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Creation Date:	July 26, 2024
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Service Standard – Beautification Summary	
Name:	Service Standards Beautification Summary
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Intent

The intent of the Service Standards for Beautification are to define the desirable level of service that the Town will aim to achieve under normal circumstances. Equipment failures, unusual weather conditions and other factors may result in the Town not achieving the standards. However, where defined, the Town will achieve any provincially legislated standards.

Objective

The Service Standards for Parks have the following objectives:

- To provide safe, dependable and affordable service levels
- To preserve the infrastructure assets
- To protect the natural environment
- To enhance the appearance and health of the community
- To provide a reference framework to measure performance
- To provide a basis of "Peer Review" with other comparable municipalities
- To provide Council and citizens with a reference of expectations.

Philosophy

The Service Standards for Parks have been written from a user's perspective by defining the end result of maintenance services as much as possible as this is what impacts the users. The standards provide the outcome of a service by defining the timing and extent of a particular maintenance activity and are defined by the overall objective (i.e. clean municipality, safe roads, passable sidewalks, etc.) give the Town a measurable outcome.

The standards are not prescriptive in terms of how the services are delivered. How services are delivered form part of an operational manual as



delivery may evolve over time with changes in equipment, materials, innovation and technology.

Format

The Standards are written with the following headings:

- **Purpose:** Defines the main purpose and outcome of the maintenance activity and is written from a user's perspective.
- **Description:** Describes the intent and scope of the standard.
- **Standards:** Defines the outcome of the standard
- **Service Level:** Defines the frequency or response time to achieve the desired standard.
- **Related Standards:** Defines other standards that provide related information.



Service Standard – Beautification Glossary	
Name:	Service Standards Parks Glossary
Reference Number:	30601.00
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Revision Date(s):	-

Term	Definition
"Aeration"	Tractor mounted aerating equipment that cores, spikes, slits, tines, or vertidrain soil in order to reduce compaction.
"As Practical"	The period of time from being made aware of the problem until the time when action and repairs can be implemented.
"As Soon As Practical"	The period of time from being made aware of a problem until the time when action and repairs can be taken at the site of the problem.
"Bleachers"	Spectator seating at sports fields.
"Culvert"	A structure designed to allow the passage of surface water in ditches, streams under a roadway.
"Ditch"	An open facility constructed to carry water to an outlet.
"Drainage Inlet"	A structure designed to allow the passage of surface water in ditches or streams.
"Duration Time"	The length of time required to complete a particular maintenance activity.
"Fertilization"	Fertilizer applied in granular form using a tractor pulled hopper to add nutrients to the soil.
"Gilling"	Activity performed using specialized machinery intended to loosen compacted infield material at baseball diamonds.
"Hazard"	Any object or condition that may represent a threat to public or personal safety.
"Irrigation"	Applied via underground systems; or above ground using hoses and sprinklers.



"Ironworks"	The frames and covers or frames and grates of maintenance holes, catch basins, ditch inlets and culvert grates.
"Light Standard"	Free standing lighting feature.
"Made Aware Time"	The clock time of day that a problem call is received by Town staff. This is the logged time that information calls from patrols, active operators or the public are received.
"Mowing"	The cutting of grass using mowers.
"Mulch"	A protective covering, usually of organic matter such as leaves, or woodchips placed around plants to prevent the evaporation of moisture, the freezing of roots, and the growth of weeds.
"Planned Park Maintenance"	Maintenance carried out on a planned or regular basis to ensure park assets continue to function as far as practical to end of life.
"Play Structures"	Play equipment in parks requiring specialized inspections and remedial repairs in order to meet CSA requirements.
"Response time"	The maximum length of time required to attend to a situation requiring specific maintenance practices.
"Site Furniture"	Includes benches, fences, backstops, waste receptacles, picnic tables etc.
"Sodding"	Removal of worn out or bare areas and replaced with new sod.
"Water Play Feature"	Includes splash pads, fountains, cool misters etc.



Service Standard – Maintenance Classification	
Name:	Maintenance Classification
Reference Number:	30601.01
Creation Date:	July 26, 2024
Revision Date(s):	-

1. Purpose

The main purpose of the Service Standard for Maintenance Classification is to categorize parks and sports fields of similar characteristics and function into similar classes. These classes are used to prioritize the delivery of maintenance activities. The maintenance classes are defined in Table 30601.01.01 and 30601.01.02.

These may be adjusted from time to time to reflect changing usage and need requirements.

