

# **Township of Zorra**

## **Parks and Recreation Level of Service Guidelines**

**Adopted June 4, 2025**





## Table of Contents

Introduction.....	3
<b>Section 1: Parks Levels of Service.....</b>	<b>5</b>
1.1 Skate Park.....	5
1.2 Playgrounds .....	5
1.3 Disc Golf.....	6
1.4 Sports Field Maintenance.....	6
1.5 Gardens and Planting Beds .....	7
1.6 Pool.....	7
1.7 Splash Pads .....	8
1.8 Parks and Trails Tree Maintenance .....	8
1.9 Grass Control .....	9
1.10 Trail Maintenance .....	9
1.11 Garbage.....	9
1.12 Park Washrooms .....	10
<b>Section 2: Arenas Levels of Service.....</b>	<b>11</b>
2.1 Equipment.....	11
2.2 Flooding .....	11
2.3 Washrooms .....	12
2.4 Inspections .....	12
2.5 Customer Service .....	13
2.6 Snow Removal .....	13
2.7 Rentals.....	13

## Introduction

This document outlines the level of service objectives the Township Recreation Department provides for the identified activities. These guidelines will act as a basis for budget calculations, ensure uniform maintenance of all Township property and assets, and assist staff and Council in answering requests by residents.

The Recreation/Facilities Manager shall be the primary person responsible for implementation and administration of these objectives.

## Parkland

1. Dr. Kosmal Park
2. Embro Community Centre Park
3. Grace Patterson Park
4. Harrington Community Park
5. Kintore Optimist Soccer Field (leased land)
6. Lions River Park
7. Lions South Park
8. Matheson Park
9. Memoriam Park
10. North Park
11. Robert Fisher Soccer Field
12. Terry Fox Park
13. Thamesford District Recreation Centre
14. Thamesford Outdoor Pool
15. Wallace Park

### Trails:

1. Wildcat Trail (900 m)
2. Lions River Park Trail (400 m)
3. Intra-park Trails (various)

### Outdoor Recreation Facilities

1. Baseball Diamonds (5)
2. Large Soccer Fields (2)
3. Mini Fields (5)



4. Playground Equipment (6)
5. Skate Park (1)
6. Picnic Pavilions (4)
7. Sand Volleyball Courts (2)
8. Disc Golf Course (1)

### **Staffing Structure**

Director of Public Services

Manager of Recreation & Facilities

Supervisor of Recreation & Facilities

Coordinator of Recreation Programs & Services

Seasonal Summer Student (2)

Arena Operator/Parks Staff (4)

## **Section 1: Parks Levels of Service**

The major objectives for maintaining the parks are:

- To ensure clear, safe and aesthetic surfaces for optimal use
- Regular inspections and repairs for broken equipment or hazardous conditions
- Uniform and consistent maintenance across all Township assets and property

### **1.1 Skate Park**

The levels of service objectives for skate parks are:

- Blowing and sweeping completed pre-season
- Visual inspections completed daily.
- Documented inspections conducted monthly.
- Debris removed as required
- Graffiti removal within 72 hours of reporting or ASAP if inappropriate

### **1.2 Playgrounds**

The levels of service objectives for playgrounds are:

- Blowing and sweeping completed pre-season
- Visual inspections completed daily
- Documented inspections conducted monthly by trained Parks staff
- Debris removed as required
- The Township does not currently undertake third-party condition inspections for playgrounds
- Maintenance and repairs for safety issues addressed within 24-48 hours, as required. Closures may occur until repair is made, and/or safety concerns are addressed.
- The playground replacement schedule is determined by Capital funding and staff recommendations from information gathered during monthly inspections.
- Playground design and installation is done in consultation with IPEMA certified playground equipment consultants/providers enduring AODA and CSA compliance.

### 1.3 Disc Golf

The levels of service objectives for disc golf are:

- Full course inspections once per month (baskets, tees, signage, fairway maintenance, repairs as needed)
- Mulch around baskets annually
- Seasonal tree trimming to address overhanging limbs impacting course

### 1.4 Sports Field Maintenance

Our soccer fields and baseball diamonds receive a higher level of maintenance than that of our regular parkland. User groups pay a fee to use these areas, and safety of the turf is important for the kids and adults that play on the fields. The levels of service objectives for sports field maintenance are:

