpretation activities. In this case, Parks Canada employees will accompany these visitors. Insofar as the project manager is informed in advance of the arrival of these visitors, he will advise no later than 24 hours before the arrival of the guests.

### **3.7 Security service**

In the event of any breakage observed on the premises (e.g., damaged staircase, broken window, etc.) that could endanger the well-being or life of visitors or staff, the Contractor is responsible for immediately notifying the Project Authority of the prevailing situation. This is done by filling out the *General Incident Report* form attached in Appendix V.

The Contractor agrees to have at all times on site, during business hours, at least one employee with certifications to administer first aid and cardiopulmonary resuscitation (CPR). Before the start of the operational season, the Contractor must provide the Project Authority with proof of valid certification of its employees.

When an incident occurs, the Contractor must follow the protocol established according to the type of event (see the emergency procedures guide which will have been presented during the training period and a copy of which is available on each site).

Parks Canada will provide portable radios to interpretive staff. These radios must be worn at all times. They must be handled, loaded and stored according to the procedures presented during the training.

### **3.8 Changes of the interior layout of the premises used and occupied**

Parks Canada will be solely responsible for any changes and improvements it intends to make to the interior layout of the premises used and occupied, including the exhibits and interpretive elements it owns.

### **3.9 Access to premises used and occupied**

The Contractor must also guarantee the project manager the right, at all times, to enter the Premises used and occupied and to examine the condition in which the said Premises are maintained and kept in order.

### **3.10 Safety and health of staff**

The Contractor must ensure, at his own expense, the safety of his personnel who will be present on the Premises used and occupied. The Contractor is required to ensure the health and safety of its employees, regardless of where they work, to train them and provide them with the appropriate equipment. Parks Canada Agency may also impose specific procedures for the use of its sites or the activities that take place there. If this is the case, it will ensure that the Contractor's employees are trained and equipped to comply with this protocol (e.g. if Parks Canada protocol requires that offices and work surfaces be disinfected between each user, some of whom are Contractor employees, Parks Canada will provide surface disinfectant and train Contractor personnel to meet the required standards). The protocols related to the prevention of COVID-19 will be given to the Contractor at the start of the season, according to the sanitary measures in place at that time.

The Contractor must make a risk assessment and inform its employees of these risks. The measures put in place by the Contractor to ensure the safety of his personnel are his responsibility.

The Contractor must first complete the Certificate and proof of compliance with occupational safety and health (OSH) requirements (Appendix IV).

### 3.10.1 Scuba diving

Any interpretive activity involving scuba diving will be the responsibility of the Contractor, who shall operate in accordance with the applicable CSA or Canadian Association for Underwater Science standards. The Contractor shall be responsible for coordinating activities, providing the required scuba diving equipment, verifying compliance, and notifying the Project Authority of any cancellations due to equipment, weather or staffing reasons.

The Contractor shall keep the scuba diving equipment in a safe condition at all times. Maintenance and repairs shall be the responsibility of the Contractor. The Contractor shall waive all claims against either Parks Canada or its employees and agents for any damage arising directly from the Contractor's activities.

The Contractor shall arrange for the transportation of the cylinders required for the delivery of the interpretive program.

At the Marine Environment Discovery Centre, the Contractor is responsible for providing, at his own expense, an oxygen administration kit as part of the 30-foot activity at Neptune. The Contractor must ensure the presence of trained and certified personnel in sufficient numbers for the use of said kit.

The Contractor must promptly inform the Park Manager of any intervention carried out with said kit by completing the General Incident Report form attached to Appendix III. The form must be sent the same day, or the day following the incident, to the park director.

### 3.11 Contractor's employees

The Contractor shall:

- a) Release its personnel designated as guide-interpreters in order to familiarize them with Parks Canada and the other activities that take place in the park as part of a 54-hour training course, which will be held two weeks before the opening of the Site
- b) Provide staff with prior skills in interpretation and/or facilitation with the public and able to interpret the themes of the Marine Park and communicate effectively with the public. During the training provided by Parks Canada, the Contractor's staff will learn to provide reception and interpretation services in accordance with Parks Canada service standards:
  - a. Welcome  
Greeting in both official languages (Bonjour, Hello);  
Welcome with enthusiasm, courtesy and sincerity.
  - b. Evaluate  
Anticipate, understand and meet expectations and needs
  - c. Discuss  
Effectively portray accurate, precise and up-to-date information  
Offer a personalised service that promotes unique and evocative experiences  
Communicate our passion by sharing compelling stories
  - d. Conclude  
Proactively collect, consider and respond to feedback.
- c) Provide the services of at least one person with knowledge of aquariums, to ensure the management of the aquarium.
- d) Ensure that staff, in their actions and in their dress, do not cause the public to misunderstand Parks Canada staff by wearing a badge and jacket clearly indicating their affiliation; these will be provided by Parks Canada. The Contractor undertakes to return the vests in good condition at the end of the season according to what will be indicated in the loan form in Appendix V.