Table 30601.01.01 – Parks Maintenance Classification

Classification	Description	Level of Use
A	Community Park	Intended Use <ul style="list-style-type: none"> • Venue for major or weekly events and gatherings • Booked for private rentals – picnics, weddings Location <ul style="list-style-type: none"> • Central location, combined with other facilities, community centre Amenities <ul style="list-style-type: none"> • Parking • Washrooms • Attractions – Cenotaph, Bandshell, Market (i.e. Peace Park)



<p>B</p>	<p>Community Park</p>	<p>Intended Use</p> <ul style="list-style-type: none"> • Occasional use for community events • Used for leisure by community at large. <p>Location</p> <ul style="list-style-type: none"> • Combined with other facilities such as pool, skateboard area <p>Amenities</p> <ul style="list-style-type: none"> • Parking • Washrooms • Play Structures • Pool • Canteen
<p>C</p>	<p>Neighborhood Park</p>	<p>Intended Use</p> <ul style="list-style-type: none"> • Used for leisure by nearby residents <p>Amenities</p> <ul style="list-style-type: none"> • May include parking • Play structure • May include open use space • May include community garden
<p>D</p>	<p>Nature Park or Trail</p>	<p>Intended Use</p> <ul style="list-style-type: none"> • Used for leisure and the enjoyment of nature by nearby residents <p>Amenities</p> <ul style="list-style-type: none"> • Asphalt, crushed stone or natural surface trail • Naturalized areas • May include parking

**Table 30601.01.02 – Sports Field Maintenance Classification**

Classification	Description	Level of Use
A	Recreational and competitive league play	Adult and Youth
B	Recreational league play – Entry level development leagues or practice	Youth



Service Standard – General Inspections	
Name:	Inspections – General Visual
Reference Number:	30601.02
Creation Date:	July 26, 2024
Revision Date(s):	-

1. Purpose

The main purpose of the Service Standard for General Visual Inspections is to provide safe parks, sports fields and natural areas through the identification and reporting of conditions that could pose a hazard to users.

2. Description

This standard requires that parks, sports fields and natural areas be regularly monitored for safety. In addition, all other damage or wear is to be noted so that assets can be repaired to prevent further damage or to extend the service life of those assets.

Inspection is primarily visual with an emphasis on any obvious broken or damaged elements, or excessive wear. The inspection will not require physical testing or measurement such as it is required for play structures or bleachers. Visual inspections shall include the monitoring and reporting conditions listed below. These are to be addressed in accordance with standards defined for each of these conditions.

- Site Furniture;
- Playground equipment and surface
- Fences
- Signs
- Turf
- Plant material and trees
- Litter and graffiti
- Pathways
- Light standards



3. Standard

All Town facilities are to be visually inspected. The visual inspections are to be documented.

4. Service Level

The frequency of visual inspections is defined in Table 30601.02.01. These inspections are to be carried out between April and November, subject to seasonal weather conditions.

Table 30601.02.01 – General Visual Inspections

Facility	Frequency
Parks	Weekly as damage reports Monthly as full visual inspection reports
Sports Fields	Weekly as damage reports Monthly as full visual inspection reports
Nature Parks – Trails	As required - As per damage reports Monthly as full visual inspection reports

5. Related Standards



Service Standard – Play Structure Inspections	
Name:	Inspections – Play Structure
Reference Number:	30601.03
Creation Date:	July 26, 2024
Revision Date(s):	-

1. Purpose

The main purpose of the Service Standard for Play Structure Inspections is to provide safe and properly functioning assets through the identification and reporting of unsafe conditions such that appropriate action can be taken.

2. Description

The intent of this standard is to provide equipment that is in safe and working condition and to maintain the surrounding area so that it is clear of potential hazards. Inspections will also record and report items to be remediated. These inspections are to include all aspects of play structures, equipment and surfaces as set out by the Canadian Safety Association.

3. Standard

The inspection forms and item checklist must conform or exceed the standard as defined in the Canadian Safety Association current edition of "A Guideline on Children's Play Spaces and Equipment, A National Standard of Canada". This National Standard sets out two levels of inspection.

- A. Visual Inspection: to identify defects and emerging problems. See 30601.02 General Visual Inspections.
- B. Detailed Inspection: a detailed inspection conforming to the CSA National Standard, Appendix 'C', Recommended Maintenance.



4. Service Level

The frequency of inspection is defined as follows for all play equipment and play spaces:

- General visual inspection during routine maintenance;
- A detailed inspection once a month

5. Related Standards

30601.03 – General Visual Inspection

30601.10 – Remedial Repairs to Play Structures

30601.19 – Cleanup Hazardous Items and Graffiti



Service Standard – Turf Management	
Name:	Turf Management – Mowing and Trimming
Reference Number:	30601.04
Creation Date:	July 26, 2024
Revision Date(s):	-

1. Purpose

The main purpose of the Service Standard for Turf Management Mowing and Trimming is to provide safe and healthy turf for all users as accomplished through regular cutting cycles.

2. Description

Regular mowing is intended to maintain turf at a uniform height. Regular mowing is not only beneficial to the plant but also reduces the amount of thatch that builds up over time. In addition, regular cutting promotes denser turf thereby discouraging weed species.

