

THE DISTRICT OF HUDSON'S HOPE

REPORT TO: Mayor Johansson and Council
DATE: August 7, 2014
FROM: Laurel Grimm, Deputy Clerk
SUBJECT: Swimming Pool Policy and Orientation Manual

RECOMMENDATION:

That: "Council adopt the Amended District of Hudson's Hope Swimming Pool Policy and Orientation Manual."

Administrator Comments:

I support the recommendation.

Tom Matus, CAO

INFORMATION

As per Council direction, Staff has looked into implementing a policy for private functions at the Municipal Swimming Pool. Our Policy Manual was last updated in July of 2005 and did not include any wording on this subject.

In researching what other aquatic centers do in the region we are recommending the following wording be added to the Pool Policy & Orientation Manual:

5.13 PRIVATE RENTAL POLICY

1. *Private Rentals shall not occur during regular operating hours.*
2. *Private Rentals should occur in sequence following or prior to operating hours for purposes of avoiding to pay a 4hr call out fee for a one or two hour rental.*
3. *Two guards must be booked to work a private rental shift at a minimum, depending on patron occupancy.*
4. *Private Rentals shall be booked in a minimum of one week prior to the date for scheduling purposes.*
5. *The Pool Private Rental fee shall consist of paying for the staff who have attended as well as the facility rental fee.*

5.14 PRIVATE LANE RENTAL POLICY

1. *Private Lane Rental shall not consist of more than half the pool.*
2. *Private Lane Rentals shall occur no more than once a month for the inconvenience to the public.*
3. *Private Lane Rentals shall be booked one week in advance.*
4. *Private Lane Rentals shall be advertised to the public via Social Media one week in advance.*

In order to update the policy manual to include private rentals the "Parks, Campgrounds and Facility Regulation Bylaw No. 588, 1999" will need to be amended and is included in this agenda package.

A Recreation Fees report was submitted to Council in 2012 and has been in dire need of updating for some time. This has been on the "to do list" for the last five years. Urban Systems is currently working on a new fees schedule for our Development Fees (including Subdivisions, Zoning and OCP Amendments and Development Variance Permits) which will eventual encompass all the fees within the Municipality. However, every bylaw will need to be amended to reflect this and it will be a large project that will need months to complete.

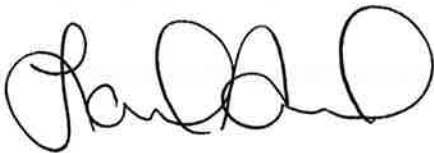
Right now, Council may choose to look at revising the Pool fees as an amendment will need to be made anyways to include the private rental costs.

Our Pool supervisor has done quite a bit of research looking into costs in the area and standard rental rates. As you can see from this comparison data submitted as information in ***the Parks, Campgrounds and Facilities Regulation Bylaw Amendment No. 844, 2014 Report to Council*** there are a few areas Hudson's Hope could look at increasing costs to help recoup some of the operational expenses.

I have drafted a Swimming Pool Fees Amendment Bylaw for Councils review which is included in this agenda. The fees have been included in the Fees and Charges Bylaw No. 843, 2014. This bylaw amendment includes a comprehensive break down of the fees and charges and would be a much better tool for administering and collecting fees for our facility.

Should Council wish to adopt the Swimming Pool Policy and Orientation Manual to include the Policy for Private Rentals no fees will be able to be collected until an amendment is made to the Bylaw.

Report prepared by:

A handwritten signature in black ink, appearing to read 'Laurel Grimm', with a stylized, cursive script.

Laurel Grimm, Deputy Clerk



HUDSON'S HOPE SWIMMING POOL

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Policy & Orientation Manual

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HUDSON'S HOPE SWIMMING POOL**Policy/Orientation Manual****CHAPTER 1 –PUBLIC RELATIONS****1.1 PUBLIC RELATIONS**

The best public relations come from quality planning, leading and completion. Good public relations are essential to a successful operation.

The public is most important in recreation, and therefore must be treated with the highest respect. All requests and complaints must be addressed. Good public relations include providing patrons with:

1. Enthusiastic, friendly and polite service.
2. Information on all pool programs.
3. An opportunity to express their ideas and interests for our programming. (Please ask all patrons with ideas, comments or complaints to contact the Pool Supervisor!)

CHAPTER 2 – LIFEGUARD**2.1 LIFEGUARD**

1. Effort should be made to ensure you can see all areas of the pool, and areas of highest usage should command the most attention.
2. Do not leave the pool unguarded at any time. In the event of an emergency where there is not enough staff to effectively cover the pool, the pool should be cleared until after the emergency is over.
3. Stay alert, lives may depend on you. If your attention must be drawn away from scanning, signal the other lifeguard on duty to cover you.
4. When not on the pool deck guarding please complete maintenance tasks.
5. Guarding rotations will happen on a regular basis. Generally guards will be working 20-30 minute intervals during normal operation.

Please see pool guidelines for a more complete list of pool rules.

The pool guidelines will be reviewed every six weeks to ensure that all staff agree with the pool rules. If however you feel there is a more urgent need for revision of a pool rule please address your concern to the Pool Supervisor.

CHAPTER 3 – INSTRUCTOR

3.1 INSTRUCTOR

Instructors are expected to commit themselves for the entire lesson session. Instructors that take unexpected days off jeopardize the program and to ensure successful instruction risk being replaced for future sessions.

Instructors should be on the pool deck 2-3 minutes before classes begin so that classes begin on time.

3.2 INSTRUCTOR EXPECTATIONS

Previous to first class.

You will be given an attendance sheet for each of your classes. It is important that you keep this list and maintain it throughout the lesson session. In the filing cabinet in the Staff Room you will find numerous worksheets for the various Red Cross, LS and preschool classes that are taught at Hudson's Hope Pool. Please take one for each of the levels you are teaching and put both the child's first and last names on the test sheet. You must hand in the complete attendance at the end of the lessons.

On first day of lessons make sure you have all the kids in your class and that the names match up with all the names on your attendance sheets. On occasion there may be more than one class of the same level at the same time. DO NOT switch kids without first consulting the supervisor. If there are kids in your class that are obviously not suppose to be in that level, then make a note on your sheet and remember to bring it to the attention of the supervisor on your break or after your classes are finished.

If a child shows up saying they are in your class, and they are not on your list, check immediately with the supervisor. Teach the child for the class and resolve the matter later.

3.3 EXPECTATIONS DURING CLASSES

1. For the first class of your shift be at the class site 2 minutes prior to the start of class to arrange equipment needs and to facilitate a prompt start time.
2. Always start your classes and finish your classes on time.
3. Be aware that doing safety talks at the beginning of your class gives the class the appearance of being late. Classes which are active and utilize a participatory teaching method are of the most benefit. A Deck Tour on the first day of classes is appropriate to introduce the kids to the facility.
4. Your kids should be in the water within the first couple of minutes of your class starting. If kids are late do not hold that against the kids that came early by making them wait. (A good habit is to do your attendance at the end of the class.)
5. When you do water safety skills try to utilize a participatory teaching method. If you are teaching boating safety try pulling down the canoes and actually doing some hands on activities.
6. Always be prepared to be in the water with your class.
7. Higher levels may require some on deck time but should never require the instructor to be on the deck for the entire class. Giving feedback effectively requires several different approaches. Often physical manipulation in the water may be the best form (as well as demonstrating in the water).
8. If you plan on using special equipment during your class have it ready before your class begins.

9. Always keep your class together and under your supervision. Do not allow kids to get behind you, nor turn your back to a class while focusing on one child.

3.4 NEVER LEAVE YOUR CLASS UNATTENDED

Should a parent attempt to speak with you, you may answer their questions so long as they do not take up more than a minute. Any longer than that and you should explain to them in a polite manner that you do have to teach your next class. If there is still further discussion required you can offer to speak to them later on the phone, or direct them to the Supervisor who can clarify any questions or problems and can pass on messages.

1. Always teach and evaluate to standard. If you are unfamiliar with the standards then look them up in the instructor manual. The Instructional Supervisor is also there to assist with interpreting the standards if there is still difficulty.
2. It is expected that you will do your best to make the class fun and enjoyable for all participants. Several teaching methods should be used.

3.5 LAST DAY OF LESSONS

The last day of lessons it is expected that you will try and organize some kind of a fun activity to compliment some instructional time. Coordinating fun activities with other instructors is also encouraged.

3.6 LS COURSES

The Pool Supervisor is responsible for arranging an Examiner for their final class and gathering any booklets that may be required for their classes.

3.7 PROGRESS CARDS

1. Cards and comments shall be done before the last day of lessons. Some progress cards may not have been picked and remain filed in the office; please try to check for old cards before writing up new ones.
2. Attendance sheets should have daily attendance totals along the bottom, and P (for Pass) and F (for incomplete) behind each child's name.
3. Worksheets should have full documentation; this means all relevant dates and times, as well as full names of all participants and instructors. Also indicate as to which candidate completed which skills.
4. The child's name should be clearly printed on the outside of the card following the pool example. Cards should have detailed information on the progress or lack of progress of the child. With a child who has not completed a level make sure you are positive and constructive in your feedback.

Example of a Pass may read: Good work John! You have excelled in your swim level. I especially appreciated your attentiveness in class and look forward to teaching you again. Your next level should be (State level).

An Example of an Incomplete may read: John has tried hard in this level however he is still having a great deal of difficulty coordinating his arms and legs on his front crawl. I would recommend he either take the level again or try other options including working on the stroke during public/family

swims. Re-evaluations can be done at any time should John improve. Good work, hope to see you next session. Daryl

3.8 APPEARANCE

1. Instructors may wear a one piece swimsuit.
2. Instructors are responsible for picking up their uniform or wetsuit if it is removed and left on deck for any reason. The same rule applies to class sheets and clipboards.

CHAPTER 4 – SUPERVISOR

The Supervisor should have a solid understanding of all programs and should be able to answer many of the wide range of questions people ask. She/he should also make an effort to understand all facets of the pool from front office to back room maintenance. Coverage of cash shifts will be required for Supervisors, therefore they must become conversant with our cash program.

4.1 SUPERVISORS

To become a Supervisor you must fulfil the criteria required for the position; this comes under several headings.

4.2 ATTITUDE

The Supervisor should both encourage and motivate other staff to do a good job. The Supervisor will be a person other staff can easily approach with questions and ideas, and be both supportive and lead by example. Using maintenance time effectively, attending in-services, assisting junior staff and maintaining a positive attitude are attributes expected of a Supervisor.

4.3 PUBLIC RELATIONS SKILLS

The Supervisor will have above average public relations skills because they will be called on to deal with and resolve public complaints and conflicts. Where the Supervisor is unable to answer a question or resolve a conflict, they will be able to direct the patron(s) to the appropriate supervisor and will notify that supervisor as to the situation immediately.

4.4 AWARENESS

The Supervisor must be aware of the other staff, including ensuring that they are guarding properly and using their off deck time effectively. Be aware that not all Guards will have the same skills and the Supervisor should be prepared to spend more time on the deck with newer or less skilled guards.

The Supervisor must also be on top of what is going on in the building as a whole, with regards to programming and operation of the building.

4.5 PROBLEM SOLVING

The ultimate decision making responsibility falls on the Supervisor. On occasion problems may occur in guarding or scheduling. The problem is less important than how quickly we solve the problem.

4.6 WILLINGNESS TO LEARN

A good Supervisor is always up to date with new ideas and information. A Supervisor will have up to date certifications and will take higher levels of training, such as LS Instructor Trainer, Red Cross Instructor Training, AEC, etc.

1. The Supervisor will also be able to conduct in-service training.
2. The Supervisor will also be involved in training staff, acting as a positive role model, and will be very familiar with all pool policies and procedures.

CHAPTER 5 – POLICY

5.1 PAY CHEQUES

Pay cheques are to be picked up at the municipal office every other Thursday. Any cheque not picked up by noon on Friday will be mailed to you.

If you lose your pay cheque, contact the Deputy Treasurer immediately to order stop payment and to request a new cheque. If the cheque amount is incorrect you should also contact the Supervisor.

5.2 STAFF UNIFORMS

Staff issue for the pool are 2 Staff T-shirts and 2 pairs of shorts.

5.3 WHISTLES & KEYS

All guards must have a whistle and a key while on the pool deck. Whistles attached to arm bands that include a key are best. All guards must carry a key and whistle in case of an emergency evacuation.

5.4 APPEARANCE

1. Whenever on duty, each staff member must wear Pool Uniforms. The one exception to this is made when instructors are in the water or on deck teaching.
2. Towels are not to be worn around the waist while guarding.