In addition, staff must adhere to the following dress code:

- Shoes or closed boots ;
- A blue or white sweater, shirt or coat;
- Neutral-coloured trousers (beige, grey, blue, brown or black); jeans are not allowed;
- Scarves, headwear, mittens and gloves in plain and neutral color (beige, blue, grey, brown or black), without patterns, are permitted
- Subtle jewellery is permitted.

At any time, the Project Manager may refuse an item if he or she deems that it does not conform to the prescribed dress code.

- e) Ensure that the content of all communications is truthful and that staff are courteous to visitors.
- f) Every three weeks, an operational meeting lasting a maximum of one hour will take place from 7:45 a.m. to 8:45 a.m. (for a total of 4 meetings during the season). The Contractor must ensure the presence of all personnel assigned to this contract. The dates of these meetings will be confirmed to the Contractor at the start of the season. In the event that the Contractor authorizes the absence of an employee (or employees) from one of these meetings, for reasons of force majeure, it will be his responsibility to designate a member of his team to produce a report of the meeting which must be reviewed and approved by a representative of Parks Canada before being distributed.
- g) To be authorized to work on the site, personnel must have completed and signed the Waiver of Publicity Rights and Personal Information Protection Rights Form provided in Appendix IV. The forms must be submitted to Parks Canada each year, no later than the first day of the guide-interpreter training.

#### **4. REPORTS**

- a) The Contractor agrees to promptly inform the Project Authority or his/her authorized representative about any discrepancies, physical injuries, material damages and any other issues that might occur on the premises used and occupied. Parks Canada shall provide the Contractor with the General Incident Form identified in Appendix V.
- b) The Contractor shall be required to complete statistical forms on a daily basis. These forms will be sent to the Project Authority according to a pre-established schedule. The Project Authority shall provide the Contractor with the necessary forms prior to the start of the season.

#### **4.1 Meetings**

The Contractor shall participate in coordination meetings. These meetings shall be held at the beginning and end of the season. The Project Authority and the Contractor shall agree on meeting dates. At these meetings all matters relating to this contract shall be discussed. The Project Authority reserves the right to convene any other meeting for special or urgent reasons. These meetings shall be held at the administrative office or at any other location determined in advance by the Contractor and Parks Canada.

Weekly operational meetings shall be held between the Contractor's Naturalist leader and a Parks Canada team leader. These meetings can take place in person, on site, or remotely. The schedule will be established at the beginning of the season in agreement with both parties.

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

The Contractor shall pay all taxes, levies and assessments, of any nature whatsoever, which may also be imposed on the activities he or she will carry out in the premises used and occupied or any part thereof.

A deposit of twenty (\$20) dollars for each of the keys required for operations at the Cap-de-Bon-Desir Interpretation and Observation Centre and the Marine Environment Discovery Centre will be required upon delivery of the keys to the Contractor. At the end of each operational season, for the duration of the Contract, the keys shall be returned to the Project Authority by November 30 of each year before Parks Canada reimburses the deposit to the Contractor. In the event that the Contractor keeps a key or keys, the deposit for these keys will not be refunded by Parks Canada and the Contractor shall be required to pay a new deposit for these keys before the start of the next operational season.

## **6. CONTRACTOR OBLIGATIONS**

### **6.1 Legislation and regulations**

The Contractor shall comply with all legislation and regulations enacted by the federal, provincial and municipal governments and other administrative authorities and in any way affecting the premises used and occupied and the activities to be conducted therein.

### **6.2 Bilingualism**

The Contractor shall provide interpretation services in both of Canada's official languages. All documents, posters or notices that the organization distributes or exhibits in the premises used and occupied must be written in both official languages of Canada and must be authorized in advance by the Project Authority.