A regular turf height is necessary on sports fields in order to maintain a safe playing condition. In naturalized areas mowing is a tool used to define sight lines along vehicular and pedestrian corridors. When trimmed properly mowing can help reduce the maturation and the spread of weeds and invasive species.

Trimming is an activity that involves the cutting of long grasses and/or weeds from around site furniture, fences, and trees; or where areas have been missed or are inaccessible to mowing equipment. Precautions to not girdle (damage to bark) of existing vegetation must be exercised.

3. Standard

The standard is to cut and trim the following to the following conditions:

- Parks – to a height of 65-75mm with a maximum height of 100mm



- Sports Fields – to a height of 60mm with a maximum height of 80-90mm depending on class

4. Service Level

The frequency of grass cutting and trimming is defined in Table 30601.04.01.

Mowing and trimming are normally prescheduled activities between the months of May and October, subject to weather conditions. The schedule may not correspond with the actual rate of grass growth. Scheduling of mowing and trimming may have to be increased in the cool damp spring and fall weather and decreased in mid summer drought conditions.

Table 30601.04.01 – Turf Management Mowing & Trimming

Facility Classification	Description	Frequency
Parks A	Community Park A	7 to 10 days
Parks B	Community Park B	10 to 14 days
Parks C	Neighborhood Park C	10 to 14 days
Parks D	Neighborhood Park D	10 to 14 days
Sports Field A	Sports Field A	3 to 4 days
Sports Field B	Sports Field B	4 to 7 days

Note – Refer to tables 30601.01.01 and 30601.01.02 for description of park and sports field classes.

5. Related Standards

- 30601.03 – General Visual Inspection
- 30601.05 – Turf Management Aeration
- 30601.06 – Turf Management Fertilization
- 30601.07 – Turf Management Topdressing and Overseeding
- 30601.08 – Turf Management Naturalization
- 30601.12 – Remedial Repairs Turf



Service Standard – Turf Management	
Name:	Turf Management - Aeration
Reference Number:	30601.05
Creation Date:	July 26, 2024
Revision Date(s):	-

1. Purpose

The main purpose of the Service Standard for Turf Management Aeration is to provide safe and usable park and sports field surfaces by promoting good turf growing conditions, softer soil conditions and by discouraging weed growth.

2. Description

This service requires the use of a tractor drawn aerating equipment to punch holes/slice into soil horizon in order to reduce soil compaction and increase air exchange and water penetration. Aeration also aids in the reduction of thatch build-up.

Aeration is a regular Integrated Pest Management activity that promotes the vigor and health of turf grass. In doing so it enables turf to withstand or discourage stresses to a greater extent, such as drought and infestation. In this sense aeration contributes to the longevity of turf infrastructure, particularly in heavily compacted areas such as sports fields.

3. Standard

Coverage should be uniform and to a depth of 50mm-100mm depending on field conditions. Note that the frequency and timing of aeration are weather dependent, and that aeration can encourage moisture loss in hot dry weather or be impractical when soils are "baked hard".

4. Service Level

The frequency of aeration is defined in Table 30601.05.01



Table 30601.05.01 – Frequency of Aeration

Facility	Frequency
Parks & Playgrounds	Spot Treatment – As Required
Sports Fields – Class A	1 Time per year
Sports Fields – Class B	Spot Treatment – As Required

Note – Refer to Table 30601.01.01 and 30601.01.02 for description of park and sports field classes.

Additional aeration cycles may be required as soon as practicable.

5. Related Standards

30601.04 Turf Management – Mowing and Trimming



Service Standard – Turf Management	
Name:	Turf Management - Fertilization
Reference Number:	30601.06
Creation Date:	July 26, 2024
Revision Date(s):	-

1. Purpose

The main purpose of the Service Standard for Turf Management Fertilization is to provide safe and usable sports field surfaces by promoting good turf growing conditions.

2. Description

Fertilization is a regular Integrated Pest Management activity that promotes the vigor and health of turf grass. In doing so it enables turf to withstand or discourage stresses to a greater extent, and thus promotes the longevity and viability of turf infrastructure.

Premium grade fertilizer is applied in granular form and slowly releases nutrients into the soil. These nutrients facilitate vigorous growth of roots and blades. However, since fertilization promotes plant growth, the use of fertilizer must be balanced with appropriate mowing regimes for an effective IPM strategy.

3. Standard

The application of premium grade fertilizers will be even and free from burn spots. Application rates is to be based on manufacturer's recommendation.

4. Service Level

The frequency of aeration is defined in Table 30601.06.01.



Table 30601.06.01 – Frequency of Fertilization

Facility	Frequency
Parks Class A	2 applications per season
Sports Fields – Class A	2 applications per season

Note: Refer to tables 30601.01.01 and 30601.01.02 for description of parks

5. Related Standards

30601.04 Turf Management – Mowing and Trimming



Service Standard – Top-Dressing and Overseeding	
Name:	Turf Management – Top-Dressing and Overseeding
Reference Number:	30601.07
Creation Date:	July 26, 2024
Revision Date(s):	-

1. Purpose

The main purpose of the Service Standard for Turf Management Top-Dressing and Overseeding is providing safe and usable sports field surfaces by promoting good turf conditions.