- Roll, overseed, aerate once pre-season (Soccer)
- Roll, aerate once pre-season (Baseball)
- Groom surface for optimal play conditions before first game of the day (Infield Baseball)
- When there are no games, grooming is done once per week
- Maintain maximum grass height of 2" to 2.5" twice per week from May until end of June, depending on growing weather; this may be extended. As growing season slows, cuts will move to once per week from July to October
- Trim along fence lines and other obstacles once per week
- Test lighting pre-season and post-season to ensure safety
- Seasonal repair/replacement of bleacher boards as needed
- Full bleacher board replacement and repainting every four years
- Soccer lines are painted by user groups

Diamond Opening: Pre-Season duties:

- Add chips and dust
- Clean dug outs
- Install new flag
- Open canteens
- Groom driveway
- Install netting
- Repair fence capping

## **1.5 Gardens and Planting Beds**

The levels of service objectives for gardens and planting beds are:

- Garden beds cleaned up early Spring.
- Weed once per week.
- Water as needed.
- Mulch/woodchip top up every 2 years to minimize weed growth, or as required
- Pollinator gardens maintained by Thamesford Lion's Club
- Planter boxes and boulevard gardens in Thamesford core historically maintained by Thamesford Business Association

## **1.6 Pool**

The levels of service objectives for pools are:

- Maintain safe and sanitary conditions in accordance with regulations (O.Reg. 565 – Public Pools)
- Water chemistry, checks, etc. conducted daily for water quality and cleanliness
- Inspect, wash out and clean filters as needed to ensure correct flow rates
- Pool temperature is set to 80F (26C) daily to maintain comfort levels for all users and activities
- Ensure all equipment is working properly

Opening/closing pre-season and post-season

- Drain/fill
- Pressure wash pool, building exterior and deck
- Water chemistry balancing
- General maintenance
- Inspection conducted once prior to opening, and pool inspected by public health on as-needed basis

## **1.7 Splash Pads**

The levels of service objectives for splash pads are:

- Splash pads open by Victoria Day weekend to Labour Day weekend or extended as weather permits.
- Maintain safe and sanitary conditions in accordance with regulations (O.Reg. 565 – Public Pools)
- Ensure equipment is operational
- Inspection done every morning
- Maintenance and repairs addressed within 24-48 hours. Closures may occur until repair is made, and/or safety concerns are addressed.

Opening/closing pre-season and post-season

- Prior to opening, pads must be inspected by public health
- Blow off pads
- Install summer spray heads
- Balance and set pressure on all features to ensure they are safe to use

## **1.8 Parks and Trails Tree Maintenance**

The levels of service objectives for parks and trails maintenance are:

- Sticks and debris collected early Spring and ongoing as needed
- To follow the tree planting by-law with respect to planting and maintenance
- Tree planting annually to replace dead trees in parks
- Watering new trees conducted regularly once per week
- Minor trimming and pruning trees as dictated by species annually
- Major tree trimming done every two years or as require by professional arborist unless safety is of concern and will be addressed right away
- Inspection to ensure aesthetics and safety in parks and along trails



## **1.9 Grass Control**

The levels of service objectives for grass control are:

- Leaves mulched in the fall, once per season
- For passive parks, grass is maintained to a maximum height of 3" at passive parks once per week all season
- For sport fields, grass is maintained to a maximum height of 2"-2.5" twice per week from May to end of June (once by contractor, once by Township). Depending on the weather, this may extend past June. And once per week from July to October
- Grass to be cut from May to October (may be earlier depending on weather conditions)

## **1.10 Trail Maintenance**

The levels of service objectives for trail maintenance are:

- Intra-park trails groomed at the start of spring
- Patching, grading and topping up chip and dust trails once annually, or as needed to repair erosion, washouts or other damage
- Grass cutting on natural trails twice per month
- Trimming of natural trails once per month to maintain 3.2-foot width
- Debris on the trail system shall be removed as soon as possible once being notified of the concern
- Trails to be inspected once per month from April to October
- Park paths are not maintained during winter months

## **1.11 Garbage**

The levels of service objectives for garbage maintenance are:

- Garbage collected twice per week during parks season, once per week in Winter, or as required
- Garbage and recycling bins added back to parks mid-April and reduced and/or relocated to park entrances during Winter months for accessibility.
- Garbage cans have QR code for public to notify if full – collection as soon as possible once notified (either same day or following morning)

### **1.12 Park Washrooms**

- Open 8am-10pm from Victoria Day weekend to Labour Day weekend
- Porta-potties on-site at parks without washroom facilities, available May-October
- Inspected and cleaned daily
- Supplies (paper towel and toilet paper) stocked up as needed or before tournaments and special events

