

## APPENDIX 4G – ROADS, GROUNDS AND LANDSCAPE MAINTENANCE

### 1. SERVICES

#### 1.1 General Requirements

In addition to the standards and specifications set out in Schedule 4 [Services Protocols and Specifications], Project Co will deliver the Roads, Grounds and Landscape Maintenance Services in a manner integrated and coordinated with all other Project Co Services to facilitate the smooth operation of each Facility and Site.

#### 1.2 Roads, Grounds and Landscape Maintenance

Project Co will:

- (a) provide Maintenance for all roads, grounds and landscape at each Facility and Site including:
  - (1) maintenance of irrigation systems, exterior lighting, internal roadways, parking areas and other site improvements;
  - (2) full horticulture services, including:
    - (A) tree maintenance/surgery;
    - (B) lawn care, including mowing and edging;
    - (C) flower bed maintenance;
    - (D) weeding;
    - (E) planting, including shrubs, trees, flower beds; and
    - (F) effective irrigation procedures;
  - (3) snow and ice removal from sidewalks and roadways, including:
    - (A) snow plowing, clearing, sanding and salting (including the application of other ice melt products); and
    - (B) development of a snow and ice clearing priority protocol in consultation with the Authority;
- (b) ensure all external areas of the Facilities are sound, safe, tidy and maintained in accordance with Table 1 of Attachment A to this Appendix;
- (c) protect from damage all existing and new plants, site services, curbs, paving, structures, finishes and any other features, during the course of providing the Services; and

- (d) obtain the approval of the Authority before using any herbicides, pesticides or fertilizers, all used in accordance with local regulations and bylaws.

### 1.3 Maintenance of Interface Zone – Comox Valley Site

Project Co will:

- (a) maintain the Interface Zone, including:
- (1) the irrigation system and water source connection;
  - (2) all landscape planting indicated in the Annual Service Plan then in effect; and
  - (3) protective fencing (until the completion of Construction); and
- (b) perform all weeding, pruning, mulching, fertilizing, tree staking, tree and shrub replacements necessary to maintain the Interface Zone in the condition indicated on the Interface Zone landscape plans throughout the Term to the “Level 3 – Moderate” standard outlined in the BC Landscape Standard “Establishment Maintenance” and “Maintenance”.

## 2. PERFORMANCE INDICATORS

	Indicator	Service Failure Level	Response Time	Rectification Period	Recording Frequency	Monitoring Method
3.1	All gardens, grounds and other external areas of the Facilities are maintained in accordance with this Appendix.	Low for the first week of failure and Medium for each week thereafter until rectified	N/A	N/A/	Weekly	Performance Monitoring Report
3.2	Snow and Ice Removal must be carried out according to this Appendix	Low for the first hour of failure and Medium for the second hour of failure and High for each hour thereafter until rectified	2 hours	2 hours	Per Occurrence	Performance Monitoring Report
3.3	Interface Zone maintained in accordance with landscape plans	Low	48 hours	2 weeks	Per Occurrence	Performance Monitoring Report

**ATTACHMENT A**  
-  
**SERVICE STANDARDS**

**Table 1: Service Standards**

<b>Element</b>	<b>Standard</b>
<b>General</b>	<ul style="list-style-type: none"> <li>• All elements are to be maintained, repaired and refreshed as required to meet the performance specifications of the design criteria and consistent with a Site maintained in accordance with all applicable laws, codes, legislation, hospital policies and Good Industry Practices.</li> <li>• Access to the Heliport and service areas will be restricted to authorized personnel</li> </ul>
<b>Site Improvements and Infrastructure</b>	<ul style="list-style-type: none"> <li>• Free from litter, graffiti and/or vandalism.</li> <li>• Accessible for the visually and mobility impaired, wheelchair users.</li> <li>• All external furniture, and hard landscaping features maintained in accordance with the design criteria</li> <li>• Waste bins emptied as required</li> <li>• Irrigation and exterior lighting systems functional and maintained in accordance with the design criteria.</li> <li>• Gutters, drains and storm water systems free from litter, leaves, weeds and extraneous material</li> <li>• Fences, walls and gates safe, sound and secure</li> </ul>
<b>Roads, Grounds and Landscape Maintenance</b>	<p><b>Trees, Shrubs and Hedges:</b></p> <ul style="list-style-type: none"> <li>• Trimmed, pruned and/or cut to maintain healthy growth.</li> <li>• Substantially free from dead or dying branches.</li> <li>• Substantially free from litter.</li> <li>• Free from disease and/or infestation.</li> <li>• Replaced as and when necessary to maintain appearance.</li> </ul> <p><b>Grassed Areas:</b></p> <ul style="list-style-type: none"> <li>• Of uniform appearance with no dead patches.</li> <li>• Edges trimmed.</li> <li>• Free from infestation.</li> <li>• Substantially free from fallen leaves, weeds and litter, excrement.</li> <li>• Maintained to a uniform length between 25 and 50 mm.</li> <li>• Bioswales will be natural grass with only occasional mowing as required to control weeds.</li> </ul> <p><b>Flower Beds:</b></p> <ul style="list-style-type: none"> <li>• Fully stocked with an appropriate mix of annual, perennial and display plants to provide aesthetically pleasing beds throughout the year.</li> <li>• Substantially free from fallen leaves, weeds and litter.</li> <li>• Free from disease and/or infestation.</li> </ul> <p><b>Roads and Parking Areas:</b></p> <ul style="list-style-type: none"> <li>• Sound safe and even surface with no potholes, sinking or tripping hazards.</li> <li>• Curbs, paving stones and edging are sound.</li> <li>• Road markings, signage and parking stripes are clear and complete.</li> </ul>

Element	Standard
	<ul style="list-style-type: none"> <li>• Swept and clear of debris and hazards</li> <li>• Site circulation routes are clear and accessible.</li> </ul> <p><b>Snow and Ice Removal:</b></p> <ul style="list-style-type: none"> <li>• Application and re-application, as required, of salt, sand and/or ice melting products to all paved and concrete areas including without limitation roadways, emergency routes, parking areas, sidewalks, Facility entrance ways, stairs and landings.</li> <li>• Snow plowing and clearing will commence within two hours of accumulation of 5 cm (2 inches) in depth and will be cleared on an on-going basis as required to reduce the risk of injury, accidents and maintain access to the Sites at all times.</li> <li>• Reasonable snow dumping on site is acceptable in designated areas for snow collection that do not impede fire lanes, pedestrian or vehicle traffic or restrict availability of visitor or staff parking.</li> <li>• Installation of winter fencing if required</li> </ul>
<b>Interface Zone</b>	<ul style="list-style-type: none"> <li>• The Interface Zone maintained to the standards outlined in the BC Landscape Standard “Establishment Maintenance” and “Maintenance” sections. The areas are to be maintained to a “Level 3 – Moderate” standard.</li> </ul>