5.5 ABSENTEEISM AND TARDINESS

1. It is the responsibility of employees to be aware of all their shifts and be prepared to commence guarding and/or instructing at the time their shift starts in full uniform and properly prepared and updated on the day's activities.
2. Instructors should move out on to the pool deck 2-3 minutes before your classes begin so that your classes begin on time.
3. Absenteeism and substitutes for instruction are not encouraged. Instructors should not accept classes to which they cannot commit themselves for the course duration. Instructors who miss an excessive number of classes will be replaced so that consistency of teaching can be maintained.
4. If you are ill, please notify the pool as soon as possible. Phone the night before or anytime after 6 am. The sooner the better.

5. To request time off, please submit a written request to the Pool Supervisor. Switching shifts with other guards will be permitted providing no one works over 8 hours per day. If you are unable to switch shifts with another guard, please contact the spare guard.

5.6 IMPAIRMENT

1. Workers' Compensation Board of BC regulations stipulate that any employee with a mental or physical impairment must notify his or her supervisor of the impairment and must not knowingly do work where the impairment may cause undue risk to the worker or anyone else.
2. An employee must not enter or remain at any workplace while the person's ability to do work is affected by alcohol, a drug or other substance so as to endanger the person or anyone else.
3. All staff and supervisors need to consider the effects of illness, fatigue, prescription and non-prescription drugs as potential sources of impairment.
4. Any staff member who shows signs of impairment due to any of the above factors will not be allowed to start or complete a shift and may result in further disciplinary action.
5. We are counting on all staff to take responsibility for their actions prior to a shift and not allow any personal activities (e.g., excessive use of alcohol and/or lack of sleep) impair the high level of service we offer to the public.

5.7 STAFF ROOM

1. The staff room is available for the supervisor, lifeguards, and instructors during their working hours and is not available to the public.
2. The staff room is to be kept clean and neat at all times.
3. Office telephone is for business or emergency use only.

5.8 EQUIPMENT USE

1. All toys and equipment should be checked regularly. Damaged items should be removed from usage and should be reported to the Supervisor.
2. The lifeguards and instructors may exercise judgement in the equipment which may be used, and if in doubt you should ask the Supervisor.
3. At the end of your shift please put all equipment away neatly and in its proper location. In this way we will always be able to find what we are looking for, and the pool will look tidy.

5.9 OPENING PROCEDURES

Upon opening the pool, the lifeguards shall start the following procedures:

1. Check operations in mechanical room.
 - i. If the Cl₂ is below 1.0ppm people are not allowed in the pool. Check the Cl₂ manually using the Digital test kit and the Taylor test kit to make sure.
 - ii. The pH should read between 7.0 and 8.0 to allow people in the pool. We prefer to run between 7.4 and 7.6.

2. Check to make sure the pump is on, the mechanical room should be loud and the pool skimming.
3. Temperature of at least 80 °F in the pool. If it's not get the supervisor or senior guard to turn the boiler back on.
4. If the pH or Cl₂ are not within range or the pump has shut off call Public Works and let them know. Do not allow patrons into the pool until the issue is resolved.
5. Take out vacuum, clean filter (procedure in office) and take down signs
6. Sweep change rooms, entry, public washroom, staff washroom and staff room.
7. Bring water cooler, spine board, first aid kit, phone and oxygen on deck.
8. Do pool test as soon as time permits, including a total chlorine test.
9. Record phone message
10. Cash in

5.10 CLOSING PROCEDURES

Upon closing the pool in the evening the following duties should be completed:

1. All pool equipment and toys should be put away neatly
2. Cash Out. Follow the procedure above the cash register
3. Clean toilets, sinks and mirrors in change rooms, public washroom and staff washroom
4. Wipe down benches, pick up any garbage or lost and found, check lockers and refill dispensers.
5. Mop the change rooms, entry way, staff washroom, staff room and public washroom, get rid of all puddles
6. Bring water cooler, spine board, first aid kit, phone and oxygen into office.
7. Do a pool test.
8. Add 8 ounces of Heat Saver using the blue cup. (Rinse cup first)
9. Put in Vacuum and put up signs (procedure in office)
10. Lock all doors including public washroom before leaving
11. Call Answering Service to tell them you are leaving.
12. Turn out all lights and make sure staff washroom door is open (so towels can dry)

5.11 USE OF FACILITIES

1. No one is permitted to use the facility outside of regular operating hours. Anyone contravening this rule will be subject to disciplinary action.
2. At the discretion of the supervisor, lifeguards and instructors ifeguards who are currently on the schedule, may use the pool facilities at no charge during normal operating hours, where such use relates to employee development and for fitness.
3. Municipal Employees, ex-staff, friends or relatives of staff should pay normal entrance rate when using the pool.

5.12 SOUND SYSTEM

The radio is to be used for aqua-size, public swims and length swims. Appropriate selection of music for swims is essential. Please be aware of patrons' concerns regarding volume and choice of music.

5.13 PRIVATE RENTAL POLICY

1. Private Rentals shall not occur during regular operating hours.
2. Private Rentals should occur in sequence following or prior to operating hours for purposes of avoiding to pay a 4hr call out fee for a one or two hour rental.
3. Two guards must be booked to work a private rental shift at a minimum, depending on patron occupancy.
4. Private Rentals shall be booked in a minimum of one week prior to the date for scheduling purposes.
5. The Pool Private Rental fee shall consist of paying for the staff who have attended as well as the facility rental fee.

5.14 PRIVATE LANE RENTAL POLICY

1. Private Lane Rental shall not consist of more than half the pool.
2. Private Lane Rentals shall occur no more than once a month for the inconvenience to the public.
3. Private Lane Rentals shall be booked one week in advance.
4. Private Lane Rentals shall be advertised to the public via Social Media one week in advance.
5. Private Lane Rentals shall consist of half the hourly Private Rental rate.

CHAPTER 6 - POOL GUIDELINES/RULES

The following pool rules are guidelines for water safety. They are flexible to a certain degree at the discretion of the supervisor. Please be aware that the public may not be aware of the rules you enforce, and at no time should they be expected to know the rules, as many of them are not posted.

6.1 PERSONAL SAFETY

The lifeguard shall make the patron aware of any hazards or hazardous activity in the pool.

6.2 PUBLIC ENJOYMENT

The lifeguard shall attempt to moderate an environment which is enjoyable to all members of the public. Some examples include:

- ~ No boisterous activity near small children, i.e., beach area
- ~ No fighting, swearing or yelling
- ~ Wherever possible, if someone is asked to refrain from some activity it is recommended that the lifeguard explain why such activity is inappropriate, and recommend alternate activity.

6.3 Pool Rules:

1. Lifeguards have the final authority for the pool. Lifeguards will make any immediate and necessary decisions to ensure the safety of all pool users. Failure to obey posted rules or lifeguard instructions may result in serious injury or death. The lifeguard maintains the final authority to have any person expelled from the pool. The District reserves the right to ask anyone to leave or have anyone removed from the pool complex that does not comply with the established rules and safety practices. Repeat offenders will lose all access to swimming privileges and right of entry.
2. Strictly no running around pool deck or zero entry.
3. Children under the age of six (6) years of age must be accompanied by a guardian (16+ years) in the water and be within arms reach at all times unless they have the Level 1 Swim Badge. Maximum two (2) children under 9 years per adult.
4. No member of the public is permitted on the pool deck or in the water if a lifeguard is not present.
5. All swimmers must show competency by completing the District Deep Water Swim Test – swim one length of the pool or completed level 4 before entering deep water.
6. No unnecessary conversation/distraction of on-duty lifeguard
7. All injuries occurring within the pool complex must be reported to the attendant on duty.
8. An emergency-only phone is located at the front office.
9. A first aid kit, spine board and oxygen are located at the focal point.

10. It is mandatory that all swimmers shower before entering the pool.
11. Animals and pets are not allowed in the pool area.
12. Persons with communicable diseases, nasal, eye, or ear discharges, diarrhea, sores, cuts or open blisters are not permitted in the pool.
13. No disposable or cloth diapers. Infants not toilet trained must wear a commercial swim diaper in zero entry and main pool. Swim diapers are available for purchase from the front desk.
14. Parents/guardians not attired for swimming will only be permitted in the observation area during lessons. The lifeguard or swimming instructor may ask any spectator to leave the pool enclosure/observation area at any time.
15. Except for sunscreen products SPF 6 and above, no oils, gels, creams, lotions or perfumes are permitted.
16. We encourage a friendly environment, where abusive, profane or vulgar remarks and disrespectful comments will result in expulsion from the complex.
17. Any bandages/band-aids should be removed and disposed of before entering the pool.
18. The maximum number of swimmers allowed in the pool is 171.
19. No camera or recording devices permitted at this facility without permission from the supervisor except during organized swim competition.
20. Only one person at a time on the diving board. The lifeguard may without notice close access to the diving board at any time.
21. No diving in shallow end, or zero entry area.
22. No person to throw or place objects into the pool (coins, stones, refuse).
23. No public display of affection.
24. No spitting, spouting water, blowing nose, or urinating in pool, on deck, walkways or dressing rooms.
25. Only Canadian Coast Guard, Department of Transport Canada or Fisheries and Oceans Canada approved lifejackets or Canadian Standards Association recognized Personal Floatation Devices (PFD) are permitted for non-swimmers.
26. Swimmers with shoulder length hair or long hair must use swimming caps or tie up their hair while in the water.
27. Personal toys, floatation devices, balls or games are permitted in the pool and area only with permission of the lifeguard on duty.

28. Dunking, pushing, running, rough play, extensive noise, riding shoulders, grabbing around the neck and standing on mats are unsafe behaviour that will endanger self, and others. Lifeguards are the final authority.
29. No glass objects permitted in pool complex (swimmers should not wear breakable lens spectacles, facemasks or goggles).
30. No food, drink, wrappers, coolers, or ice chests on deck.
31. No alcohol or drugs permitted in pool complex. Those deemed to be under the influence of alcohol or drugs will be asked to leave by the lifeguard.
32. There is strictly no smoking, chewing tobacco or chewing gum permitted in the pool complex.
33. District owned wheelchair(s) only to be used in pool complex and pool zero entry by those with a physical disability under the responsibility of a qualified caregiver.
34. No outdoor footwear/running shoes permitted on pool deck. Only clean water shoes/flip flop type sandals. No footwear permitted in the pool.
35. Pool users must wear appropriate swimwear/bathing suit/shorts/trunks. No underwear, cut offs, jeans, tennis shorts, see-through, thong, street clothes allowed. Only clean white t-shirts permitted.
36. Personal Health Considerations

Those using the pool complex with health conditions such as, but not limited to, allergies, diabetes, hypoglycaemic, seizures, epilepsy and/or other physical conditions are advised to make pool personnel aware of their condition prior to getting in the pool. This will enable pool personnel to be better prepared for the possibility of a medical emergency.

Lifeguards have the final authority for the pool. Lifeguards will make any immediate and necessary decisions to ensure the safety of all pool users. Failure to obey posted rules or lifeguard instructions may result in serious injury or death. The lifeguard maintains the final authority to have any person expelled from the pool. The District reserves the right to ask anyone to leave or have anyone removed from the pool complex that does not comply with the established rules and safety practices. Repeat offenders will lose all access to swimming privileges and right of entry.

CHAPTER 7 – FIRST AID AND EMERGENCY PROCEDURES

All safety and emergency equipment is to be checked regularly, any damage or missing equipment should be reported to the Pool Supervisor.

1. Focal Points – There is one focal point on the pool deck, equipped with a first aid kit Oxygen and spine board. The main focal point is located at the shallow end, on the side.
2. First Aid Kit – The first aid kit contains all of the necessary supplies, it is checked and restocked periodically with replacements from the first aid cupboard which are located in the first aid room.

