

### Recreation, Culture & Parks Service Standards

<b>ARENAS</b>	<b>OPERATIONAL HOURS</b>	<b>July 1 – August 31;</b> Monday – Friday 6:30am – 11:00pm, Saturday 6:30am – 10:00pm, Sunday 7:30am – 5:00pm. <b>September 1 – June 30;</b> Monday – Thursday 6:30am – 11:30pm, Friday – Sunday 6:30am – 12:00am
	<b>OPERATIONAL SEASON</b>	<b>Kinsmen Memorial Arena;</b> Mid-September through April. Extended every third year to accommodate Colin Campbell Community Arena shutdown. <b>Colin Campbell Community Arena;</b> Year-round. Shutdown every third year, approximately six weeks, May through mid-June. <b>Mini Rink;</b> Year-round. Shutdown annually for July.
	<b>SERVICE STANDARD</b>	<b>ANTICIPATED FREQUENCY</b>
Kinsmen Memorial Arena Colin Campbell Community Arena Mini Rink	General cleaning	Once/day, additional as needed.
	Floors	Once/day, additional as needed.
	Glass/Windows	Once/week, additional as needed.
	Washrooms	Once/day, additional as needed.
	Changerooms	Between user groups when able, deep clean once/day.
	Garbage removal	As needed.
	Ice resurfacing	Between each ice time or coordinated with user groups.
	Ice maintenance	Measurements once/week, edge/chip and scraping daily or as needed.
	Dasherboard maintenance	Once/week and as needed.
	Lighting inspections	Once/week, maintained as needed.
<b>POOLS &amp; SPLASHPAD</b>	<b>OPERATIONAL HOURS</b>	<b>TCC: July 1 – August 31;</b> Monday – Friday 6:00am – 9:30pm, Saturday & Sunday 8:30am - 10:00am. <b>September 1 – June 30;</b> Monday – Thursday 6:00am – 9:30pm, Friday 6:00am – 7:30pm, Saturday and Sunday 7:30am – 3:00pm <b>LLWP:</b> Daily 11:00am – 6:00pm <b>Splash Pad: May &amp; September,</b> daily 10:00am – 6:00pm. <b>June through August,</b> daily 8:00am – 8:00pm.
	<b>OPERATIONAL SEASON</b>	<b>TCC –</b> Shutdown every two years in July. <b>Lake Lisgar Water Park –</b> Open seasonally; 2 <sup>nd</sup> and 3 <sup>rd</sup> weekends in June, Last Friday in June through Labour Day. <b>Splash Pad -</b> Open seasonally May 1 through September 30, weather dependent.
	<b>SERVICE STANDARD</b>	<b>ANTICIPATED FREQUENCY</b>
TCC Indoor Pool Lake Lisgar Water Park	Chlorine pools maintained according to commercial pool standards as per Ontario Regulations.	
	All relevant maintenance listed in Arenas category above.	

	Changerooms	Once/day, deep clean twice/week.
	Pool deck cleaning	Once/day, deep clean once/week.
	Pool vacuuming	Auto-vac daily.
Splash Pad	Supplied by town water.	
	All relevant maintenance listed in Parks category below.	
	Inspected and blown off	Once/day.

<b>HALLS &amp; MEETING ROOMS &amp; COMMON AREAS</b>	<b>OPERATIONAL HOURS</b>	Same as Arenas listed above. Additional hours incurred for late or early rentals.
	<b>OPERATIONAL SEASON</b>	Year-round, minor shutdowns for maintenance coordinated around regular rentals.
	<b>SERVICE STANDARD</b>	<b>ANTICIPATED FREQUENCY</b>
Lions Auditorium Lions Den Marwood Lounge Deep End Meeting Room	All relevant maintenance listed in Arenas category above.	
	Stripping and waxing floors	Once/year.
	Vacuuming carpets	Once/week, additional as needed.
	Steam clean carpets	Minimum once per year and as needed based on useage.
	Kitchen cleaning	After every rental, deep clean twice/year.
	Tables and chair cleaning	After every rental.

<b>HEALTH CLUB &amp; SQUASH COURTS</b>	<b>OPERATIONAL HOURS</b>	<b>July 1 – August 31</b> ; Monday – Friday 5:30am – 9:00pm, Saturday 8:00am – 1:00pm, Sunday 8:00am – 11:00am. <b>September 1 – June 30</b> ; Monday – Friday 5:30am – 9:00pm, Saturday & Sunday 8:00am – 4:00pm
	<b>OPERATIONAL SEASON</b>	Year-round.
	<b>SERVICE STANDARD</b>	<b>ANTICIPATED FREQUENCY</b>
	All relevant maintenance listed in Arenas category above.	
	Equipment cleaning	Users clean after each use, additional cleaning as needed.
	Squash Court floors	Once/week.
	Squash Court walls	Once/month.