2. Description

Top-Dressing involves the application of granular and/or organic material to eliminate uneven playing and passive surfaces and to promote turf growth. In addition, Top-Dressing, with the addition of sand, can over several years help reduce the effect of compaction.

Overseeding is a regular Integrated Pest Management activity that contributes to denser, thicker turf that enables it to discourage stresses such as infestation. Overseeding contributes to the longevity of turf infrastructure.

3. Standard

Soil materials should be added uniformly. Organic/soil mix may include grass seed and/or fertilizer. The decision to Top-Dress is dependent onsite conditions and may be part of a field or turf remediation program. This judgement must be made on a site-specific and seasonal basis.

4. Service Level

The frequency of Top-Dressing is defined in Table 30601.07.01. The frequency of Overseeding is defined in Table 30601.07.02.



Table 30601.07.01 Top-Dressing

Facility	Frequency
Parks & Playgrounds	Spot Treatment – As Required
Sports Fields – Class A	As required
Sports Fields – Class B	Spot Treatment – As Required

Top-Dressing may be completed as part of a field or turf remediation program.

Table 30601.07.02 Overseeding

Facility	Frequency
Parks & Playgrounds	Spot Treatment – As Required
Sports Fields – Class A	Once per season
Sports Fields – Class B	Spot Treatment – As Required

Note – Refer to tables 30601.01.01 and 30601.01.02 for description of park and sports field classes.

5. Related Standards

30601.12 Remedial Repairs - Turf



Service Standard – Turf Management	
Name:	Turf Management - Naturalization
Reference Number:	30601.08
Creation Date:	July 26, 2024
Revision Date(s):	-

1. Purpose

The main purpose of the Service Standard for Turf Management Naturalization is to provide a bio-diverse habitat resulting from the reduction in area of turf that needs mowing on Town owned properties.

2. Description

Naturalization reduces the quantity of mowed and maintained areas by the Town and promotes slowing and filtration of surface of water runoff. Naturalization also has the added benefit of promoting a healthier, more bio-diverse town that provides habitat to birds, butterflies, waterfowl and the like. By reducing the amount grass areas that require mowing we are better able to improve the quality of existing turf areas for future generations.

3. Standard

In order to reduce the quantity of mowed areas, a consistently un-mown edge condition and designated un-mown area shall be initiated and maintained. Layout of the mowing limits will be site specific and should include marked up site plans and possibly edge demarcation to guide operators, particularly in the spring.

4. Service Level

Not Applicable

5. Related Standards

30601.04 Turf Management – Mowing and Trimming



Service Standard – Remedial Repairs to Site Furniture & Fencing	
Name:	Remedial Repairs to Site Furniture & Fencing
Reference Number:	30601.09
Creation Date:	July 26, 2024
Revision Date(s):	-

1. Purpose

The main purpose of the Service Standard for Remedial Repairs to Site Furniture & Fencing is providing safe assets for all users and maximized service life of the site furniture and fencing.

2. Description

This standard defines the priority to respond and repair deficiencies in site furniture and fencing such that they are fixed and responded to according to priority: Priority 1 shall receive the quickest response, while Priority 3 and 4 are attended to when practicable as scheduled through planned maintenance activities. Differences in response time reflect the nature of the work to be accomplished and whether that work implicates public liability or is simply a quality-of-life matter.

The term Site Furniture includes:

- Benches
- Bleachers
- Light Standards
- Garbage Receptacles
- Bicycle Racks
- Fencing, Backstops, Gates and the like

3. Standard

Priority 1- Damage/condition that presents an immediate hazard (public liability).



Priority 2- Damage/condition that impairs functions and/or operations of equipment i.e. broken gate hinge, broken bench slats, sharp ends of chain-link fence.

Priority 3- Damage/condition that contributes to long-term decline of infrastructure i.e. worn paint that allows wood to rot.

Priority 4- Damage/condition that is unsightly or excessively dirty (quality of life).

4. Service Level

The response times are defined in Table 30601.09.01.

Table 30601.09.01 Remedial Repairs to Site Furniture & Fencing

Priority of Damage	Action	Time
1	Make Safe by repairing or removing hazardous conditions	Within 4 Hours
2	Remove broken item to prevent further damage or potential hazard or repair	Within 5 working days
3,4	Schedule into planned maintenance	As soon as practicable

5. Related Standards

30601.02 – Inspections – General Visual

30601.19 – Cleanup - Hazardous Items and Graffiti

Public Nuisance By-law No.4253



Service Standard – Remedial Repairs to Play Structures	
Name:	Remedial Repairs to Play Structures
Reference Number:	30601.10
Creation Date:	July 26, 2024
Revision Date(s):	-

1. Purpose

The main purpose of the Service Standard for Remedial Repairs to Play Structures is providing safe assets for all users and maximized service life of the play structures.