## **7. NECESSARY AUTHORIZATIONS**

The Contractor shall obtain the prior agreement of the Project Authority on the periods of operation of the sites, the use of Parks Canada-owned material and the content of the program and publications, if any, prior to their release.

## **8. PERMITTED BUSINESS ACTIVITIES**

The Project Authority shall not be able to authorize a service for selling items on the premises.

## **9. MISCELLANEOUS**

### **9.1 Buildings and land**

At the Cap-de-Bon-Desir Interpretation and Observation Centre, the premises occupied include:

- the caretaker's house;
- the assistant caretaker's house;
- the foghorn's house;
- the garage and the utility cart;
- the shed behind the lighthouse keeper's house;
- staff quarters and storage for interpretation equipment;
- the two paths leading to the river;
- the small buildings near the observation deck;
- the observation lookout deck on the shoreline;
- the diving bridge;

- adjacent lands owned by Parks Canada or Fisheries and Oceans Canada

At the Marine Environment Discovery Centre, the premises occupied include:

- the entire main building;
- the adjacent land;
- the outdoor amphitheatre as well as the storage spaces (sheds);
- the access gateways;
- staff quarters and storage for interpretation equipment;

Premises occupied shall be used primarily for the purpose of providing interpretation services and for activities authorized by the Project Authority. The right of access to lands adjacent to the premises occupied, trails, roads and parking lots is not exclusive to the Contractor. In addition, the Project Authority reserves the right to grant leases authorizing the holders to enjoy certain privileges, during the term of the contract, on one or more parts of the premises occupied and on the premises subject to access rights, provided that these privileges do not unduly interfere with the use made of the said premises occupied by the Contractor. At no time during the term of the contract will the latter do or allow to be done anything that may affect the enjoyment of the rights thus conferred on third parties.

## **9.2 Equipment rental**

The equipment that will be loaned to the Contractor must only be used for the interpretation program and for activities authorized by the project manager.

The use of equipment and access to Parks Canada premises outside working hours must be the subject of a written request to the project manager.

All loaned equipment must be returned to Parks Canada upon expiration or termination of the contract in satisfactory condition.

The Contractor may not use the Premises rented and occupied outside working hours. The use of the keys provided to the Contractor will be used exclusively to provide the interpretation services as stipulated in this statement.

## **9.3 Public relations and communications**

In addition, all requests for information, interviews or publicity from the media (television, newspapers, magazines, radio, etc.) concerning a Parks Canada activity or program must be referred to the Project Authority. The Contractor shall not grant access to Parks Canada sites (without prior authorization from the Project Authority) for requests for interviews, or advertising from the media (television, newspapers, magazines, radio, etc.).

The Contractor shall keep the Project Authority informed of all media communications in conjunction with Parks Canada sites. To this end, all press releases and other communication products will have to be presented and authorised by the Project Authority before any distribution. All media interviews shall be reported to the Project Authority the day following the interview(s). In addition, all requests for information, interviews or publicity from the media (television, newspapers, magazines, radio, etc.) concerning a Parks Canada activity or service must be referred to the Project Authority.

## **10. LIST OF APPENDICES**

**Appendix I: Interpretation service evaluation grid**

**Appendix II: Interpretation activities schedule at Cap-de-Bon-Desir Interpretation and Observation Centre**

**Appendix III: General incident report**

**Appendix IV: Certificate and proof of compliance with occupational safety and health (OSH) requirements**

**Appendix V: Waiver of Publicity and Privacy Rights**

**Appendix VI: Equipment rental form**

**APPENDIX I**  
**Interpretation Service Evaluation Grid**

An evaluation of the work carried out will be done throughout the season according to the following criteria:  
**Interpretation service**

Cap-de-Bon-Desir Interpretation and Observation Centre, and  
Marine Environment Discovery Centre