7.1 UNCONSCIOUS EMERGENCY PROCEDURES

| GUARD #1 | GUARD #2 |
|--|---|
| Earliest recognition | Guarding |
| Movement to nearest entry point | Cover up for other guard, guarding |
| Whistle – take off – enter | Move towards incident, guarding |
| Roll victim, protecting the airway from flooding | If deep water, away from edge, assist other guard, guarding |
| Transport to shallow end | Assist with transportation to shallow water |
| When able to stand check vitals and maintain | Move towards side of pool, get vitals information, |

| | |
|--|--|
| if necessary | clear pool, make call |
| Proceed to FOCAL POINT Clear pool | Phone EMS, return with equipment |
| Removal – support victims back against pool wall | Grasp victim under arms |
| Lift chest – straighten victims legs, plant feet | |
| Grasp victim around knees, lift with your legs | Squat down behind victim, lift with your legs |
| Help push victims legs to deck, jump out | Step back with one leg, lower victim into recovery position, watching the head |
| Cover victim with blankets | Lay victim in recovery position |
| Crowd control, wait for ambulance | Check and maintain vitals |
| Write up accident report | |

7.2 PULL OUT EMERGENCY PROCEDURES

| GUARD #1 | GUARD #2 |
|---|--|
| Earliest recognition of victim-facial expressions and actions | Guarding |
| Movement to the nearest entry point | Cover up for other guard, guarding |
| Whistle – take off – enter | Move towards incident, guarding |
| Support of victim | If deep water, away from edge, get in & assist other guard |
| Transport to closest edge or shallow water | Assist with transportation |
| After care of the victim-no threat of complications or repeat of incident | Resume guarding |

| | |
|---|--|
| Write up accident report return to guarding | |
|---|--|

7.3 SPINAL EMERGENCY PROCEDURES

| Primary Guard | Secondary Guard |
|---|---|
| Recognition at earliest possible moment | Guarding |
| Whistle – call “spinal”, hand signal movement to nearest entry point, Slip In | Move towards incident clear pool |
| Contact victim, immobilize and roll-over | Check if Primary guard needs help transporting |
| Transport to Focal Point | Assign tasks to bystanders such as calling EMS, clearing the pool and clearing the entrance for when EMS arrives |
| Prepare for Slant Board procedure | Return to focal point with spine board and pocket mask |
| Maintain clamp, guide board under victim with “foot” foot. Work with Secondary Guard to align victim over board | Slant board into water, guide Primary Guard to properly align board under victim. Use push/pull, and up/down |
| Maintain clamp until secondary guard has “spocked” the victim and cleared you to let go. Raise the board up so the victim’s back is against it. | “Spock” victim by placing forearms along side the head and grasping trapezius. When victim is aligned and supported clear primary guard to let go. |
| Do up the top chest strap tightly as this will be the only strap holding the victim’s body to the board | Maintain spock, guide available bystanders |
| Reposition clamp with top arm, support board with bottom arm and leg. Clear secondary guard to remove spock when clamp is stable | Remove spock when cleared to by primary guard. Place “L” blocks against victim’s head in unison and secure with strap, placing it on forehead and attaching to both block simultaneously. |
| Move to foot of board and slide board onto deck under direction of secondary guard | Guide Primary guard during removal. Lift head of the board slightly and slide board onto deck |
| Do up remaining straps | Check ABC’s and treat as required |
| Take over phone call, organize bystanders, send someone to meet ambulance, clear pathway to deck if necessary. | Maintain ABC’s |

7.4 SPINAL OBSTRUCTION

| | |
|--|---|
| Kneel by side of board at victim's shoulder level | On other side of board, kneel by victims head |
| Firmly grasp the victims shoulder opposite you, with your free hand, lift the board rolling it away from you | Place your hand and forearm alongside the victims head, assist with rolling the board with your free hand |
| Keep the board steady on its side and keep victims shoulders from sliding | Ensure that the victims head does not move side ways |
| | Clean out mouth and ensure airway is maintained |

7.5 Major First Aid

1. The guard who first spots the situation blows whistle to alert the second guard.
2. If the situation is located in the deep end of the pool the second lifeguard goes in to assist. (Note: the deep end is anywhere that the first guard can not touch the bottom.
3. First aid forms should be completed in pen, copies made and submitted to the Supervisor, and the municipal office.

7.6 PHONING THE AMBULANCE

1. A guard or responsible patron (sent by guard) must call the ambulance. If there is a third guard on duty he/she should call the ambulance.
2. A guard or responsible patron (sent by guard) will need to be told all pertinent information regarding the victim and type of injury.
3. Whoever makes the call should follow the information sheets posted beside the phone in the office.

Dial 911 ask for police, fire or ambulance.

Information you give to the ambulance dispatch

| | |
|---|---|
| Your Name: | _____ |
| Your Location: | Hudson's Hope Swim Pool, 10201 – Holland Street - You can enter at the rear of Ellis Street. |
| Number of Victims: | _____ |
| Victim Age and Gender | Tell them patient's sex, approximate age, breathing/non, pulse/no pulse and the suspected injury. |
| Ask - Any further information needed? | _____ |
| What You are Doing For the Victim: | _____ |
| Pools phone number: | 1-250-783-9913 |
| Ask Them Their Estimated Time of Arrival: | _____ |
| Hang up the Phone Last | |

7.7 FOLLOW UP

1. Call supervisor as soon as possible.
2. Fill out accident report (photocopy) and write a brief description of the incident and how it was handled.

7.8 EMERGENCY CONTACTS

In the event of a major Emergency or an unusual situation, please contact one of the following for assistance.

See posted phone number list for details

| | |
|-----------------------|----------|
| Ambulance Fire Police | 911 |
| District Office | 783-9901 |
| District Shop | 783-5382 |
| On-call worker | 783-0543 |

7.9 ACCIDENT REPORT FORMS: APPENDIX A

Any first aid requiring more than just a Band-Aid must be recorded on an accident report form. Any first aid which requires the attention of medical aid, should be considered to be major and should be brought to the attention of the Pool Supervisor and a copy for the municipal office.

1. Due to the possible legal nature of all accident forms it is very important that they be filled out to the best of our knowledge, and as accurately as possible.
2. Watch the way you phrase responses. If someone requires only that they sit for a moment - do not write that you did nothing, but that you had the victim sit and rest. Saying that you did nothing for the victim implies that the victim was abandoned.
3. Write down all symptoms and describe the mechanism of injury. Do not make a diagnosis. We are not qualified to judge if someone has actually suffered a spinal injury. We should therefore say - It APPEARS that the victim may have a spinal injury.
4. Do not draw conclusions as to the cause of the accident, words like slipped and tripped indicate that the pool may be liable for the accident.

For minor injuries i.e., small cut or nose bleed and all other incidents; write the date, time, name, age, phone #, injury description, and treatment in the Incident Report Book located at the Focal Point. Accident forms should be given to the Pool Supervisor and a copy for the municipal office.

7.10 INCIDENT REPORT FORMS: APPENDIX B

Guidelines for Handling Accusations of a Serious Nature

These guidelines are to be implemented if you feel that the accusation, had the ability to cause harm either in a physical, emotional or psychological way. The following outlines a few examples of issues that could be considered serious accusations and/or incidents: assaults, sexual misconduct, violent crimes, gang related

incidents, prejudicial actions, etc.. Either recreation users, bystanders or employees can be affected by such accusations or incidents. Using proper judgement is the key to resolving the issues. Remember that in all cases your first priority is the well being of the public.

1. Evaluate the Validity of the Accusation
 - Is this one person or a number of persons making the accusation?
 - Were the general public around to hear the accusation?
 - What was the time frame involved ?
 - Are the 'problem people' still in the pool area (or nearby)?
 - Does the accusation involve any unlawful acts?
2. Do you need police involvement?
3. If yes, Contact the Police Immediately!
4. Contact your Supervisor
5. If the issue is deemed to be serious in nature, please contact your Supervisor immediately.
6. Put it in Writing
7. After the police are involved, let them deal with all the fact finding but...
 - ~ Make sure that you document what the allegation is, who made it, your response and any action of the police (or anyone else).
 - ~ Keep track of the sequence of events
 - ~ i.e., (12:15 pm Saturday November 25, allegation made on the phone by Mr. Smooth talker regarding "Such and Such" - 12:20 pm call transferred to supervisor, etc.)
8. Write down the Police case number and the name of the officer that arrived to investigate.

CHAPTER 8 – MAINTENANCE AND CLEANING INSTRUCTIONS

The complete list of maintenance duties is located in staff room. The Supervisor should be aware of all the different maintenance duties. They should understand when and how to perform these duties, and must check to ensure these jobs are completed satisfactorily. The following contains information you will need for emergencies, safety in handling chemicals, pool testing and balancing the pool chemistry.

8.1 POOL TESTS

1. Take with you two test vials to the 3.0m marking.
2. Read the pool thermometer and rinse and fill the two test vials to the 10 mL marking at elbow depth.
3. Read the outside air thermometer, the mechanical room water thermometer and the chlorine and pH from the chemtroller.
4. Go back to the office with pool test vials and record in the pool test log book all information gathered.
5. Clean and dry a test vial and place into the colorimeter, Turn the colorimeter on and press the mode button until it reads Cl-F, then press Read/Enter and Zero.
6. Take the vial out and unscrew the cap, open a packet of DPD Free Chlorine Reagent and dump into the vial, shake for 20-30 seconds, dry the vial off then place it back into the colorimeter lining up the arrows
7. Press Read/Enter and record the number in the pool test log book under Free Chlorine.
8. Take the other vial, wipe it dry and place it in the colorimeter.
9. Press the mode button until it reads PH, then press Read/Enter and Zero.
10. Take the vial out and add 20 drops of the pH indicator, making sure the bottle is straight up and down, invert a couple times to mix.
11. Wipe the vial clean and put it back in the colorimeter making sure the arrows are lined up, wait 1-3 minutes.
12. Press Read/Enter for the pH test and record in the pool test log book under pH.
13. Once a day, in the morning, we do a total chlorine test. For this bring three test vials with you to get your water samples
14. Press the mode button until Cl-T is showing, then insert the clean dry vial and press Read/Enter and Zero.
15. Take the vial out and add one packet of DPD Total Chlorine Reagent and mix for 20-30 seconds.
16. Insert the clean and dry vial with the arrows matching back into the colorimeter and wait 2-4 minutes, then press the Read/Enter button, record this number under Total Chlorine
17. To get your combined chlorine subtract the free chlorine from the total chlorine

8.2 CLEANING INSTRUCTIONS:

1. REGULARLY/AQUAFIT

- Do a pool test every 2 hours
- Check/Tidy change rooms. This may include mopping floors, wiping/cleaning flushing toilets, picking up clothes and garbage
- Check and refill dispensers
- Tidy the office
- Clean gutter tops
- Pick up cigarette butts in front of the building and by the public washroom

2. CHANGE ROOMS AND WASHROOMS

The change rooms, public washroom and staff washroom are cleaned daily at night. The cleaning bucket is located in the storage room. Toilets are cleaned using toilet bowl cleaner and the toilet brush, squirt the clean around the inside rim and scrub it clean with the brush. Spray the rest of the toilet, handle and toilet seat with all purpose spray and use a paper towel to wipe down the rest of the toilet and flush it. Sinks are also cleaned using all purpose spray and paper towel. The mirrors are cleaned with the glass cleaner and paper towel. Make sure to wipe down benches with all purpose spray, pick up any garbage or lost and found, check lockers and refill dispensers. Mop the change room floors, entrance way staff washroom and staff room and public washroom by dumping a small amount of all purpose cleaner into the mop bucket and filling it with warm water from the mechanical room, make sure to mop the puddles into the drains so the floors are dry for the morning.

3. POOL DECK

The whole deck is hosed off Monday - Friday. Saturday the portion of the deck in front of the building should be hosed off. If it is raining, the deck still needs to be hosed off. See the procedure in the office for more details.

4. CLEANING THE OFFICE

The office needs to be tidied up daily and you have to put your personal stuff away before you leave the pool.

5. GARBAGE

The garbage cans get emptied once a week. Take out the trash bags and put in new ones. Put the smaller trash bags into the bigger ones so that there are two bags of trash. Tie the top of the trash bags and place outside the gate on Monday morning for the garbage man.

6. WEEKLEY CLEANING

The Cleaning schedule states chores that are done on a weekly basis. Most cleaning can be done with a bucket of hot water with some all purpose cleaner and either a reusable cleaning cloth or scrub brush. If there is a hard water build up CLR may be used.

- Scrub edges and corners of floors in change rooms, public washroom and staff washroom
- Scrub the showers (including staff)
- Scrub the ladders and diving board handles.
- Clean under benches and benches themselves.
- Wash windows and doors
- Pull mats outside and mop or pressure wash their tops and bottoms, mop floor where mats were. Wait until mats are completely dry and floor is dry, then sweep the mats off and return them indoors.
- Clean toilet bases and baseboard heaters
- Clean/Tidy mechanical/electrical and storage rooms, organize cleaning supplies and PFD's into sizes, sweep the rooms
- Wash hallway walls and shoe rack
- Clean change table, dispensers, garbage cans, lockers.
- Wash office counters
- Clean fridge, microwave and coffee pot.
- Wash office shelves
- Wash change rooms walls; concentrate on showers, behind sinks and toilets and in the changing areas.