2. Description

All repairs must comply with the Canadian Safety Association National Standard. In addition, all maintenance and repair should be fully documented in accordance with the current edition of "A Guideline on Children's Play Spaces and Equipment, A National Standard of Canada". The urgency of the repair must be assessed based on the damage observed. Should the repair take time, reasonable measures should be taken to restrict access to the play structure. Warning or danger signs are not acceptable. If a component is removed for repair, the safety of any remaining portions of the structure should be insured.

3. Standard

Priority 1- Damage/condition that presents an immediate hazard (public liability) i.e. hate graffiti, broken glass, splintered or loose bench, discarded IV needles.

Priority 2- Damage/condition that impairs functions and/or operations of equipment i.e. broken gate hinge.

Priority 3- Damage/condition that contributes to long-term decline of infrastructure i.e. worn paint that allows for rust or rot.



Priority 4- Damage/condition that is unsightly (quality of life).

4. Service Level

The response times are defined in Table 30601.10.01.

Table 30601.10.01 Remedial Repairs to Play Structures

Priority of Damage	Action	Time
1	Make Safe by repairing or removing hazardous conditions	Within 4 Hours
2	Remove broken item to prevent further damage or potential hazard or repair	Within 5 working days
3,4	Schedule into planned maintenance	As soon as practicable

5. Related Standards

30601.02 – Inspections – General Visual

30601.03 – Inspections – Play Structures

30601.18 – Cleanup - Play Structure Surface

30601.19 – Cleanup - Hazardous Items and Graffiti

Public Nuisance By-law No.4253



Service Standard – Remedial Repairs to Light Standards	
Name:	Remedial Repairs to Light Standards
Reference Number:	30601.11
Creation Date:	July 26, 2024
Revision Date(s):	-

1. Purpose

The main purpose of the Service Standard for Remedial Repairs and relamping of light standards is to provide illumination to facilitate safe and secure nighttime use of municipally owned parks and sports fields.

2. Description

This standard relates to the replacement of light bulbs in light standards along pathways, in parks and in sports fields.

3. Standard

For light standards in parks and along pathways, the time set in Table 30601.11.01 shall apply if: 1 or more light standards are not functioning.

For light standards in sports fields, the time set in Table 30601.11.01 shall apply if: 2 or more lights on multiple light standards are not functioning.

Preventative maintenance through relamping is being undertaken in accordance with operational procedures and manufacturer's recommendations.

4. Service Level

The response times are defined in Table 30601.11.01.

Light standards along pathways are to be relamped within 5 working days after becoming aware that the lights are not functioning.



The duration time to repair the light standards may extend beyond the times defined above if the source of the lighting problem extends beyond the simple bulb replacement, such as damaged light fixture, damaged ballasts, unavailability of parts etc. In such case the light standards shall be repaired as soon as practicable.

Table 30601.11.01 Remedial Repairs to Light Standards

Facility Classification	Description	Standard
Park A & B	Community Park A & B	10 working days
Park C	Neighbourhood Park C	10 Working Days
Sports Field A & B	Sports Field A & B	10 Working Days

Note – Refer to Table 30601.01.01 and 30601.01.02 for description of park and sports field classes.

5. Related Standards

30601.02 – Inspections – General Visual



Service Standard – Remedial Repairs to Turf	
Name:	Remedial Repairs to Turf
Reference Number:	30601.12
Creation Date:	July 26, 2024
Revision Date(s):	-

1. Purpose

The main purpose of the Service Standard for Remedial Repairs to Turf is to provide safe, aesthetically pleasing and usable/playable parks and sports field surfaces through the repairs of localized areas of damage.

2. Description

Turf repairs include the restoration of damaged turf areas to maintain safe and smooth surfaces. The level of turf repairs is dependent on the level of severity, extent, site conditions, level of use, time of year, and urgency.

Overseeding is a regular occurring Integrated Pest Management activity that contributes to denser, thicker turf that enables it to discourage stresses such as infestation. Therefor overseeding contributes to the longevity of turf infrastructure and is more cost effective than re-sodding.

3. Standard

The repair may entail removal of exiting dead turf, replenishment of topsoil and reinstatement of grade and sod or seed, or simply overseeding without topdressing. The new sod or topsoil/seeding should be level with the abutting retained turf for a seamless transition.

Affected park/field surfaces or sections thereof may require rest periods following the completion of the repairs.



4. Service Level

Damaged turf conditions that could pose a safety hazard to the users are to be investigated the same day the conditions are reported, otherwise repairs are to be scheduled as part of planned maintenance activities.