## **Section 2: Arenas Levels of Service**

The major objectives for maintaining the arenas are:

- To provide a safe, clean and exceptional user experience for residents
- To ensure that equipment and systems are operational and in working condition
- To provide consistent and quality customer service

### **2.1 Equipment**

The levels of service objectives for equipment are:

- Ice resurfacers shall be greased weekly, with blade changes every other week or as needed (depending on usage)
- Full service is done to Ice resurfacers at the start of the season to check down pressure, oil levels, coolant level, tire pressure, etc.
- Oil change on the Olympia every 100 hours
- End of season maintenance for ice resurfacers completed (remove blade, empty tank)
- Nets shall be inspected prior to the first rental of the day and repairs shall be conducted as needed
- Nets shall receive a fresh coat of paint every season, new mesh every other year, and replacement frames every 4-5 years
- Ice edger shall be inspected prior to each use, and blades rotated once per month
- Floor scrubber inspected prior to each use
- Water level and batteries are checked monthly and water added as needed

### **2.2 Flooding**

The levels of service objectives for flooding are:

- Floods to be done at the end of every ice rental, and at the halfway mark of rentals that are 2 hours long
- Floods typically take 10 minutes, however for figure skating or sledge hockey, staff may inform renter that 15 minutes is required to ensure ice has been properly resurfaced and patched prior to flooding

## 2.3 Washrooms

The levels of service objectives for arena washrooms are:

- Washrooms including those in changerooms are inspected hourly and documented; sinks and counters are wiped down. Supplies are checked and stocked as needed, toilets and urinals cleaned if needed.
- Hourly washroom inspections posted in publicly visible place as per Ontario Regulation 480/24 (effective Jan 2026)

## 2.4 Inspections

The Township is required to maintain minimum standards based on governing directives. These include, but are not limited to, Technical Standards and Safety Authority (TSSA), Electrical Safety Authority (ESA), National Plumbing Code of Canada (NPC), Fire Code and Ontario Building Code. The levels of service objectives for inspections are:

- Health and safety inspections completed and logged monthly.
- Compressor checks daily, increased to twice daily during start-up and warmer temperatures. TSSA & CSA B52
- Plant monitored daily and physical checks are done every 2 hours while facility is open
- When the facility is closed, physical checks must be completed up to 3 times per day depending on outdoor conditions. If the weather is above zero, 3 checks shall be completed and if the temperature is below zero, 2 checks shall be completed.
- Ice thickness measurements conducted twice a week as per ORFA
- Ice resurfacer inspections are conducted prior to every shift and flood, and ice maintenance is recorded
- Refrigeration Plant safeties testing conducted annually by a licensed mechanic as per CSA B52 Refrigeration Code
- Extinguishers inspected monthly as per Ontario Fire Code
- Building inspections conducted monthly as per Ministry of Labour
- Emergency lighting inspected monthly
- Ice rinks are edged daily - high spots are shaved down and low spots build back up to maintain ice thickness of 1.5" on a weekly basis
- Backflow prevention device is tested annually by a license plumber as per OC By-law 6544-2023 Cross Connection and Backflow Prevention

## 2.5 Customer Service

The levels of service objectives for customer service are:

- Staff are in uniform at all times during shift for visibility
- Customer phone calls and emails will be responded to within 2 business days as per Customer Service Standards

## 2.6 Snow Removal

Snow clearing operations are contracted out to an external service provider. The levels of service objectives for snow removal are:

- Entrance and walkways cleared by staff prior to opening, as required
- Parking lots will be cleared by 7:00 am if snow has stopped by 4am
- If snow continues past 4:00 am or there is a major weather event, clearing shall be completed as soon as possible
- Lots monitored 24 hours a day and clearing/ice control is completed as needed
- Snow plowing shall commence when snow reaches depth of 4cm (1.5")
- Ice control required for sleet, slush, freezing rain, flash freezing, and snowfalls less than 4cm (1.5")
- When temperatures reach minus 10 degrees celsius and rock salt is ineffective, ice melter shall be applied

## 2.7 Rentals

The levels of service objectives for rentals are:

- Space available for rent through online booking process
- Access to rentals confirmed through rental process
- Event setup and cleanup as requested
- Staff available for special community and high-risk events
- Ice requests are available through the annual ice allocation process as defined by Policy 700-03 Ice Allocation.
- Field requests (soccer and baseball) available annually through booking email