FACILITY SIZE

18 METRE X 9 METRE

APPENDIX A
ACCIDENT REPORT

| | | | |
|--|--|--|--|
| Date: | | Time: | |
| Program: | | | |
| Patient's Name: | | Address: | |
| Phone Number: | | Adult: <input type="checkbox"/> yes <input type="checkbox"/> no Youth: <input type="checkbox"/> yes <input type="checkbox"/> no | |
| If youth, parent/guardian contacted? <input type="checkbox"/> yes | | Time: _____ am/pm <input type="checkbox"/> no | |
| Nature of Injury: | | | |
| Location of Injury (please draw): | | | |
| Treatment Given" | | | |
| Ambulance called to assist? <input type="checkbox"/> yes | | Time: _____ am/pm <input type="checkbox"/> no | |
| If ambulance was not called, was the adult patient or the parent/guardian advised to contact medical help? | | | |
| <input type="checkbox"/> no | | <input type="checkbox"/> yes | |
| Ambulance refused by adult patient or parent/guardian? | | | |
| <input type="checkbox"/> no | | <input type="checkbox"/> yes | |
| Signature of adult patient or parent/guardian refusing an ambulance:) | | | |
| _____ | | | |
| Name (please print): | | | |
| Location of Accident (please be specific): | | | |
| Explanation of how the accident happened: | | | |
| Follow-up done: | | | |
| Comments: | | | |

APPENDIX B
INCIDENT REPORT

| | |
|--|---|
| Date: | Time: |
| Program: | |
| Name of Person(s) Involved: | |
| Adult: <input type="checkbox"/> yes <input type="checkbox"/> no | Youth: <input type="checkbox"/> yes <input type="checkbox"/> no |
| If Youth, Parent/Guardian Contacted? If Yes at _____ am/pm | |
| Does the accusation involve any unlawful acts? <input type="checkbox"/> yes <input type="checkbox"/> no | |
| Do you require Police Involvement? <input type="checkbox"/> yes <input type="checkbox"/> no If yes, call immediately. | |
| Description of the incident: | |
| Location of the incident: | |
| Witnesses to the incident: | |
| Contact your Supervisor, or Management Staff | |
| Signature of Staff: | Date: |
| Signature of Management Staff: | Date: |

THE DISTRICT OF HUDSON'S HOPE

REPORT TO: Mayor and Council

SUBJECT: Sewer Service Regulations Bylaw No. 841, Water Service Regulations Bylaw No. 842, Fees and Charges Bylaw No. 843

DATE: September 2, 2014

FROM: Tom Matus, CAO

RECOMMENDATION No. 1:

That: *"Sewer Service Regulations Bylaw No. 841, 2014 be read a first, second and third time this 2nd day of September, 2014."*

RECOMMENDATION No. 2:

That: *"Water Service Regulations Bylaw No. 842, 2014 be read a first, second and third time this 2nd day of September, 2014."*

RECOMMENDATION No. 3:

That: *"Fees and Charges Bylaw No. 843, 2014 be read a first, second and third time this 2nd day of September, 2014."*

BACKGROUND/ RATIONALE:

The District of Hudson's Hope has recently completed a new Integrated Community Sustainability Plan and Official Community Plan in order to inform the community's development and establish a sound regulatory framework. The following Bylaws form a key part of the District's regulatory framework:

- Fees and Charges Bylaw;
- Water Regulations and Rates Bylaw; and,
- Sewer Regulations and Rates Bylaw.

A consolidated Fees and Charges Bylaw looks at water rates, sewer rates, development application fees and other fees (e.g., recreation fees) as additional schedules are required and other bylaws are updated going forward. In addition to water and sewer rates, the Fees & Charges Bylaw No. 843, 2014 includes development application fees. The enclosed Urban Systems report *Development Application Fees Review: Discussion Paper* provides an overview of the fees and charges for various development applications and services, and then compares these fees and charges with other

communities and includes recommendations for the District to consider. The Bylaw also includes pool user fees to reflect and implement Council's new Pool Policy.

Regulations in the proposed Sewer Service Regulations Bylaw No. 841, 2014 and Water Service Regulations Bylaw No. 842, 2014 incorporate provincial best practices and feedback from discussions with District staff. They have been modelled after the City of Fort St. John's regulations. However, the water and sewer rates have not changed significantly. As alluded to above, water and sewer rates have been moved over to a consolidated fees and charges bylaws (Fees & Charges Bylaw No. 843, 2014), also up for adoption.

Although rates have not been updated in a number of years, at this time a detailed review of rates has not been completed. It is recommended that a review of rates based on: consumption data, financial data, a session with Council, and community engagement be completed following adoption of the updated bylaws by Council. A detailed water and sewer rates study is scheduled to be completed later this year.

OTHER CONSIDERATIONS:

Copies of the following are attached for reference:

- Sewer Service Regulations Bylaw No. 841, 2014
- Water Service Regulations Bylaw No. 842, 2014
- Fees & Charges Bylaw No. 843
- Urban Systems Report *Development Application Fees Review: Discussion Paper (2014)*

ADMINISTRATORS COMMENTS:

In regard to the Fees & Charges Bylaw, in regard to the sewer and water charges, I have recommended to the consultant to:

1. Abolish the 4% discount due to the need to build our water and sewer capital reserves;
2. To require payment 30 days from date of invoice as opposed to allowing payment of annual fees by December 31st.

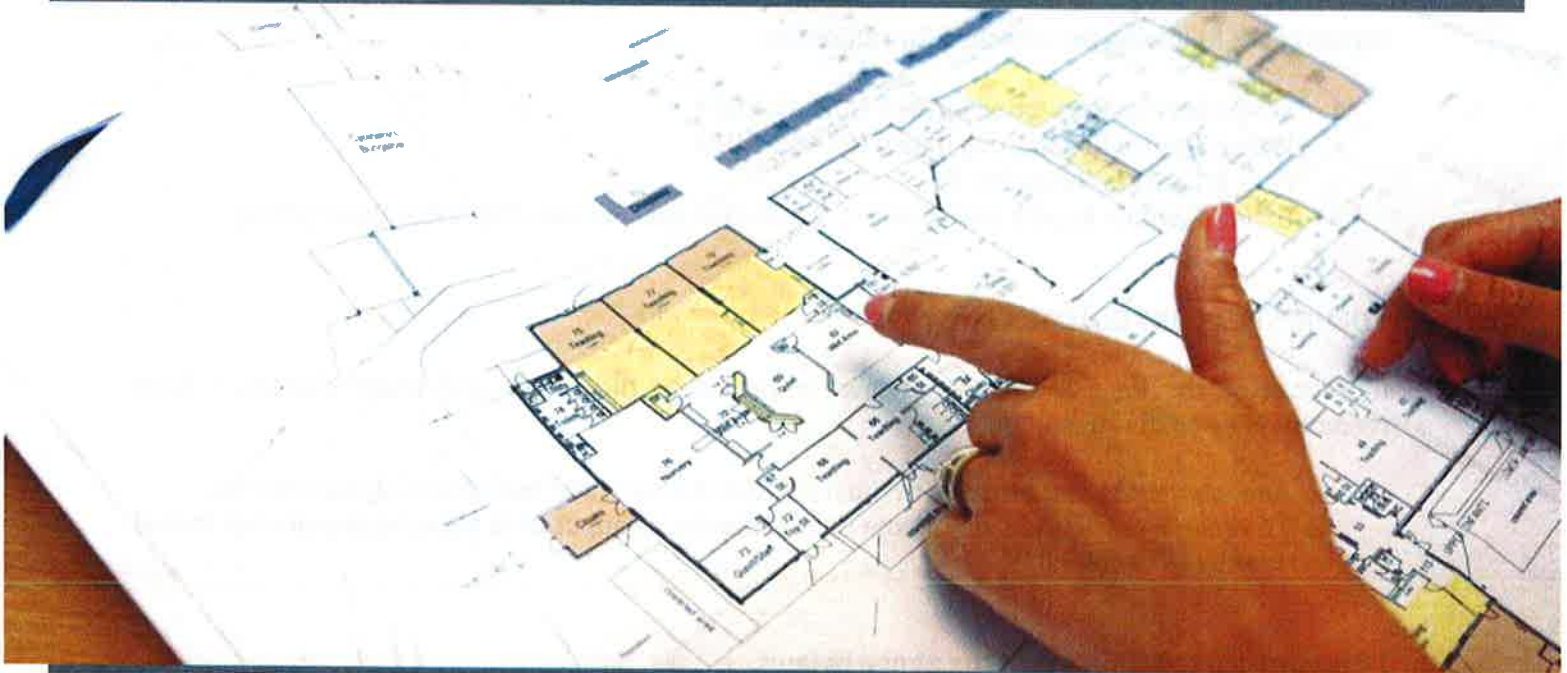
I concur with the contents of the above bylaws.



Tom Matus, Administrator

REPORT

Development Application Fees Review Discussion Paper



10808 - 100th Street, Fort St. John, BC V1J 3Z6 | T: 250.785.9697

May 2014

File: 0664.0032.01

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REPORT SUBMITTED TO

District of Hudson's Hope
PO Box 330
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Hudson's Hope, BC V0C 1V0
250-793-9901

Prepared by:

Urban Systems Ltd.
10808 100th Street
Fort St. John, BC V1J 3Z6
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File: 644.0032.01

May 2014

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Appendix A: Development Application Fees Comparison Table

1.0 Introduction

We understand that it is a priority for the District of Hudson's Hope to establish a new *Fees and Charges Bylaw* with appropriate development fees. The District requested that Urban Systems provide an overview of the fees and charges for various development applications and services, and then compare these fees and charges with other communities and make recommendations for the District to consider.

This report provides an overview of the following types of development application fees:

- Application for Subdivision;
- Application for Official Community Plan Amendment;
- Application for Zoning Bylaw Amendment;
- Application for Issuance of Development Permits;
- Application for Appeals to the Board of Variance (where applicable)
- Application for Issuance of Development Variance Permits; and
- Application for the Issuance of Temporary Use Permits (where applicable)

The following communities are compared because of their similarities to Hudson's Hope in terms of size, location and/or economic situation:

- Northern Rockies Regional Municipality
- City of Dawson Creek
- City of Fort St. John
- District of Chetwynd
- District of Tumbler Ridge
- Peace River Regional District

A bylaw for implementation of the recommendations will be developed in the future. It will be written in such a way that other fees and charges (e.g. recreation user fees, solid waste collection fees) can easily be added in the future – through amendments.

2.0 Analysis of Current Development Application Fees

A table comparing development application fees for each community noted in Section 1.0 is provided in Appendix A. The following section summarizes these findings and provides recommendations for establishing fees for the District of Hudson's Hope. The recommendations for changes in fee structures are based on:

- current estimated baseline costs for processing applications;
- rates used in similar/nearby communities; and,
- changing demands for development resulting from high levels of population growth projected in the OCP.

2.1 Subdivision

The District of Hudson's Hope currently collects a \$250 fee for subdivision applications at the initial application stage, and an additional \$25 for each lot created. These fees apply equally to conventional "fee simple" lots and strata title lots. In comparison MoTI in the surrounding Peace River Regional District collects fees for rural subdivision applications at the initial application stage, and again at the final stage of subdivision approval. At the application stage \$350 is required for each new lot created. At the final stage of subdivision approval (subdivision plan submission), an additional \$50 is required plus an additional \$100 per lot.¹

Some neighbouring communities require different rates depending on the nature of the application. For example, in the City of Fort St. John, application fees vary depending on the size (number of new lots created). This approach appears to be more complex than the one often taken in smaller communities. For example, the Northern Rockies Regional Municipality and District of Tumbler Ridge both require one rate for all types of subdivision applications and collect fees at one time (e.g. exam fees are bundled into initial application fees). Overall, subdivision fees for the District of Hudson's Hope are comparable to other municipalities in the region; however, given the dates the rates in neighbouring communities were adjusted (see Appendix A) and the projected population growth scenarios outlined in the OCP the District may consider a rate adjustment to ensure the costs of processing the applications are recovered.

Recommendation

- Consider an increase to the subdivision application fee, possibly to \$450 per lot (bundled into one fee) to match the surrounding Peace River Regional District.
- Continue using a flat rate fee for both fee simple lots and strata title lots.
- The length of time for subdivision applications to be processed can vary from a few months to several years. This option enables the District to collect fees at the front end of the process.

¹ Some additional fees apply for some types of strata title lots – see Appendix A for more detail.

2.2 Official Community Plan (OCP) Amendment

The District of Hudson's Hope currently requires a \$500 fee plus advertisement costs for OCP amendment applications. At \$500 per application, this fee is comparable to fees charged in the other communities examined in this report. The District of Chetwynd, District of Tumbler Ridge and the Northern Rockies Regional Municipality also require \$500 for OCP amendment applications. The Peace River Regional District, and the City of Dawson Creek, requires \$1000, and \$1,300 respectively.