<b>PARKS</b>	<b>OPERATIONAL HOURS</b>	Daily, 6:00am – 11:00pm
	<b>OPERATIONAL SEASON</b>	Open seasonally, May 1 through October 31. Unmaintained and use at own risk November 1 – April 30.
	<b>SERVICE STANDARD</b>	<b>ANTICIPATED FREQUENCY</b>
Bert Newman Park Cadman Park Coronation Park Cranberry Park Clock Tower Parkette	Contracted grass maintenance	Once/week. (note: weather may require more or less frequent cutting).
	Garbage collection	Summer; 3x/week. Winter; twice/week.
	Signage	Reviewed annually, replaced as needed.

Dog Park Doug Wilson Park Glendale Park Gyulveszi Park Kinsmen Memorial Parkette Kinsmen Participark Library Park Memorial Park Oak Park Optimist Park Rotary Park Southridge Park Summer Place Trottier Park Westmount Park Weston Family Park	Trees	Serviced as needed, work order driven.
	Flags	Replaced as needed.
	Gardens – shared responsibility of Horticultural Society and Parks, locations vary.	Planted, pruned and mulched once/year. Weeded biweekly or as needed. Watered as needed.
	Pavilions	Inspected once/week. Cleaned regularly, prior to each rental at minimum.
	Benches, Bleachers, Picnic tables	Inspected annually, maintained as needed.
	Playgrounds, Outdoor fitness equipment	Inspected monthly during seasonal operation.
	Trails and pathways .	Inspected annually, maintained as needed.
	Fencing	Inspected annually, maintained as needed.
	Porta-potties	Serviced once/week with additional service as needed

<b>OUTDOOR SPORT FACILITIES</b>	<b>OPERATIONAL HOURS</b>	<b>Lit Facilities;</b> 6:00am – 11:00pm. <b>Unlit Facilities;</b> dawn until dusk.
	<b>OPERATIONAL SEASON</b>	Open seasonally May 1 through Oct 31, weather dependent. <b>ODR;</b> Ice rink – November through March, weather dependent. Basketball – May through August.
	<b>SERVICE STANDARD</b>	<b>ANTICIPATED FREQUENCY</b>
Baseball Fields	All relevant maintenance listed in Parks category above.	
	In-house grass maintenance	Twice/week. (note: weather may require more or less frequent cutting).
	Infield grooming	Once/day, according to rental schedule.
	Light standards	Inspected in February, May & July – maintained as needed.
	Porta-potties serviced	Once/week, additional service for tournament weekends/as required
	Fieldhouse washrooms	Minimum once/day.
Skate Park/Pump Track	All relevant maintenance listed in Parks category above.	
	Inspected and blown off	Minimum once/week.
Tennis/Pickleball Courts	All relevant maintenance listed in Parks category above.	
	Courts blown off	Minimum once/week.
	Playing surface	Condition inspected once/year, maintained as needed.
Outdoor Rink	All relevant maintenance listed in Parks category above.	
Tillsonburg Soccer Park	Operated by Tillsonburg Soccer Club.	

<b>TRAILS</b>	<b>OPERATIONAL HOURS</b>	Daily, 6:00am – 11:00pm
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	<b>OPERATIONAL SEASON</b>	Open seasonally, May 1 through October 31. Unmaintained and use at own risk November 1 – April 30.
	<b>SERVICE STANDARD</b>	<b>ANTICIPATED FREQUENCY</b>
All Park Trails Veterans Memorial Walkway McLaughlin Way Trans-Canada Trail Carroll Trail Sundial Trail	All relevant maintenance listed in parks category above.	
	Granular	Power raked/groomed once annually.
	Paved	Inspected annually, select trails have winter control completed by Roads.

<b>CEMETERY</b>	<b>OPERATIONAL HOURS</b>	Daily, dawn until dusk. <b>Cemetery Office;</b> By appointment only. Appointments available, Monday – Friday, 8:00am – 3:00pm.
	<b>OPERATIONAL SEASON</b>	Year-round.
	<b>SERVICE STANDARD</b>	<b>ANTICIPATED FREQUENCY</b>
Tillsonburg Cemetery Pioneer Cemetery	Cemetery Bylaw enforcement	As needed. Seasonal cleanouts on March 31 & October 31.
	In-house grass maintenance	Once/week.
	All relevant maintenance listed in Parks category above.	
	Tamping and top dressing	Regularly inspected and completed as needed.
	Monument maintenance	As needed.
	Road maintenance and winter control	As needed.