5. Related Standards

30601.02 – Inspections – General Visual

30601.07 – Turf Management Topdressing and Overseeding



Service Standard – Remedial Repairs to Drainage	
Name:	Remedial Repairs to Drainage Systems
Reference Number:	30601.13
Creation Date:	July 26, 2024
Revision Date(s):	-

1. Purpose

The main purpose of the Service Standard for Remedial Repairs to Drainage Systems is to maintain drainage systems and appurtenances to permit them to function as intended in order to reduce the potential flooding conditions that could present a safety hazard or that could degrade the quality of the infrastructure.

2. Description

This standard applies to the following drainage system/appurtenances:

- Culverts
- Drainage swales/ditches
- Catch basins

These drainage systems are intended to accommodate the flow of surface water to an appropriate outlet.

This standard defines the priority to respond and repair deficiencies whereby Priority 1 shall receive the quickest response and Priority 3 is attended to when practicable or as scheduled through planned maintenance programs (i.e. catch basin cleaning, ditching programs)

3. Standard

Priority 1- Obstructed drainage system causing flooding that pose a hazard.



Priority 2- Partially obstructed drainage systems causing intermittent water backups that do not pose a safety hazard but that over extended periods of time could impact the quality of infrastructure.

Priority 3- Deterioration of drainage related systems that do not pose a hazard.

Maintenance activities are to be carried out in accordance with applicable guidelines, procedures, policies and Provincial regulations.

4. Service Level

The response times are defined in Table 30601.13.01 and are taken after becoming aware of the condition.

Table 30601.13.01 Remedial Repairs to Drainage

Priority of Condition	Action	Time
1	Clearly mark as a hazard and undertake action to remove the hazard	As soon as practicable but not to exceed 4 hours
2	Undertake action to repair/correct the deficiency	Within 30 days
3	Schedule into planned maintenance or rehabilitation programs	As practicable

5. Related Standards

30601.02 – Inspections – General Visual

30601.15 – Cleanup – Spring Cleanup

30601.16 – Cleanup – Fall Cleanup



Service Standard – Shrub and Garden Maintenance	
Name:	Shrub and Garden Maintenance
Reference Number:	30106.14
Creation Date:	July 26, 2024
Revision Date(s):	-

1. Purpose

The main purpose of the Service Standard for Shrub and Garden Maintenance is to provide healthy and aesthetically pleasing shrub and garden beds.

2. Description

This standard applies to shrub and garden beds located in parks and facility grounds. This standard does not pertain to boulevards.

Maintenance activities could include:

- Removal of Weeds
- Mulching of beds
- Removal of trash and debris
- Trimming of shrub plantings and hedges
- Inspect for disease or pests and take remedial action

Volunteer and community groups may supplement maintenance activities with prior approval.

3. Standard

The intent is for shrub and garden beds to be maintained adequately.

4. Service Level

Shrub and garden beds are to be scheduled as part of planned maintenance programs based on the planting type and location.



5. Related Standards

30106.02 – Inspections – General Visual

30106.04 – Turf Management – Mowing and Trimming

30106.15 – Cleanup – Spring Cleanup

30106.16 – Cleanup – Fall Cleanup



Service Standard – Spring Cleanup	
Name:	Cleanup (parks and sports fields) Spring Cleanup
Reference Number:	30601.15
Creation Date:	July 26, 2024
Revision Date(s):	-

1. Purpose

The main purpose of the Service Standard for Spring Cleanup is to provide clean and safe parks and sports fields by removing debris and deleterious materials that have accumulated through the winter season and in a manner that preserves the quality of turf.

2. Description

The activities described in this section are primarily intended to clean-up litter and debris that may have accumulated over the winter season and to remove residual grit from winter snow clearing and sanding operations.

The standard also includes the removal of debris from catch basin grates and around culverts, as well as clearing debris from inlets to ensure free drainage conditions. Damage or broken drainage infrastructure shall be reported for evaluation and repair.

Cleanup activities could include:

- Collect litter
- Rake, broom or pressure wash play structure, water play features and hard-court surfaces
- Sweep parking lots and paths
- Clean drainage infrastructure
- Turf grass rolling prior to mowing and other maintenance activities



3. Standard

Cleanup procedures shall be carried out in accordance with applicable policies and procedures.

Should hazardous items be encountered, staff should notify the trained response personnel and stay onsite until the hazard is removed or made safe.

4. Service Level

Spring cleanup is to be completed by May 20th, to coincide with the opening of sports fields and water play features, subject to weather conditions.

5. Related Standards

30601.02 – Inspections – General Visual

30601.19 – Cleanup – Hazardous Items & Graffiti



Service Standard – Fall Cleanup	
Name:	Cleanup (parks and sports fields) Fall Cleanup
Reference Number:	30601.16
Creation Date:	July 26, 2024
Revision Date(s):	-

1. Purpose

The main purpose of the Service Standard for Fall Cleanup is to provide clean and safe parks and sports fields prepared for the winter season and preserving some of the assets by protecting or removing them from the winter elements.