Due to the high levels of growth projected in the OCP, as well as the dates that the rates were reviewed in neighbouring communities we recommend the District of Hudson's Hope increase the fee to \$750 plus advertisement. This fee more accurately represents of the level of effort that is typically required to process OCP amendment applications (approximately 16+ hours of staff time) than lower fees charged by other communities. Any reductions or stagnation in fees would likely move the District away from true cost recovery.

Recommendation

- Increase OCP amendment application fees to \$750 plus advertising.

2.3 Zoning Bylaw Amendment

The District of Hudson's Hope currently requires a \$500 fee plus advertisement costs for Zoning Bylaw amendment applications. As with fees for OCP amendment applications, this fee is comparable to fees charged in the other communities examined in this report. The District of Chetwynd, District of Tumbler Ridge and the Northern Rockies Regional Municipality also require \$500 for Zoning Bylaw amendment applications. The Peace River Regional District, and the City of Fort St. John, requires \$650, and \$1,000 respectively.

Due to the high levels of growth projected in the OCP, as well as the dates that the rates were reviewed in neighbouring communities we recommend the District of Hudson's Hope increase the fee to \$750 plus advertisement. This fee more accurately represents of the level of effort that is typically required to process development related applications (approximately 16+ hours of staff time) than lower fees charged by other communities. Any reductions or stagnation in fees would likely move the District away from true cost recovery.

Recommendation

- Increase Zoning Bylaw amendment application fees to \$750 plus advertising.

2.4 Combined OCP and Zoning Bylaw Amendment

Several communities examined for this report offer reduced fees for combined OCP amendment applications and Zoning Bylaw amendment applications. However, this method often results in application processing costs not being fully recovered, as well as the perceived de-valuation of the OCP. The District of Hudson's Hope currently requires a \$750 fee for applications that combine the two. At \$750 per application, this fee is considered low when compared to the corresponding fees charged by other

communities examined in this report. In those communities, fees range from a low of \$850 (District of Chetwynd) to a high of \$2000 (City of Dawson Creek).

We recommend the District of Hudson's Hope increase the fee to \$1500 to make it more consistent with fees charged in neighbouring communities. This fee more accurately represents of the level of effort that is typically required to process development related applications than lower fees charged by other communities. Any reductions in fees would likely move the District away from true cost recovery.

Recommendation

- Increase the combined OCP amendment applications and Zoning Bylaw amendment applications to \$1500.

2.5 Issuance of Development Permits

The District of Hudson's Hope does not currently utilize development permit applications. This is the exception when compared to other communities examined in this report. However, the recently completed OCP for the District of Hudson's Hope (2013), includes five development permit areas where the District will require applications for development permits. Fees implemented for development permit applications in these areas should be based on true costs and rates used in similar communities. In those communities that currently have a development permit applications fees range from a low of \$165 (Peace River Regional District) to a high of \$750 (Fort St. John).

Some communities, like the City of Fort St. John, require different rates depending on the nature of the application. For example, application fees vary depending on the size (construction value) of the development. This approach appears to be more complex than the one often taken in smaller communities. The Northern Rockies Regional Municipality, the District of Chetwynd and the District of Tumbler Ridge all require one flat rate for all development permit applications. Therefore, we recommend that when development permit application fees are implemented that the District should use a flat rate fee of \$450, which is consistent with similar sized communities in the area.

Recommendation

- The District should consider implementing this fee for the Development Permit Areas outlined in the new Official Community Plan to accurately reflect the effort required to process these types of applications.
- When implementing a development permit application fee use a \$450 flat rate fee.

2.6 Issuance of Development Variance Permits

The District of Hudson's Hope currently requires a \$300 fee for the issuance of a development variance permit. At \$300 per application, this is considered an average fee when compared to the corresponding fees charged by other communities examined in this report. In those communities, fees range from a low of \$165 (Peace River Regional District) to a high of \$1500 (City of Fort St. John).

Due to the high levels of growth projected in the OCP, as well as the dates that the rates were reviewed in neighbouring communities, we recommend the District of Hudson's Hope increase the fee to \$400 to

make it more consistent with the level of effort that is typically required to process development variance permits.

Recommendation

- Increase the fee for the issuance of a development variance permit to \$400.

2.7 Appeals to the Board of Variance

The District of Hudson's Hope has not established a Board of Variance. This is the exception when compared to other communities examined in this report. However, due to changes in legislation, which now allow municipal staff to recommend the issuance of development variance permits, appeals to the Board of Variance are generally now only done in special circumstances. In those communities that currently have a Boards of Variance, fees range from a low of \$90 (Peace River Regional District) to a high of \$300 (District of Tumbler Ridge). Communities such as the City of Fort St. John and the Village of Valemount have established a Board of Variance, but do not require fees for applications to appeal as they are rarely required.

Therefore, we recommend that in unusual circumstances where an appeal to the Board of Variance is required that the District should use a flat rate fee of \$450. This fee is based on the true costs of an appeal to the Board of Variance. This rate has also been set higher than the fee for a development variance permit to discourage appeals to a Board of Variance, an entity that does not currently exist in Hudson's Hope.

Recommendation

- The District may want to consider establishing a Board of Variance to respond to the high levels of population growth projected in the OCP.
- When establishing a Board of Variance use a \$450 fee for applications to appeal.

2.8 Issuance of Temporary Use Permits

The District of Hudson's Hope does not currently collect fees for the issuance of temporary use permits. This is the exception when compared to other communities examined in this report. In those communities collecting fees for the issuance of temporary use permits, fees range from a low of \$300 (District of Tumbler Ridge) to a high of \$750 (City of Fort St. John).

We recommend the District of Hudson's Hope begin collecting fees for the issuance of temporary use permits. The fee implemented should be \$500; this is consistent with similar sized communities in the area. This fee more accurately represents of the level of effort that is typically required to process temporary use permit application (approximately 10 hours of staff time and costs of advertising).

Recommendation

- Begin collecting fees for the Issuance of Temporary Use Permits.
- Implement \$500 fees for the Issuance of Temporary Use Permits

3.0 Conclusions

The District of Hudson's Hope currently collects a series of development application fees that have been established for applications for Subdivision, OCP and Zoning Bylaw amendments and Development Variance Permits. Compared to other similar/nearby communities those fees appear to be, for the most part, average to low. It should be noted that unlike neighbouring communities Hudson's Hope does not have Board of Variance in place nor does it collect fees for applications for development permits and temporary use permits. In general, there is a need to increase development application fees and implement new fees to respond to high levels of projected growth, and greater demands on District resources.

The following fees are generally lower than nearby communities or should be raised to ensure cost recovery for the District's development application procedures (see Appendix A):

- Applications for Subdivision (fee simple & strata title lots)
- Applications for OCP amendments
- Applications for Zoning Bylaw amendments
- Combined Applications for OCP amendments and Zoning Bylaw amendments
- Applications for development variance permits

Table 1- Recommended Charges and Fees Summary Table:

| TYPE OF DEVELOPMENT APPLICATION | CURRENT FEES REQUIRED | RECOMMENDED FEES |
|---|--|-----------------------------------|
| Subdivision application (strata and fee simple) | \$250 plus \$25 for each new lot created | \$450 per lot |
| Amendment to the District's Official Community Plan | \$500.00 plus advertising | \$750 plus advertising costs |
| Amendment to the District's Zoning Bylaw | \$500.00 plus advertising | \$750 plus advertising costs |
| Amendment to the District's Official Community Plan <i>and</i> Zoning Bylaw | \$750.00 plus advertising | \$1,500 plus advertising costs |
| Issuance of a Development Permit | No Fee | \$450 |
| Issuance of a Development Variance Permit | \$300 \$100 when done in conjunction with Subdivision Application | \$400 plus advertising costs |
| Appeals to the Board of Variance | No Fee | \$450 |
| Issuance of a Temporary Commercial or Industrial Use Permit | No Fee | \$500 plus advertising costs |

Appendix A

Development Application Fees Comparison Table

Comparison of Development Application Fees

| APPLICATION FOR: | Northern Rockies Regional Munic. <small>fees last reviewed & adjusted in 2009</small> | District of Chetwynd <small>fees last reviewed & adjusted in 2010 (subdivision fees in 2013)</small> | District of Tumbler Ridge <small>fees last reviewed & adjusted in 2006 (subdivision fees in 2012)</small> | Peace River Regional District <small>fees last reviewed & adjusted in 2013</small> | City of Dawson Creek <small>fees last reviewed & adjusted in 2010 (subdivision and 'land use' fees in 2013)</small> | City of Fort St. John <small>fees last reviewed & adjusted in 2013</small> | District of Hudson's Hope <small>Current</small> | District of Hudson's Hope <small>Recommended</small> |
|---|--|---|--|---|--|--|--|---|
| Subdivision (fee simple lots) | \$200 per lot | \$500 per lot | \$250 plus \$25 for each new lot created | \$350 ^(M) per lot | \$250 plus \$25 for each new lot created | \$500 Plus \$100 for each of the first three lots and \$200 for every lot after | \$250 plus \$25 for each new lot created | \$450 per lot |
| Subdivision (strata title lots) | \$200 per lot | \$500 per lot | \$250 plus \$25 for each new lot created | \$350 ^(M) per lot | \$250 plus \$25 for each new lot created | \$500 Plus \$100 for each of the first three lots and \$200 for every lot after | \$250 plus \$25 for each new lot created | \$450 per lot |
| OCP Amendment | \$500 | \$500 | \$500 ^(M) | \$1000 | \$1,300 ^(M) | \$1,000 plus advertising | \$600.00 plus advertising | \$750.00 plus advertising |
| Zoning Bylaw Amendment | \$500 | \$500 | \$500 ^(M) | \$650 | \$1,300 ^(M) | \$1,000 plus advertising | \$500.00 plus advertising | \$750.00 plus advertising |
| Combined OCP and Zoning Bylaw Amendment | \$1,000 | \$850 | \$1,000 | \$1050 | \$2,000 ^(M) | \$1,500 plus advertising | \$750.00 plus advertising | \$1,500.00 plus advertising |
| Issuance of Development Permit | \$300 | \$250 | \$300 ^(M) | \$165 | \$400 | \$750 \$250 permit for minor work | No Fee | \$450 |
| Issuance of Development Variance Permit | \$300 | \$350 | \$300 ^(M) | \$165 | \$300 | \$1,500 plus advertising | \$300 \$100 when done in conjunction with Subdivision Application | \$400 plus advertising |
| Appeals to Board of Variance | \$300 | \$250 | \$300 | \$90 | \$200 | No Fee | No Fee | \$450 |
| Issuance of Temporary Commercial and Industrial Permits | \$500 ^(M) | \$500 | \$300 | \$350 | \$400 | \$750 plus advertising | No Fee | \$500 plus advertising |

Notes to the Comparison Table

- [1] Includes a \$2,500 refundable security deposit
- [2] Includes a \$400 deposit (refundable upon removal) for a Development Proposal Notice. Applicant must also submit an additional fee of \$500 for the Zoning Bylaw Amendment
- [3] Includes a \$400 security deposit refundable upon removal for a Development Proposal Notice. An application fee of \$50 must also be submitted for the Site Profile.
- [4] Includes a \$400 security deposit refundable upon removal for a Development Proposal Notice. An application fee of \$50 must also be submitted for the Site Profile.
- [5] An application fee of \$50 must also be submitted for the Site Profile
- [6] Additional fees are required at the final stage of subdivision approval. A \$50 fee is required to process final subdivision plan examinations; plus \$100 per lot, including remainders, on the final subdivision plan. These additional fees are required upon final subdivision plan submission.
- [7] Additional fees are required at the final stage of subdivision approval. A \$100 fee is required to process final subdivision plan examinations; plus \$100 per lot, including remainders, on the final subdivision plan. These additional fees are required upon final subdivision plan submission. Other Strata fees include an additional \$100 to examine any phased development, and \$100 to issue a certificate of approval for each phase of a building strata development, payable upon certificate issuance.
- [8] Fee includes advertising costs.

* Alternative cost found in Subdivision and Development Servicing Bylaw No. S94, 2012- Every applicant for the subdivision of property shall pay an application fee of \$750 for the first new parcel created, and \$100 for the second and each additional parcel created.

