

Quality Standards for the Nova Scotia Approved Accommodations Program

The Quality Standards for the Nova Scotia Approved Accommodations Program set out benchmark standards for **courtesy, cleanliness, comfort, and state of repair**. These standards are assessed during inspection and expected to be maintained at all times.

“**Approved**” means the accommodation has met the Quality Standards including cleanliness and state of repair benchmarks for the Quality Standards Program and qualifies for Approved Accommodation status. Approved Accommodation status is a requirement for participation in all current and future partnership programs sponsored by the Department of Tourism, Culture and Heritage. Once approved, an Approved Accommodation qualifies for a listing on Nova Scotia’s official tourism website www.novascotia.com and a listing in the Nova Scotia Doers and Dreamers Travel Guide. An Approved Accommodation is also eligible to participate in other tourism partnership programs offered by the Department, including but not limited to participation in the Check In Reservation Service www.checkinnovascotia.com, to have their brochures distributed by travel counselors at all Visitor Information Centres, in-market promotions, familiarization tours for travel trade and writers and industry training and best practice missions.

“**Not Approved**” means the accommodation has failed to meet the Quality Standards including cleanliness and state of repair benchmarks for the Quality Standards Program. The “Not Approved” property is not eligible for participation in partnership programs offered by the Department of Tourism Culture, and Heritage. If services had previously been granted, the privilege is revoked. Owners/managers of an accommodation “Not Approved” may appeal the ruling in writing.

1. Fixed Roof and Campground Accommodations

(i) General

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| <ul style="list-style-type: none"> (a) A registration system must be in place and include the name of the guest, mailing address, number of people, arrival and departure date, rate charged, and the rental unit or campsite occupied. If applicable, the registration system must also include the guest’s vehicle license plate number. (b) A cancellation policy must be in place and the guest must be notified of the policy at the time the reservation is taken. (c) At least one employee must be available to guests at all times or if not, guests must be supplied with a telephone number of who is available. (d) If there is telephone service, there must be a minimum of one public telephone accessible 24 hours per day with posted emergency numbers. If no service is available, emergency contacts/telephone numbers must be posted in the rental units or outside the campground office. (e) A number, name or other identification must be placed on or near the outside of the main | <ul style="list-style-type: none"> entry door of each rental unit or at each campsite. (f) Shared bathroom or a public washroom must be identified by a symbol attached to the outside of the bathroom or washroom door. (g) Grounds and buildings (inside and out) must be kept in a clean and well-maintained condition. (h) The accommodation’s furnishings, equipment, and appliances must be kept repaired and in a clean and sanitary condition. (i) Rental units or campsites must be inspected to ensure they are clean and properly equipped before being occupied by a guest. (j) Cleaning solutions, toxic substances, or materials of substances that might be hazardous to guests must be in a securely locked area. (k) Adequate parking with 24-hour access per rental unit or campsite; available for guests. |
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(ii) Cleanliness and State of Repair

- (a) Accommodations and campgrounds will be assessed for cleanliness and state of repair using a scoring and demerit system. Failure to meet minimum benchmarks for cleanliness and state of repair may result in corrective action and/or not-approved status. (See Cleanliness / State of Repair Scoring form attached.)

(iii) Exterior

- (a) Establishments shall present a well-maintained exterior appearance in keeping with their nature and location.
- (b) Outside stairs and landings shall be free of defects, and handrails shall be maintained in a safe and sound condition.
- (c) Signs & advertising on the property shall be well maintained, legible & accurate.
- (d) Grounds, landscaping, grass, foliage and gardens shall be well kept and regularly maintained.
- (e) Garbage disposal areas, walkways and parking areas shall be uncluttered and free from litter and other debris.
- (f) Entrances, parking areas and walkways shall be well illuminated and free from hazards and obstructions.

(iv) Conscientious Attention to Guest Service

- (a) Courtesy is a minimum requirement in the Approved Accommodations program. It is as important as cleanliness, comfort and state of repair. Management and staff shall present a good appearance to the guest, operate on an ethical businesslike basis and provide conscientious attention to guest service. Rude, indifferent or ineffective service is unacceptable and can be cause for losing the Approved Accommodation status. Failure to respond appropriately to guest complaints may also result in loss of Approved Accommodation status.

2. Fixed Roofed Accommodation Requirements

(i) Exterior

See Section 1 General (iii)

(ii) Interior

Public Areas:

- (a) The lobby and all other public areas shall be clean, well maintained and present a neat and pleasant appearance.
- (b) Stairs and landings shall be free of defects, and handrails shall be maintained in a safe and sound condition.