2. Description

The extent of fall cleanup is site specific and may include the following activities:

- Removal of designated site furniture and sports related equipment, and portable washroom facilities
- Mulch leaves onsite
- Visually inspection of catch basins and culverts to ensure these are free of debris that could impact positive drainage
- Winterize water play equipment, drinking fountains etc.

3. Standard

Cleanup procedures shall be carried out in accordance with applicable policies and procedures.

Should hazardous items be encountered, staff should notify the trained response personnel and stay onsite until the hazard is removed or made safe.

4. Service Level

Spring cleanup is to be completed by November 15th, subject to weather conditions.



5. Related Standards

30601.02 – Inspections – General Visual

30601.19 – Cleanup – Hazardous Items & Graffiti



Service Standard – Fall Cleanup	
Name:	Cleanup – Collection of Litter Containers
Reference Number:	30601.17
Creation Date:	July 26, 2024
Revision Date(s):	-

1. Purpose

The main purpose of the Service Standard for Collection of Litter Containers is to provide clean parks and sports fields, free of deleterious materials.

2. Description

Garbage receptacles are placed in parks and along pathways to reduce litter.

Frequency of garbage pick up is related to both the usage of the park and its profile. For example, community parks generally receive more visitors and therefor require more frequent garbage collection. Similarly parks that host public events may require weekend or special pickups coordinated with those events.

3. Standard

Should hazardous items be encountered, staff should notify the trained response personnel and stay onsite until the hazard is removed or made safe.

4. Service Level

The frequency of collection is defined in Table 30601.17.01. Some litter containers may require emptying through the winter months on a site-specific basis. Some litter containers may require service at a greater frequency than defined in the table. Special events and tournaments may require additional pickups.



Table 30601.17.01 Collection of Litter Containers
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Facility Classification	Description	Standard
Park A & B	Community Park A & B	2-3 Times per Week
Park C	Neighbourhood Park C	1-2 Times per Week
Park D	Nature Park or Trail	Once per week

Note – Refer to Table 30601.01.01 and 30601.01.02 for description of park and sports field classes.

5. Related Standards

30601.02 – Inspections – General Visual

30601.19 – Cleanup – Hazardous Items & Graffiti



Service Standard – Play Structure Surfaces	
Name:	Cleanup – Play Structure Surfaces
Reference Number:	30601.18
Creation Date:	July 26, 2024
Revision Date(s):	-

1. Purpose

The main purpose of Service Standard for Play Structure Surfaces is to provide is to provide safe and clean playground surfaces by removing debris and deleterious materials in a manner that preserves the quality of surface.

2. Description

The activities described in this section are primarily intended to clean-up litter and debris that may have accumulated over the winter season and throughout the year.

Play structure surfaces will benefit from raking or power brooming which removes debris from the artificial turf or natural surface materials.

3. Standard

Cleanup procedures shall be carried out in accordance with applicable policies and procedures.

Should hazardous items be encountered, staff should notify the trained response personnel and stay onsite until the hazard is removed or made safe.

4. Service Level

Spring cleanup is to be completed by May 20th, to coincide with the opening of sports fields and water play features, subject to weather conditions.



Additional brooming, raking and/or the addition of organic playground surface material may be carried out throughout the season as required.

5. Related Standards

30601.02 – Inspections – General Visual

30601.03 – Inspections – Play Structure

30601.15 – Cleanup – Spring

30601.19 – Cleanup – Hazardous Items and Graffiti



Service Standard – Hazardous Items and Graffiti	
Name:	Cleanup – Hazardous Items and Graffiti
Reference Number:	30601.19
Creation Date:	July 26, 2024
Revision Date(s):	-

1. Purpose

The main purpose of the Service Standard for Cleanup of Hazardous Items and Graffiti is to provide a clean and safe Town by removing items that present a physical safety hazard and by eradicating promptly graffiti with messages of hate or violence or are otherwise inappropriate for a public space.

2. Description

Hazardous items are to be disposed of by qualified staff. Items might include discarded needles, broken glass, weapons or toxic substances. Marking the site with barricades or signs without direct supervision is unacceptable.

The intent of graffiti clean up is to provide priority to eradicate graffiti depicting messages of hate or violence.

3. Standard

If hazardous items are discovered during an inspection, they should not be left unattended. The person carrying out the inspection (unless qualified and equipped) should remain onsite until a qualified person arrives.

Cleanup procedures shall be carried out in accordance with policies and procedures.

4. Service Level

Response times for hazardous items and graffiti removal are defined in Table 30601.19.01.



Table 30601.19.01 Cleanup Hazardous Items Graffiti

Condition	Response
Hazardous Items	1 hour during weekdays (reg. working hours)
	2 hours during weekdays (after hours)
	2 hours during weekends and holidays
Graffiti (hate or violence)	24 Hours

Other forms of graffiti, such as “tagging”, are to be removed subject the availability of resources.