** Missing.



HUDSON'S
HOPE
PLAYGROUND OF THE PEACE



Sewer Service Regulations

Bylaw No. 841, 2014

WHEREAS pursuant to the *Community Charter*, the *District* may operate and regulate a sewer system as a municipal service;

NOW THEREFORE the *Council* of the *District* of Hudson's Hope, in open meeting assembled hereby enacts as follows:

- .1 This bylaw shall be cited as the "Sewer Service Regulations Bylaw No. 841, 2014"
- .2 The following schedules attached hereto form part of this Bylaw:
 - .1 Schedule A (Sewer Service Regulations)
 - .2 Schedule B (Penalties)
 - .3 Schedule C (Municipal Ticket Information Offences)
 - .4 Schedule D (Designated Bylaw Enforcement Officers)
 - .5 Schedule E (Service Application Form)
 - .6 Schedule C (Prohibited Wastes)
 - .7 Schedule D (Restricted Wastes)
- .3 If any section, subsection, sentence, clause or phrase of this Bylaw is for any reason held to be invalid by the decision of any court of competent jurisdiction, the invalid portion shall be served and the decision that it is invalid shall not affect the validity of the remainder of this Bylaw.
- .4 Sewer Service Regulation Bylaw No. 763, 2008, and all amendments thereto are hereby repealed and replaced with this Bylaw.

Read a first time this _____ day of ___, 2014

Read a second time this _____ day of ___, 2014

Read a third time this _____ day of ___, 2014

Adopted this _____ day of ___, 2014

X

Mayor

X

CAO

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Schedule B – Penalties

Schedule C – Municipal Ticket Information Offences

Schedule D – Designated Bylaw Enforcement Officers

Schedule E – Service Application Form

Schedule F – Prohibited Wastes

Schedule G – Restricted Wastes

SCHEDULE A

Sewer Service Regulations

1.0 DEFINITIONS

In this bylaw, all words or phrases shall have their normal or common meaning except where this is changed, modified or expanded by the definitions set forth below:

BIOCHEMICAL OXYGEN DEMAND or "**BOD**" means the quantity of oxygen utilized in the biochemical oxidation of organic matter under standard laboratory procedures in 5 days at 20 degrees Centigrade, expressed in milligrams per litre, as determined by the appropriate procedure in standard methods.

COMMUNITY SEWER SYSTEM means all sanitary sewer works and all appurtenances thereto, including sewer mains, *Sewage* lagoons, sewer outfalls, service connections, *Sewage* lift stations, force mains, siphons and treatment facilities owned, controlled, maintained and operated by the *District* that gather, treat, transport, store, utilize or discharge wastes. The Community Sewer Systems does not include storm drains.

CONSUMER means any person who discharges *Waste* into the *Community Sewer System* under this Bylaw.

CONTAMINANT means any substance, whether gaseous, liquid or solid, whether dissolved or suspended, that:

- (a) injures or is capable of injuring the health or safety of a person;
- (b) injures or is capable of injuring property or any life form;
- (c) interferes or is capable of interfering with the proper operation of a sewer or *Sewage* facilities;
- (d) causes or is capable of causing material physical discomfort to a person; or
- (e) damages or is capable of damaging the environment.

COUNCIL means the *Council* of the *District* of Hudson's Hope.

DISTRICT means the *District* of Hudson's Hope.

INSPECTION CHAMBER means a below-ground structure built in the line of a sewer or sanitary drain for inspecting or testing the sewer or drain and for clearing obstructions from the surface.

LOW PRESSURE SYSTEM means a sanitary sewer system consisting of on-site, privately owned, operated and maintained *Sewage* pumps with discharge pipes connected to a *District* owned and operated low pressure *Sewage* forcemain or gravity sewer. The entire length of the *Service Connection* is private, even that portion within the public right-of-way.

OIL AND GREASE means an organic substance recoverable by procedures set out in *Standard Methods* and includes but is not limited to grease, hydrocarbons, esters, fats, oils, waxes and high-molecular-weight carboxylic acids.

OPERATIONS MANAGER means the person appointed by *Council* to manage and oversee the day-to-day operation of the *Community Water System*, the Approving Officer and/or the Chief Administrative Officer (CAO).

PRIVATE SEWER SERVICE means a pipe, including manhole and *Inspection Chamber* laid on a property connecting a *Service Connection* with a house, building, or structure on the property. A *Private Sewer Service* is used to convey *Waste* to the *Community Sewer System* and is not owned by the *District*.

SANI-STATION means an approved facility to which *Sewage* is transported for temporary storage.

SERVICE CONNECTION means a service pipe from the *Sewer Main* to the property line. A *Service Connection* includes an *Inspection Chamber* and is part of the *Community Sewer System*.

SEWER (MAIN) means a pipe, or conduit and other equipment and facilities, owned, operated and maintained or otherwise under the control or jurisdiction of the *District*, for collecting and transporting waste.

STANDARD METHODS means the latest edition of "Standard Methods for the Examination of Water and Wastewater" jointly prepared and published from time to time by the American Water Works Association, American Public Health Association and the Water Environment Federation or any successor published standards.

STORM DRAINS means all pipes, conduits, drains and other equipment intended or necessary to carry storm water.

STORM WATER means water originating from rainwater, snow melt, and/or ground water *Storm Water* includes but is not limited to, water from roof drains and building foundation drains.

SYSTEM EXTENSION means any installation requiring the construction of a *Sewer Main* on a highway, *District* right-of-way or easement, from an existing *Sewer Main*, but does not include a *Service Connection* or a *Private Sewer Service*.

UNCONTAMINATED WASTEWATER means water after use for any purpose that is not substantially changed from its natural state in terms of chemical or biochemical qualities and/or temperature. *Uncontaminated Wastewater* includes but is not limited to, cooling water, dechlorinated water discharged from a swimming pool and water used in street cleaning.

URBAN SERVICE BOUNDARY means the maximum extent to which the *District* will extend the *Community Sewer System* as shown and defined in the *District's Official Community Plan*.

WASTE means any substance whether gaseous, liquid or solid, that is or is intended to be discharged or discarded, directly or indirectly, to its respective sewer, drain, and treatment plant or collection station.

WASTE (DOMESTIC) means *Waste* produced on real property or in a premises which is solely used for residential purposes.

WASTE (NON-DOMESTIC) means all *Waste* except domestic *Waste*, sanitary *Waste*, trucked *Waste*, *Storm Water* and cooling *Waste*.

WASTE (SPECIAL) means a substance that is defined as "Special Waste" as interpreted by the *Environmental Management Act*.

WASTE (SANITARY) means *Waste* from sanitary conveniences on residential and on-residential property.

SEWAGE means the water-borne *Wastes* of the municipality derived from human or industrial sources including domestic wastewater and industrial wastewater, but does not include rain water, ground water, or drainage of uncontaminated water.

2.0 GENERAL REGULATIONS

2.1 Conditions of Sewage Collection

- .1 It is a condition of the collection of Sewage that:
 - (a) the *District* shall not be liable for damage by reason of the failure of collection of sewer to any *Consumer*; and,
 - (b) the *District* shall not be liable for any injury or damage to any person or property arising or occurring from the use of the *Sewer System*.

2.2 User Fees

- .1 All *Consumers* must pay the applicable sewer rate(s) that are set out in the *District's Fees and Charges Bylaw*.

2.3 Enforcement

- .2 Subject to the provisions of the Community Charter the Operations Manager, and any other designated District bylaw enforcement officer, is authorized to enter, at all reasonable times, any day of the week, on any property in order to inspect and determine whether the regulations and requirements of this Bylaw are being met.

3.0 COMMUNITY SEWER SYSTEM

3.1 Requirement to Connect

- .1 Within the Urban Service Boundary, every owner of a premise fronting or abutting a *Water Main* must connect to the *Community Sewer System*.
- .2 In addition to any other penalty that may be imposed by this Bylaw, or penalties levied by other government agencies, where the owner of a premise fails, neglects, refuses to or does not connect the to the *Community Sewer System*, the *District* may have the work done at the expense of the owner, and the *District* may recover the cost in the same manner as *District* taxes.
- .3 Each parcel is limited to a maximum of one *Service Connection* except when:
 - (a) there is more than one permanent building on the parcel; or,
 - (b) there is a duplex on the parcel.

3.2 Application to Connect

- .1 An application to connect, or reconnect, to the *Community Sewer System* must be made by the owner of a premise using the "Connection / Abandonment Application Form" (Schedule E).
- .2 Each application to connect, or reconnect, to the *Community Sewer System* must be accompanied by a sewer *Service Connection* fee, as outlined in the *District's Fees and Charges Bylaw*.
- .3 Prior to connecting to the *Community Sewer System*, the owner of the premise must obtain the approval from the *Operations Manager* in writing.
- .4 Despite Section 3.2.1 of this Bylaw, the *District* may decline to install a *Service Connection* if:
 - (a) any part of the *Community Water System* has inadequate capacity to meet the proposed additional service requirements; or,
 - (b) the proposed *Service Connection* exceeds twenty metres (20.0 m) in length.

3.3 Installation of Service Connection

- .1 All *Service Connections* must be installed in accordance with all relevant *District* bylaws and regulations.

- .2 Only the *District*, or approved *District* contractors, shall install *Service Connections*, unless otherwise permitted in writing by the *Operations Manager*.
- .3 *Service Connection(s)* will be located as per owner requests, wherever possible. In the event that the owner's preferred location is not practical, the *Operations Manager* will designate an appropriate location for each *Service Connection* to the parcel or building(s), as the case may be.
- .4 The following conditions apply when an application for a *Service Connection* accompanies a building permit with a construction value greater than \$100,000, or where a parcel is being redeveloped:
 - (a) If the *Service Connection* and *Private Sewer Service* are less than thirty (30) years old, the owner of the parcel must provide a video inspection for the *District* to review. The owner of the parcel must repair the *Service Connection* if it has excessive damage.
 - (b) If the *Service Connection* and *Private Sewer Service* are thirty (30) years old or older they must be replaced.
 - (c) All no-corrode, asbestos cement or clay service pipes of any age or condition must be replaced.
 - (d) All shared *Service Connections* and *Private Sewer Services* must be replaced.
- .5 Every owner of a parcel that connects to the *Community Sewer System* must:
 - (a) discontinue use of any septic tanks, lagoons or mounds; and
 - (b) decommission any septic tanks, lagoons or mounds; or,
 - (c) remove and dispose of any septic tank.
- .6 No person shall excavate any roadway within the *District* for the purposes of installing or repairing sewer, or any other utilities, without first submitting the following:
 - (a) a satisfactory Certificate of Insurance naming the *District* as an additional insured;
 - (b) a satisfactory Street Opening Bond in the amount of ten thousand dollars (\$10,000.00) executed to the benefit of the *District*; and,
 - (c) a sketch of the location and nature of the work to be done.

3.4 Shut-Off and Disconnection

- .1 In the event that a building or structure is removed from its site, or is destroyed or is damaged to the extent that it can no longer be put to any legally permitted use, the owner of the premise must, at his or her expense, effectively cap the downstream side of the

Private Sewer Service, a minimum of 2 meters or the depth of the inspection chamber, from the property line, for the interim period during which the *Service Connection* is not in use.

- .2 If the intention is to not ever use the *Service Connection*, the owner of the premise must, at his or her expense, effectively have the *Service Connection* capped and sealed.
- .3 When an owner of a premise permanently ceases use of a *Service Connection*, the owner must immediately notify the *District* (see Schedule E) and pay the abandonment fee set out in the *District's Fees and Charges Bylaw*.

3.5 System Extensions

- .1 The *Community Sewer System* will not be extended beyond the *Urban Service Boundary*.
- .2 The *District* will not permit *System Extension* within the *Urban Service Boundary* if:
 - (a) any downstream part of the *Community Sewer System* has inadequate capacity, based on the *District's* flow volume calculations, to meet the proposed additional service requirements; or
 - (b) the proposed *System Extension* would cause the *District* to expend an inordinate amount of time, effort or money, as determined by the *Operations Manager* or his/her designate, to operate and maintain the *System Extension*, in comparison to the revenue that it would generate.
- .3 *System Extensions* for which the *District* pays either wholly or partially, will only proceed provided costs to the *District* are:
 - (a) Recoverable in whole, or in part, from existing and future parcels of land that will be served by the *System Extension*;
 - (b) Not excessive as determined by *Council*.
- .4 Any person seeking the installation of an *System Extension* by the *District* must:
 - (a) enter into a servicing agreement with the *District*; and,
 - (b) submit to the *District* any technical drawings necessary, in the opinion of the *Operations Manager*, to complete the extension.
- .5 Any person wishing to construct a *System Extension* at their own expense must:
 - (a) enter into a servicing agreement with the *District*;
 - (b) supply the engineering designs and cost estimates (both documents under seal of a professional engineer registered in the Province of British Columbia) to the *District* along with any other information required by the *Operations Manager*; and,

- (c) permit the *District*, or the *District's* contractors, to inspect the extension prior to backfill, perform or witness all standard testing procedures and if required by the *Operations Manager*, modify the extension to meet *District* standards or requirements for similar extensions.