**Professional conduct**



Understanding of the scope of the service offered: the interpreter is aware that he or she represents Parks Canada, the Saguenay-St. Lawrence Marine Park and your company.					
A warm and welcoming attitude showed toward visitors at all times, e.g., avoiding staff gatherings and personal conversations in the presence of visitors, using positive body language, making eye contact during interactions.					
Addressing issues, such as the seal hunt, in a fair manner, citing sources as much as possible and allowing visitors to express their opinions in a non-judgemental manner.					
Structured organisation of work, e.g., preparing all necessary materials before the arrival of the participants.					
Arriving on time, e.g., starting activities or service on the rocks at the scheduled times.					
Better to move around than to shout when communicating between team members, e.g. when preparing <i>Ocean encounters</i> .					
Use of the LEAPS method to deal with grievances and complaints: listen, empathies, ask, paraphrase, summarize (ask the Visitor Services team leader for help if necessary).					
Use of radio transmitters reserved for the needs of the service should be done in consideration of the presence of visitors who can hear the communication: concise messages, tasteful humour, etc.					
Promptness in performing various administrative tasks: statistical data, courtesy reminders, incident reports, etc.					
Use, handling and maintenance of equipment according to the instructions provided and recognized good practise.					

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

\_\_\_\_\_

**An evaluation of the work carried out will be done throughout the season according to the following criteria:  
Interpretation service**

Cap-de-Bon-Desir Interpretation and Observation Centre and Marine Environment Discovery Centre

**Professional appearance**



Adherence to the dress code and appearance of the uniform: clean, in tact and ironed as needed, pin firmly attached and straight, few clothing accessories added (decorative scarf, jewellery, etc.).					
Positive and engaging attitude: clear, smiling face, sunglasses only if the eyes can be seen, eye contact, upright posture.					
Refrain from smoking or chewing gum.					

Comments:

---



---



---



---

**Team spirit**



Collaboration with members of the reception team, the maintenance department, and others, for example by passing on information relevant to their work.					
Ability to accept and offer constructive feedback.					
Demonstrate courtesy and politeness when communicating with colleagues.					
Respect for the common living or working space, e.g.: clean and put away your dishes as soon as you finish eating.					

Comments:

---



---



---



---

**An evaluation of the work carried out will be done throughout the season according to the following criteria:  
Interpretation service**

Cap-de-Bon-Desir Interpretation and Observation Centre and Marine Environment Discovery Centre

**Communication strategies**



Ability to seize opportunities to link fauna sightings to the park.					
Ability to target the discourse to get visitors thinking about a particular key message.					
Ability to present activities in a way that meets the objectives of the scenarios.					
Ability to adapt communications to the audience (age, education, culture).					
Use of appropriate vocabulary and grammar and good elocution.					
Avoid expression of negative opinions or attitudes.					
Avoid the use of acronyms such as "Le St-Lo" or explain them.					
Ability to listen well, e.g., be aware of non-verbal language, avoid interruptions, etc.					

Comments:

---



---



---

**Prevention**



Promptness to report any breakdowns and defects on the installations.					
Providing ideas and suggestions to the Visitor Services team leader for improving service.					
Courtesy in all communication with visitors, especially regarding notices.					
Ensure one's own safety before intervening.					

Comments:

---



---



---

**APPENDIX II**  
**Interpretation activities schedule**

Marine Environment Discovery Centre

**Interpretation activities schedule**

	Sunday	Monday	Tuesday	Wednesday	Thursday	Friday	Saturday
<b>10 :30 a.m.</b> (according to the schedule presented in clause 3.4.1)	<b>Ocean encounters</b>			<b>Ocean encounters</b>			<b>Ocean encounters</b>
<b>2 :30 p.m.</b> (according to the schedule presented in clause 3.4.1)	<b>St. Lawrence Live</b>			<b>St. Lawrence Live</b>	<b>St. Lawrence Live</b>	<b>St. Lawrence Live</b>	<b>St. Lawrence Live</b>
<b>2:30 p.m.</b> (From the 1st day of opening until Labor Day)	<b>St. Lawrence Sharks</b>	<b>St. Lawrence Sharks</b>	<b>St. Lawrence Sharks</b>	<b>St. Lawrence Sharks</b>	<b>St. Lawrence Sharks</b>	<b>St. Lawrence Sharks</b>	<b>St. Lawrence Sharks</b>