5. Related Standards

30601.02 – Inspections – General Visual



Service Standard – Cenotaph Site Maintenance	
Name:	Cenotaph Site Maintenance
Reference Number:	30601.20
Creation Date:	July 26, 2024
Revision Date(s):	-

1. Purpose

The main purpose of the Service Standard for Cenotaph Site Maintenance is to provide safe and aesthetically pleasing cenotaph areas maintained to the appropriate levels of service applicable to the site-specific attributes.

2. Description

The intent of this standard is to provide cenotaph areas that are in safe and aesthetically pleasing condition and to maintain the surrounding area so that it is clear of potential hazards while ensuring site-specific attributes are maintained to the appropriate levels of service.

Where flowerbeds or planters with flower are present, floral displays will be maintained as required to ensure healthy growth and remove unsightly weeds.

Visual inspections of surrounding areas will record and report items to be remediated and ensure all the attributes are in appropriate condition.

Regular grass cutting is intended to maintain grassed areas at levels appropriate with the type and use of the grass and remedial turf repairs are intended to restore damaged turf areas.

Shrub maintenance is intended to ensure healthy and aesthetically pleasing shrub beds.



Cleanup is intended to ensure clean areas free of deleterious materials and to remove graffiti (Spring, Fall, Collection of Litter, Hazardous Items and Graffiti)

3. Standard

All Cenotaph areas will be adequately maintained as appropriate.

4. Service Level

The type, frequency and level of service will be in accordance with the applicable level of service specific to the attributes situated at each site.

5. Related Standards

- 30601.02 – Inspections – General Visual
- 30601.04 – Turf Management Mowing and Trimming
- 30601.12 – Remedial Repairs – Turf
- 30601.14 – Shrub and Garden Maintenance
- 30601.15 – Cleanup Spring
- 30601.16 – Cleanup Fall
- 30601.19 – Cleanup Hazardous Items and Graffiti



Service Standard – Sports Fields Irrigation Systems	
Name:	Sports Fields Irrigation Systems
Reference Number:	30601.21
Creation Date:	July 26, 2024
Revision Date(s):	-

1. Purpose

The main purpose of the Service Standard for Sports Field Irrigation Systems is to provide adequate operating systems that provide an appropriate supply of water to sports fields, thus improving the overall health of the turf and providing safer playing surfaces.

2. Description

Depending on the sport and level of competition, sports fields have heavy athletic demands placed on them. In order for turf to withstand the intensity of athletic use it requires irrigation, particularly in dry periods. Along with other turf management activities, irrigation will improve the overall health of turf and provide for an appropriate and safer playing surface at these levels of play.

Maintenance activities include:

- Seasonal inspection and testing
- Winterization (removal of water prior to freezing)
- Monitoring and adjustment of water quantities in response to rainfall

3. Standard

Fields require approximately 25mm of water per week, or enough to thoroughly soak turf to the depth of the root zone. This requires monitoring of the turf, soil moisture and inspection of irrigation systems as well as periodic adjustment of watering times and duration in response to seasonal conditions.



4. Service Level

The service level is defined as follows:

- Inspect and test each spring
- Monitor soil moisture weekly and adjust system as required
- Replace damaged or missing sprinkler heads
- Repairs to headers and feeder lines
- Scheduling of winterizing systems before October 30th

5. Related Standards

30601.02 – Inspections – General Visual

30601.04 – Turf Management Mowing and Trimming

30601.12 – Remedial Repairs – Turf

30601.15 – Cleanup Spring

30601.16 – Cleanup Fall



Service Standard – Sports Fields Infield Maintenance	
Name:	Sports Fields Infield Maintenance
Reference Number:	30601.22
Creation Date:	August 1, 2024
Revision Date(s):	-

1. Purpose

The main purpose of the Service Standard for Sports Field Infield Maintenance is to provide safe and functional playing surfaces for baseball/softball infields and warning tracks.

2. Description

This standard involves grooming by mechanically raking (gilling) and hand raking of the granular or clay material in the infields and warning tracks to provide a smooth, level, weed-free playing surface, free of puddles and suitably loosened for play.

Maintenance activities include:

- Gilling of infield
- Topping up granular and clay material as required
- Hand raking around bases and pitcher's mound
- Gilling of warning tracks (less frequently than infield)
- Line marking

Additional raking may be provided by the sports leagues. Bases are the responsibility of the leagues.

3. Standard

The infields and warning tracks should be smooth, level, weed free and loosened to facilitate play. The level of grooming may vary subject to the material type.



4. Service Level

The grooming frequency of infields is defined in Table 30601.22.01

Table 30601.22.01 – Frequency of Infield Maintenance

Facility	Grooming of Infield
Sports Fields – Class A	3 times per week
Sports Fields – Class B	Once per week

Note – Refer to Table 30601.01.01 and 30601.01.02 for description of park and sports field classes.

5. Related Standards

30601.02 – Inspections – General Visual