- .6 No provision of this bylaw limits or restricts in any way *Council* from exercising full jurisdiction and control over the operation of the *Community Sewer System*, and the fact that any extension may have been installed and constructed without cost to the *District* will not in any way exempt the person receiving service from any regulations, rates, order or bylaw of the *District*. The payment of part or all of the installation and construction costs by any applicant for a *Service Connection* shall not be construed as a guarantee by the *District* with respect to continuity or adequacy of service.

3.6 System Failures

- .1 All persons must immediately notify the *District* of any suspected defects, breaks or breakdowns in the *Community Sewer System*, and any suspected defects, breaks or breakdowns in *Private Sewer Services* that may threaten the integrity of the *Community Sewer System*.
- .2 Where any *Service Connection*, becomes stopped or otherwise fails to function, the owner or occupier of the premise must notify the *Operations Manager*. The *District* shall, as soon as is reasonably practicable, arrange to have the *Service Connection* unstopped or otherwise restored to serviceable condition.
- .3 Where there is no *Inspection Chamber* installed on the *Service Connection* at the property line, or the *Inspection Chamber* has been buried, covered, or obstructed and cannot be located by the *District*, the *District* will take reasonable efforts to locate the connection through means of surveying, sounding, probing, and shallow hand digging. If other methods are required, the cost of these methods shall be the responsibility of the owner. The cost to remove and replace material, structures, and improvements covering or obstructing the *Inspection Chamber* and the reinstatement of the area to its previous state shall be the responsibility of the owner of the premise.
- .4 The following conditions apply where a *Service Connection* is unstopped or otherwise restored to serviceable condition as a result of a blockage:
 - (a) If the blockage is found in a *Private Sewer Service* on the owner's property side of the connection, then the owner shall be responsible for all costs to remove the blockage, repair the *Service Connection* and reinstate the area to its previous state.
 - (b) If the blockage is found to be located in the *Community Sewer System* due to a structural fault, the *District* will, at its costs, remove the blockage, repair the *Service Connection*, reinstate the area to its previous state, and pay reasonable direct costs necessary to initially expose the *Service Connection*.

- (c) If it is determined that a blockage within *Community Sewer System* is as a result of an introduced foreign object or substance, the *District* will remove the blockage, repair the *Service Connection* and reinstate the area to its previous state, with the owner or occupier of the premises responsible for all costs incurred by the District.
- .5 All costs for *District* works which are deemed to be the responsibility of the owner of a premise shall be paid upon demand and if unpaid on the thirty-first (31) day of December of the year in which the work is done shall be deemed to be taxes in arrears and the *District* may recover the cost in the same manner as *District* taxes in accordance with the applicable provisions of the *Local Government Act* and *Community Charter*.

3.7 Prohibited Activities

- .1 No person shall connect to, add to, tamper with, operate, remove or alter the *Community Sewer System* or any part thereof except in accordance with this Bylaw.
- .2 No person shall without lawful excuse break, damage, destroy, uncover, deface or mar the *Community Sewer System* or any part thereof.
- .3 No person shall obstruct, at any time, or in any manner, the access to any manhole, inspection chamber, or other fixture connected with the *Community Sewer System*, by placing thereon or in the vicinity thereof, any fencing or other impediments, landscaping, lumber, timber, wood, brick, stone, gravel, sand or other materials or things and the *Operations Manager* or any other employee or agent of the *District* may order the removal of the obstruction and the expense of the removal will be charged to and paid by the person so offending in addition to any other penalty imposed by this bylaw.
- .4 No owner or occupier of a premise serviced by the *Community Sewer System* may accept, admit or discharge any *Waste* or other material or substances, unless the *Waste* or other materials or substances was generated on property to which the service is provided.

4.0 PRIVATE SEWER SERVICE

4.1 Establishment

- .1 The owner of a premise is solely responsible for the installation of *Private Sewer Services*, at his or her own cost.
- .2 Every owner of a premise shall construct *Private Sewer Service(s)* in strict compliance with the *BC Building Code* and the *District's Building Bylaw* and must operate and maintain the *Private Sewer Service(s)*, including clearing any blockages directly attributed to discharge from the premise.
- .3 If, after receiving 7 days written notice from the *District* that the owner of a premise is not in compliance with section 4.0.1, and had an opportunity to be heard before *Council*, then *District* staff may enter the parcel to undertake necessary repairs and/or replacements. All associated costs shall be paid by the owner of the premise, and are recoverable in the same manner as taxes pursuant to the *Community Charter*.

4.2 Interceptors

- .1 Grease and oil and sand interceptors must be provided on all *Private Sewer Services* for:
 - (a) All food establishments, other than vehicles, as defined in the *Food Safety Act*, R.S.B.C. 2002, c.28 as amended;
 - (b) All industrial used permitted uses in the District's Zoning Bylaw under Section 20 (M1 – Light Industrial) and Section 21 (M2 – Heavy Industrial);
 - (c) The following commercial used permitted in the District's Zoning Bylaw:
 - i. Gas bar;
 - ii. Automobile, truck and recreation vehicle sales and repairs where trucks and recreational vehicles do not exceed 4,700 kg (10,364 lbs.) gross vehicle weight;
 - iii. Public transportation depot;
 - iv. Service Station;
 - v. Automobile, recreation vehicle, boat, trailer, tire, truck sales, rental, repair and cleaning;
 - vi. Car and truck wash establishment;
 - vii. Heavy equipment repair;
 - viii. Instruments, small equipment sales and service;

- ix. Oilfield supplies and service; and,
 - x. Tire sales.
- .2 All interceptors must be of a type and capacity approved by the *Operations Manager* and must be installed in readily and easily accessible locations for cleaning and inspection. Once installed, all interceptors shall be maintained by the owner of the premise, at his or her expense, in an operable and functional state at all times. The *Operations Manager* may prescribe the manner and the frequency of maintenance and may require that the owner periodically provide acceptable proof of maintenance.

4.3 Low Pressure Systems

- .1 At no time shall the owner or occupier of a premise change the pumping characteristics of the pumping system within a premise, unless otherwise approved by the *Operations Manager*.
- .2 The owner of the premise is fully responsible for the operation, maintenance, repair and replacement of any pumping system including pump unit(s), controls, entire force main and all auxiliary components, and annual pump outs of solids tanks, from the building to the connection to a low pressure *Sewer Main*.
- .3 If a pumping system does not provide adequate pressure the owner must replace the pumps, forcemain and controls including installing a balancing tank to meet changing operating conditions of the *Low Pressure System* in the area. The replacement work shall be designed by a professional engineer and the owner shall submit the record of replacement to the *District*. All work is to be completed at the owner's cost.

5.0 INDUSTRIAL, COMMERCIAL AND INSTITUTIONAL WASTE

- .1 The design flow rates of the sanitary sewer system for industrial, commercial or institutional *Waste* are:
 - (a) gravity sewers – 30,000 litres/gross hectare/day with the peak flow rate not exceeding 1.3 litres/gross hectare/second; and,
 - (b) low pressure systems – flow rate to be designed in accordance with the specific design of the downstream system and in consultation with the *Operations Manager*.
- .2 Where *Waste* is discharged into the sanitary sewer system at a rate which is in excess of the design flow rate as identified in Section 5.0.1 above, the *Operations Manager* may prescribe a rate of discharge that is acceptable within the system or may direct that the *Waste* be conveyed to a sewer inlet at another location adequate to receive the flow. When a request is received to discharge an excess amount of waste, it will be considered a special circumstance and will be scheduled during low volume times such as between midnight and 6:00 a.m.
- .3 Where no appropriate sewer is available or where the discharge is considered to be injurious to or exceed the design flow rate of the *Community Sewer System*, the *Waste* may be disposed of in into an outlet in a manner prescribed by the *Operations Manager*, subject to regulations, standards of quality, quantity, rate of discharge and other stipulations and conditions as may be prescribed or are in effect by legislation or this bylaw.
- .4 Every owner of a premise is responsible for providing, installing, operating and maintaining equipment to limit the discharge within the prescribed rate or convey *Waste* to another outlet as directed by the *Operations Manager*.
- .5 Except where expressly authorized to do so by an applicable pre-treatment standard or requirement in accordance with the *Ministry of Environment's* specification, no industrial user shall ever increase the use of process water, or in any other way attempt to dilute a discharge as a partial or complete substitute for adequate treatment to achieve compliance with a pre-treatment standard or requirement, or in any other pollutant-specific limitation developed by the District. The *Operations Manager* may impose mass limitations on industrial users who are using dilution to meet applicable pre-treatment standards or requirements or in other cases where the imposition of mass limitations is appropriate.

6.0 PROHIBITED AND RESTRICTED WASTE

6.1 Prohibited Waste and Special Waste

- .1 No person may permit sludge, material or deposit contained in a septic tank to enter the Community Sewer System, other than at a specific *District* designated facility.
- .2 No person may discharge or allow or cause to be discharged, into the *Community Sewer System* any:
 - (a) Prohibited *Waste* (Schedule F), other than truck *Waste* that is permitted to be disposed at a specific *District* designated facility;
 - (b) Special waste;
 - (c) Water or any other substance for the purpose of diluting any non-domestic *Waste* discharged into a sewer to meet acceptable tolerance standards within this bylaw; or
 - (d) Anything in a concentration or quantity which may be or may become a health or safety hazard to personnel operating or maintaining the sewers or the sanitary sewer system or which may cause damage or interfere with the proper operation of a sewer or the sanitary sewer system or which may injure or is capable of injuring any property, or health of any person or any life form.
- .3 No person may discharge or continue to allow to be discharged any *Storm Water* directly into a *Private Sewer Service* or the *Community Sewer System*.

6.2 Restricted Waste and Storm Water

- .1 Unless the owner has received prior authorization in writing from the *Operations Manager*, no person shall discharge or allow or cause to be discharged into a *Private Sewer Service* or the *Community Sewer System* any:
 - (a) restricted *Waste* (Schedule G);
 - (b) uncontaminated wastewater; and,
 - (c) processed water from groundwater remediation.
- .2 Sanitary *Waste* from recreational vehicles must be discharged into approved sanitation stations.
- .3 Nothing in this bylaw absolves a person discharging *Waste* from complying with any regional, provincial or federal enactment.

6.3 Accidental Discharge / Spill Reporting

- .1 All persons must notify the *District* and appropriate government agencies immediately of any sludge loading, accidental discharges or any other discharges or highway spills of wastes in violation of this Bylaw to enable countermeasure to be taken by the *District* to minimize damage to the *Community Sewer System* and/or the receiving waters.
- .2 The owner of the premise must identify the type of chemical, volume of spill, location, time and date of occurrence and the countermeasure taken to control the spill.
- .3 Within five (5) calendar days of the date of occurrence, by a detailed written statement from the owner of the premise describing the causes of the discharge and the measure being taken to prevent its future occurrence must be submitted to the *District* in writing.
- .4 Notification will not relieve the owner of the premise of liability for any consequential expense, loss or damage to the *Community Sewer System* or for any fines and/or penalties imposed by the *Ministry of Environment* which result from the violating discharge.

7.0 INSPECTION AND MONITORING

- .1 The *Operations Manager* may require a property located within an industrial or service commercial zone whose owner or tenant is deemed to be discharging non-domestic *Waste* into the *Community Sewer System* to install and maintain a control manhole at the property line suitable for the inspection, measuring and sampling of the non-domestic *Waste* or if the *Operations Manager* determines that one or more existing manholes are suitable for the purpose of inspecting, measuring and sampling, the *Operations Manager* may designate one or more of such manholes as control manholes.
- .2 The owner of property where a control manhole has been installed must ensure that the manhole is accessible and is maintained in good condition at all times.
- .3 The *Operations Manager* may require that a person who is discharging any material or substance into the *Community Sewer System* undertake measuring, sampling and analysis of the material or substance discharged at his or her expense.
- .4 All measuring, sampling and analysis required by the *Operations Manager* must be in accordance with methods and procedure specified in *Standard Methods*, unless otherwise authorized by the *Approving Officer*.
- .5 Samples which have been collected as a result of a requirement of the *Operations Manager* pursuant to Section 7.0.3 herein, must be analyzed by a qualified, independent agency, unless other prior arrangements have been authorized in writing by the *Operations Manager*.
- .6 If there is no control manhole on a parcel, the point of discharge into the *Community Sewer System* for the purposes of enforcing this Bylaw will be designated by the *Operations Manager* as that location where access to the discharge for the purpose of measuring, observing or sampling is possible.