**APPENDIX III**  
**Rapport d'incident général (In French only)**

**Rapport d'incident général**

**Incident #** \_\_\_\_\_

**Date :** \_\_\_\_\_

**Heure :** \_\_\_\_\_

**Lieu :** \_\_\_\_\_

**Type d'incident**

Situation urgente (mort, blessé grave, feu...)	<input type="checkbox"/>	Infraction Règlement d'activité en mer	<input type="checkbox"/>
Premiers soins	<input type="checkbox"/>	Animal en difficulté ou mort	<input type="checkbox"/>
Personne perdue ou manquante	<input type="checkbox"/>	Faune terrestre conflictuelle	<input type="checkbox"/>
Accident de plongée	<input type="checkbox"/>	Pollution/déversement	<input type="checkbox"/>
Chute à l'eau	<input type="checkbox"/>	Bris d'équipement-perdu ou manquant	<input type="checkbox"/>
Embarcation en détresse	<input type="checkbox"/>	Autre, spécifiez : _____	

**Personne impliquée 1**

Nom : \_\_\_\_\_ Refus de répondre   
 Téléphone : \_\_\_\_\_ Refus de répondre   
 Adresse : \_\_\_\_\_ Refus de répondre   
 Visiteur  Employé PC  Explos-Nature  GREMM  DEMSIS  Autre, spécifiez : \_\_\_\_\_

**Rôle dans l'incident :**

Témoin  Personne qui a rapportée l'incident  Personne qui a provoqué l'incident   
 Blessé  Conducteur  Plaignant

**Personne impliquée 2**

Nom : \_\_\_\_\_ Refus de répondre   
 Téléphone : \_\_\_\_\_ Refus de répondre   
 Adresse : \_\_\_\_\_ Refus de répondre   
 Visiteur  Employé PC  Explos-Nature  GREMM  DEMSIS  Autre, spécifiez : \_\_\_\_\_

**Rôle dans l'incident :**

Témoin  Personne qui a rapportée l'incident  Personne qui a provoqué l'incident   
 Blessé  Conducteur  Plaignant

**Véhicule/embarcation impliqué(e) 1**

Nom du conducteur/capitaine : \_\_\_\_\_ Refus de répondre   
 Description du conducteur/capitaine (s'il y a lieu) : \_\_\_\_\_  
 Nom du propriétaire (véhicule) : \_\_\_\_\_ Refus de répondre   
 Nom de la compagnie (embarcation, s'il y a lieu) : \_\_\_\_\_  
 Type : \_\_\_\_\_ Immatriculation/NIC/nom de l'embarcation : \_\_\_\_\_  
 Modèle : \_\_\_\_\_ Année : \_\_\_\_\_ Couleur : \_\_\_\_\_

**Véhicule/embarcation impliqué(e) 2**

Nom du conducteur/capitaine : \_\_\_\_\_ Refus de répondre   
 Description du conducteur/capitaine (s'il y a lieu) : \_\_\_\_\_  
 Nom du propriétaire (véhicule) : \_\_\_\_\_ Refus de répondre   
 Nom de la compagnie (embarcation, s'il y a lieu) : \_\_\_\_\_  
 Type : \_\_\_\_\_ Immatriculation/NIC/nom de l'embarcation : \_\_\_\_\_  
 Modèle : \_\_\_\_\_ Année : \_\_\_\_\_ Couleur : \_\_\_\_\_

***Si personnes, véhicules ou embarcations impliqués additionnels  
 compléter le complément de rapport d'incident***





**APPENDIX IV**  
**Certificate and proof of compliance with**  
**occupational safety and health (OSH) requirements**

**See Appendix D attached to the Request for Proposal.**

**Appendix V**  
**Waiver of Publicity and Privacy Rights**

I, \_\_\_\_\_, authorize the use of my portrait or a representation of my portrait (such as a drawing or photographic adaptation) for materials designed by, on behalf of, or approved by Parks Canada, including posters, photographs, videos, films and multimedia products.

I release Parks Canada and its licensees from any liability for any claim of infringement of publicity or privacy rights that I may have with respect to the use of my portrait or a representation of my portrait.

I also permit my portrait or a representation of my portrait to be displayed, shown or reproduced in any form, in Canada or elsewhere.

\_\_\_\_\_  
Name (please print)

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

\_\_\_\_\_  
Signature of parent or guardian  
(if the person is under 18 years old)

\_\_\_\_\_  
Date

**APPENDIX VI**  
**Equipment rental form**  
(Parks Canada may use Annex H as well)

Materials	Number and size
Jackets (Women)	
Jackets (Men)	
Ribbons	

Others	Number

Signature of the Contractor : \_\_\_\_\_  
First name, last name

Signature of the Director or his or her representative: \_\_\_\_\_  
First name, last name