<b>CUSTOMER SERVICE</b>	<b>SERVICE LEVEL STANDARD</b>
Voicemail	Response within 3 business days
Email	Response within 3 business days
Booking/program inquiry	Response within 3 business days
Report a problem service request	Pending priority level. Response within 7 business days if completion is delayed.

<b>MUSEUM</b>	<b>OPERATIONAL HOURS</b>	Monday – Friday 9:00am – 4:00pm, Sunday 1:00pm – 4:00pm. <b>Victoria Day through Labour Day, Saturday 12:00pm – 4:00pm.</b> <b>First and last Thursday of the month, extended hours to 7:00pm.</b>
	<b>OPERATIONAL SEASON</b>	Year-round, besides one-week closure in January.
	<b>SERVICE STANDARD</b>	<b>ANTICIPATED FREQUENCY</b>
Garden maintenance	Maintained by Tillsonburg Horticultural Society	As needed, year-round

Cleaning of Annandale House	Vacuuming; dusting of cases and surfaces; application of Murphy Oil on wood furniture and features.	Weekly – Facilities Staff
	Laundering of curtains	Annually – Facilities Staff
	Garbage removal	Daily – Contract Cleaner
	Artifact cleaning, per collections care standards	Monthly – Collections & Exhibitions Specialist
Windows	Interior	Monthly
	Exterior	Annually
Gallery Exhibitions	Installation, maintenance, and takedown according to exhibition schedule	Pratt gallery rotates 4x per year
		3 small galleries rotate 3x per year
Carpets	Deep cleaned	Annually – Facilities Staff
	Vacuumed	Weekly – Facilities Staff
Bathrooms	Maintained cleanliness, garbage removed, and toilet paper restocked	Daily – Contract Cleaner
Outdoor Water taps	Operational in warm months; shut off to prevent freezing	Turned on for Spring Shut off for Winter Season
Emergency Exits	Checked to ensure clear and functional	Weekly – Museum Staff
First Aid Supplies	Inspected; replenished immediately after use	Monthly – Museum Staff
Security Checks	Opening and closing procedures followed; alarm system tested	Daily procedures – Museum Staff; Annual testing - Contractor
Snow & Ice Removal	Snow cleared and salt applied to walkways and entrances	As required – Parks Staff
Exterior Lighting	Lighting checked; bulbs replaced as needed	Monthly inspection; as required replacement

INDOOR POOL	SERVICE STANDARD	ANTICIPATED FREQUENCY
Health Inspection and Approval	Public Health Inspector conducts inspection	Seasonal & On Request
Lifeguard Staffing	Certified staff on duty at all times. Ratios in accordance with provincial guidelines.	During all operational hours.
Equipment Safety Check	Inspect all operational equipment.	Daily
Staff Training	On going lifeguard and instructor training.	Seasonally and as required
Signage Review	Ensure safety, instructional and emergency signage is visible and intact.	Weekly

Public Communication	Hours of operation, closures and conditions posted on website and social media.	Minimum 1 week prior to change, unless urgent (ie: pool fouling).
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<b>LAKE LISGAR WATER PARK</b>	<b>SERVICE STANDARD</b>	<b>ANTICIPATED FREQUENCY</b>
Health Inspection and Approval	Public Health Inspector conducts inspection	Seasonal & On Request
Lifeguard Staffing	Certified staff on duty at all times. Ratios in accordance with provincial guidelines.	During all operational hours.
Equipment Safety Check	Inspect all operational equipment.	Daily
Staff Training	On going lifeguard and instructor training.	Seasonally and as required
Signage Review	Ensure safety, instructional and emergency signage is visible and intact.	Quarterly
Public Communication	Hours of operation, closures and conditions posted on website and social media.	Minimally 1 week prior to change.
Slide Inspection	Technical Standards and Safety Authority Inspection	Yearly
Deck cleaning	Pressure wash surface.	Monthly
	Rinse off deck with pool water	Daily
Accessibility Review	Ensure all accessible features are functional	Daily

<b>STATUTORY HOLIDAYS</b>	<p>New Year's Day – all sites closed</p> <p>Family Day – Museum and TCC open for special events</p> <p>Good Friday – all sites closed</p> <p>Easter Monday – all sites closed</p> <p>Victoria Day – all sites closed</p> <p>Canada Day – Museum open for special events, LLWP open 11am – 6pm</p> <p>Civic Holiday – Museum and LLWP open</p> <p>Labour Day – LLWP open</p> <p>Thanksgiving Day – all sites closed</p> <p>Christmas Eve – all sites closed at noon, museum closed</p> <p>Christmas Day – closed</p> <p>Boxing Day – closed</p> <p>New Year's Eve – all sites closed at noon, museum closed</p>
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