8.0 OFFENCES AND PENALTIES

- .1 Any person who contravenes any provision of this Bylaw is liable to the *District* for and must indemnify the *District* from all costs, expenses, damages and injuries resulting from the contravention. This does not in any way limit any other provision or any other remedy the *District* may have under this Bylaw or otherwise at law.
- .2 Every person who violates any of the provisions of this Bylaw, or who suffers or permits any act or thing to be done in contravention of this Bylaw, or who refuses, omits, or neglects to fulfill, observe, carry out, or perform any duty or obligation imposed by this Bylaw is liable to a minimum fine of One Thousand Dollars (\$1,000) and a maximum fine and or penalty of Ten Thousand Dollars (\$10,000).
- .3 The minimum and maximum fines for breach of this Bylaw pursuant to the *Offence Act* and section 263 of the *Community Charter* are those listed in Schedule B.
- .4 Where there is an offence that continues for more than one day, separate fines may be issued for each day or part thereof in respect of which the offence occurs or continues.
- .5 The *District* may enforce compliance with the stipulations within this bylaw or non-payment of fines by preventing access to sewer services being supplied to the user or discontinuing the service thereof provided that the *District* has provided 7 days' written notice and has also provided the owner of the parcel affected with an opportunity to make representations to *Council*.
- .6 Nothing in this Bylaw limits the *District* from utilizing any other remedy that is otherwise available to the *District* at law.
- .7 The *District* designates this Bylaw as a bylaw that may be enforced by means of a ticket in the form prescribed for that purpose by the *Community Charter* and the *Community Charter* Bylaw Enforcement Ticket Regulation.
- .8 The persons appointed to the job positions or titles listed in Schedule D of this Bylaw are designated as Bylaw Enforcement Officers for the purposes of issuing tickets under this Bylaw.
- .9 The words or expressions set forth in Column 1 of Schedule C of this Bylaw designate the offence committed under the Bylaw section number appearing in Column 2 opposite the respective words or expressions for the purposes of issuing tickets under the *Community Charter*. The amounts appearing in Column 3 of Schedule C of this Bylaw are the fines for the corresponding offences designated in Column 1 for the purposes of issuing tickets under the *Community Charter*.

SCHEDULE B

Penalties

| DESCRIPTION OF OFFENCE | PENALTY |
|---|----------|
| Construction of sewer service without and/or in contravention of servicing agreement | \$10,000 |
| Enter and/or work on public sewer without written authorization | \$5,000 |
| Connecting private sewers without a permit | \$5,000 |
| Extension of private system from one lot to another | \$5,000 |
| Fail to provide required sewer service to separately titled lots | \$ 5,000 |
| Roof leaders or <i>Storm Drains</i> connected to sanitary sewer | \$ 2,500 |
| Flow monitoring point not installed as required | \$ 1,500 |
| Wilfully damage with Sanitary Sewer | \$10,000 |
| Wilfully tamper with device in the Sewer System or Sewage Facility | \$10,000 |
| Release of wastes other than permitted matter, such as prohibited, restricted or special waste, to a Sanitary Sewer. An additional charge will be applied for the testing of the wastewater in truck. | \$10,000 |
| Non reporting of accidental discharge/spill | \$5,000 |
| Reasonable effort to repair/remedy/confine release not taken | \$2,500 |
| High inflow and infiltration from the Building Sanitary Sewer | \$2,500 |
| Failure to replace or repair deficient Building Sanitary Sewer | \$2,500 |
| Discharge of restricted <i>Waste</i> without approval | \$10,000 |
| Septic tank, lagoon or mound not discontinued and decommissioned | \$2,500 |

SCHEDULE C

Municipal Ticket Information Offences

| COLUMN 1 DESCRIPTION OF OFFENCE | COLUMN 2 SECTION | COLUMN 3 FINE |
|---|---------------------|------------------|
| Flow monitoring point not constructed and/or maintained | 5.0.4 | \$1,000 |
| No access to flow monitoring point | 3.7.3 | \$1,000 |
| Grease/oil interceptor not installed | 4.2.1 | \$500 |
| Grease/oil interceptor insufficient capacity or design | 4.2.2 | \$500 |
| Grease/oil interceptor inaccessible | 4.2.2 | \$500 |
| Grease/oil interceptor not maintained | 4.2.2 | \$500 |
| <i>District</i> work crew hindered from performing work | -- | \$150 |

SCHEDULE D

Designated Bylaw Enforcement Officers

Chief Administrative Officer

Director of Public Works

Director of Protective & Inspection Services & Fire Chief

Bylaw Enforcement Officers

Approving Officer

Other District Authorized Personnel

SCHEDULE E

Service Application Form (Connection & Abandonment)

***** Request 72 hours in advance for inspections Monday to Friday 8:00 am – 5:00 pm *****

Today's Date: _____
Work to Begin Date: _____

Owner Information

| Owner(s) | | Address | | | |
|---------------------|------|----------------|-------|----------|-------------|
| First and Last Name | | Street Address | City | Province | Postal Code |
| Home Phone | Cell | Fax | Email | | |

Property Information

| Civic Address of Subject Property | Legal Description of Subject Property | | |
|-----------------------------------|---------------------------------------|--------|-------|
| Street Address | Lot: | Block: | Plan: |
| | Roll Number: | | |

Services Requested

| Property Type | Mark "X" |
|---------------|----------|
| Residential | |
| Commercial | |
| Industrial | |
| Institutional | |

| Service Type | Size |
|--------------|------|
| Water | |
| Sewer | |
| Storm | |
| Hydrant | |

| Abandonment Required |
|----------------------|
| Yes |
| No |

Contractor Information

| Contractor Name | | Contractor Address | | | |
|-------------------|---------------|--------------------|---------------|--------------|---------------|
| Full Company Name | | Street Address | City | Province | Postal Code |
| Contact Name | Contact Title | Business Licence # | Contact Phone | Contact Cell | Contact Email |

Declaration

I/We _____, the registered owner(s) of the above mentioned property, do hereby apply for _____ Service Connection from the street main to my/our property and authorize the District of Hudson's Hope to inspect the service(s) provided by the Contractor mentioned above and to abide by all conditions of the Districts Bylaws.

I/We hereby declare that the above statements and the information contained in this application are to the best of my/our belief true and correct in all aspects. I/We hereby agree to indemnify and keep harmless the District of Hudson's Hope and its employees against all claims, liabilities, judgments, costs and expenses of whatsoever kind which may in any way occur against the said District and its employees in consequence of and incidental to, the granting of this permit, if issued, and I further agree to conform to all requirements of the applicable regulations, statutes and bylaws in force in the District of Hudson's Hope.

Signature of Owner(s): _____ Date: _____

SCHEDULE F

Prohibited Wastes

The following are prohibited wastes:

.1 Flammable or Explosive Waste

Any waste, which is capable of causing or contributing to an explosion or supporting combustion in any portion of the sanitary sewer system. Flammable and explosive wastes include but are not limited to, gasoline, benzene, naphtha, propane, diesel or other fuel oil, crankcase oil and sludge resulting from the manufacture of acetylene.

.2 Waste Causing Obstruction or Interference

Any *Waste* which is capable of obstructing the flow of or interfering with the operation or performance of any portion of the sanitary sewer system including, but not limited to earth, concrete and cement based products, sand, gardening or agricultural wastes, ash, chemicals, metal, glass, tar, asphalt, plastic, wood, *Waste* portions of animals, fish or fowl, solidified fat, paper and brewery waste.

.3 Odorous Waste

Any waste, other than sanitary *Waste* which is capable of creating an odour, or other air *contaminant*, causing air pollution outside any sewer or *Sewage* facility or creating within any sewer or *Sewage* facility an odour or other *contaminant* which would prevent safe entry by authorized personnel.

.4 High Temperature Creating Waste

- (a) Any *Waste* which may create heat in amounts which will interfere with the operation and maintenance of the sewer and *Sewage* facility or with the treatment of *Waste* in a *Sewage* facility;
- (b) Any *Waste* which will raise the temperature of *Waste* entering any *Sewage* facility to 40 degrees Centigrade or more; and
- (c) Any non-domestic *Waste* with a temperature of 65 degrees Centigrade or more.

.5 Corrosive Waste

Any *Waste* with corrosive properties which may cause damage to any sewer or *Sewage* facility.

.6 Pathogenic Waste

Any *Waste* containing infectious material which may create a *contaminant* in the sanitary sewer or Sewage facility.

.7 Trucked Waste

Any *Waste* that is collected and transported off site by means other than discharge to a sewer, including but not limited to *Oil and Grease* from interceptors, and other sludge of organic origin.

SCHEDULE G

Restricted Wastes

The following are restricted wastes:

.1 Food Waste

Any non-domestic *Waste* from cooking and handling of food that, at the point of discharge into a sewer, contains particles larger than 0.5 centimetres in any dimension.

.2 Radioactive Waste

Any *Waste* that, at the point of discharge into a sewer, exceeds radioactivity limitations established by the Atomic Energy Board of Canada from time to time.

.3 pH Waste

Any non-domestic *Waste* which, at the point of discharge into a sewer, has a pH lower than 5.5 or higher than 11.0 as determined by a grab sample.

.4 Specified Waste

Any *Waste* which, at the point of discharge into a sewer, contains any substance at a concentration in excess of the levels set out in Tables A, B or C below. All concentrations are expressed as total concentrations which include all forms of the *contaminant*, combined or uncombined, whether dissolved or undissolved. The concentration criteria apply to both grab samples and composite samples. Definitions and methods of analysis for these substances are outlined in standard methods.

Any non-domestic *Waste* containing any of the substances listed below in Tables A, B, C at dissolved concentrations in excess of the Special *Waste* Regulation Leachate Quality Criteria (as amended from time to time), regardless of the sampling method used, shall qualify as a special waste.

TABLE A – CONVENTIONAL CONTAMINANTS

| CONTAMINANT | MAXIMUM CONCENTRATION (MG/L) |
|---|------------------------------|
| Biochemical Oxygen Demand (BOD) | 500 |
| Chemical Oxygen Demand | 20,000 |
| Phosphorus | 200 |
| Dissolved Solids | 5,000 |
| Total Kjeldahl Nitrogen | 500 |
| Total Oil and Grease ¹ (O&G – Total) | 150 |
| Total Suspended Solids (TSS) | 600 |

Note: ¹ Total Oil and Grease includes Oil and Grease (Hydrocarbons)

TABLE B – ORGANIC CONTAMINANTS

| CONTAMINANT | MAXIMUM CONCENTRATION (MG/L) |
|--|------------------------------|
| Oil and Grease (Hydrocarbon) (O&G – Hydrocarbon) | 15 |
| Phenols | 1 |
| Chlorophenols ¹ | 0.05 |
| Polycyclic Aromatic Hydrocarbons ² (PAHs) | 0.05 |
| Benzene | 0.1 |
| Total BETX ³ | 1 |

Notes:

- ¹ Chlorophenols include:
Tetrachlorophenol (2,3,4,5-, 2,3,4,6-, 2,3,5,6-)
Pentachlorophenol
- ² Polycyclic Aromatic Hydrocarbons (PAHs) include:
acenaphthylene
anthracene
benzo(a)anthracene
benzo(b)fluoranthene

- benzo(k)fluoranthene
benzo(g,h,i)perylene
benzo(a)pyrene
chrysene
dibenzo(a,h)anthracene
fluoranthene
fluorine
naphthalene
phenanthrene
pyrene
indeno(1,2,3-c,d)pyrene
- 3 BETX includes:
benzene
ethylbenzene
toluene
xylene

TABLE C – INORGANIC CONTAMINANTS

| CONTAMINANT | MAXIMUM CONCENTRATION (MG/L) |
|------------------------------------|------------------------------|
| Aluminum (Al) | 50 |
| Arsenic (As) | 1.0 |
| Boron (B) | 50 |
| Cadmium (Cd) | 0.2 |
| Chlorine (free) (Cl ₂) | 5.0 |
| Chromium (total) (Cr) | 4.0 |
| Cobalt (Co) | 5.0 |
| Copper (Cu) | 2.0 |
| Cyanide (CN ⁻) | 2.0 |
| Iron (Fe) | 10.0 |
| Lead (Pb) | 1.0 |
| Manganese (Mn) | 5.0 |
| Mercury (Hg) | 0.05 |
| Molybdenum (Mo) | 1.0 |
| Nickel (Ni) | 2.0 |
| Selenium | 1.0 |
| Silver (Ag) | 1.0 |
| Sulphide (S ²⁻) | 3.0 |
| Zinc (Zn) | 3.0 |