Guest Units: Standards for adequate space – Bedrooms:

Existing Units:

- (a) A bedroom shall have adequate space for the number of guests who may occupy it. (General rule: minimum size of 100 sq ft per bedroom.)

New / Expanded Units:

A new accommodation property or addition shall have a minimum bedroom size of 100 sq ft per bedroom.

- (b) A rental unit must be cleaned before a guest occupies it. A rental unit must be cleaned at least once every 24 hours while a guest occupies it, except for units rented other than on an overnight basis and daily room cleaning is not provided.
- (c) Operators must avoid crowding units with too many beds, and/or poor arrangement of the furniture to provide guest an adequate level of comfort.
- (d) Rental units must be fully enclosed (including bedrooms and bathrooms) with walls reaching from the floor to the ceiling.

Security:

- (a) Each rental unit must be equipped with a primary lock. In addition, each rental unit must have a security device that prevents opening from the outside by the room key or normal master key.
- (b) Connecting Room Doors: All connecting doors must be equipped with an effective locking device to prevent opening from the other side.
- (c) Sliding Patio Doors: Each sliding door must be equipped with an effective

locking device. A secondary security device is required on all ground floor doors.

- (d) Windows: Each opening window in a ground floor unit must be equipped with an effective security device.
- (e) An emergency exit diagram should be posted on the back of each unit door.

Interior Walls:

- (a) Walls shall be made of solid, soundproof construction and present a neat appearance free of holes or separations.
- (b) All interior walls shall be finished so they can be kept clean.

Floors:

- (a) Solid sub-floors. Coverings shall be void of tears and excessive wear. Tiles and linoleum to be clean and polished. Coverings and carpets to be clean and free of stains and burns.
- (b) Carpets are not permitted in kitchen areas or bathrooms.

Furniture:

- (a) All units shall be provided with an adequate amount of furniture. Minimum shall be:
 - chair
 - desk or dresser
 - nightstand
 - bed light
 - mirror
 - Proper clothes hanging facility (e.g. closet)
 - Luggage rack
 - one standard sized bed (single (39" width) or larger), consisting of a box spring and mattress or similar (bunk beds do not require box springs)
- (b) All furniture and room amenities must be maintained in good repair and free of tears, stains, and excessive wear.

Furnishings:

- (a) Units shall be equipped with wastebaskets, a minimum of 6 clothes hangers, and a clock radio or equivalent.

Bed/Linens:

- (a) Mattresses, mattress cover pads, bedspreads, pillows, and pillow protectors shall be provided and maintained in good repair free of stains or tears.

- (b) An extra blanket and pillow must be available for each rental unit.
- (c) Guests shall be provided with clean bedding, which has been laundered or dry-cleaned. Fresh, clean bedding and towels shall be provided at frequent intervals. Bedding and towels must be changed for each new occupant.
- (d) Bunk beds in a rental unit must have a secured safety ladder that reaches from the floor to the top bunk; and at least 0.9m (3ft) clearances between the top bunk and the ceiling and the top bunk and the bottom bunk.

Lighting:

- (a) Units shall have adequate lighting in all necessary areas in the bedroom.
- (b) Proper light fixtures shall be, clean and in good repair.

Bathrooms - Standards for Adequate Space:

Private Bathrooms/Ensuites

General rule: minimum bathroom area of 30 sq ft

- (a) All private bathrooms shall be of adequate space and have:
 - a sink with hot and cold running water
 - toilet, and
 - bathtub and/or shower

Shared Bathrooms

General rule: minimum bathroom area of 30 sq ft

- (a) Shared bathrooms must be of adequate space and provided on the same floor as the rental unit.
- (b) Shared bathrooms shall be a maximum of 2 bedrooms per bathroom.
- (c) Shared bathrooms must be for guest use only; property owner must have separate designated private bathroom.

Bathrooms – General:

- (a) All plumbing fixtures shall be clean and free of stains and grease. They shall be maintained in good order and free from leaks and defects. Exposed piping shall present a neat outward appearance.

(b) Bathrooms shall be equipped with the following minimum requirements:

- Hinged doors with a locking device
- Shower door or bathtub/shower curtain
- Window with privacy covering, or ventilation system
- Adequate shelf or counter space for toilet articles
- Adequate mirror above or adjacent to the sink
- Adequate towel hanging facilities
- A clothes hook
- Good general lighting
- One large bath towel, one hand towel & one facecloth per guest
- One new, individual soap bar or adequate liquid soap
- Adequate quantities of toilet tissue in a suitable & convenient dispenser
- A wastebasket
- Ground fault interrupter
 - One drinking utensil per guest
- A bath mat and a non-skid device for the bathtub / shower

(c) Bathroom floors shall be constructed of impervious material, preferably finished in ceramic tile and well sealed along bathtub, toilet and walls.

(d) Carpet is not permitted in bathrooms.

Privacy:

(a) Units shall be equipped with adequate shades, drapes or blinds where appropriate.

Environment:

(a) Rooms to be odor and pest-free and maintained at a comfortable temperature.

Ventilation:

(a) All units shall have at least one operable screened window and/or screened door, or an effective powered ventilation system that introduces fresh air into the unit.

3. Campground Requirements (in addition to requirements under 1. above)

(i) General:

- (a) Picnic tables available.
- (b) Dumping station: if available includes water and a hose for cleaning purposes; well maintained, and clearly indicated by a visible sign.
- (c) Well maintained access road(s).

(ii) Standards for adequate space – Camp Sites:

A campsite shall have adequate space for the camping unit and general camping activities.

(iii) Washrooms

- (a) Two non-flush toilets for every 20 un-serviced campsites, or part thereof.
- (b) Two flush toilets, two basins, and one shower for every 20 partially serviced campsites, or part thereof; and
- (c) Two flush toilets, two basins and one shower for each fully serviced campground.
- (d) Screened windows, doors or ventilation system with privacy covering for all windows.
- (e) Floors and walls made of water-impervious material with floors sloping to a drain.
- (f) Privacy partitions between toilets, with stall doors each with a locking device and clothes hook.
- (g) Dressing compartment provided in a shower stall must be designed to ensure privacy and must not be less than 0.8m (2½ ft) by 1.2m (4ft) in floor area and:
 - Be protected from the shower area by a waterproof partition or shower curtain
 - Contain a bench seat
 - Contain 2 clothes hooks

(iv) Washroom Equipment (including above)

- (a) Hot and cold running water and liquid soap in a dispenser at every 2 sinks.
- (b) Mirror at each sink.
- (c) Adequate lighting located near the mirror.
- (d) Adequate supply of toilet tissue in a suitable convenient dispenser.
- (e) Wastebasket.
- (f) Appropriate signage on the outside of the facility.

(v) Non-flush Toilets

- (a) Self-closing doors and locking device on the door.
- (b) Ventilated and screened.

- (c) Wastebasket.
- (d) Adequate supply of toilet tissue.
- (e) Clothes hook.

(vi) Wilderness Camping

- (a) Not accessible by regular transportation means.
- (b) Designed for tents and camping cabins only.
- (c) Have a level area designated for the placement of a tent.
- (d) Minimum of non-flush toilets.

(vii) Camping Cabins/Other Camping Accommodations (excluding RV rentals)

- (a) Hinged door with locking device.
- (b) Windows, and/or doors must be screened or a ventilating system in place.
- (c) Privacy covering for each window.
- (d) All units shall be provided with an adequate amount of furniture. Minimum shall be:
 - Bed(s) to accommodate the number of guests
 - Dust pan and broom (if housekeeping is not provided)
 - Wastebasket with lid
 - Mirror
 - Adequate clothes hanging device

(viii) Rented Recreational Vehicles

- (a) Hinged door with locking device.
- (b) Screened windows, screened doors or a

ventilation system.

- (c) Dust pan and broom.
- (d) Wastebasket with lid.
- (e) Privacy covering for each window.
- (f) Mirror.
- (g) 4 clothes hooks or 1 closet with a minimum of 4 hangers.
- (h) Table and seating to accommodate the number of guests.
- (i) Sleeping areas with mattresses and mattress pads to accommodate the number of guests.

(ix) Other types of camping facilities may be rented by the operator such as but not limited to a tee pee and Yurt. The unit will be assessed on the quality, cleanliness and state of repair. Amenities will include:

- (a) Flooring for the entire area of the unit
- (b) A covering for the door area that provides privacy for the guest.
- (c) If windows are provided they must be screened
- (d) Bed(s) to accommodate the number of guests.
- (e) Dust pan and broom
- (f) Wastebasket with lid
- (g) Mirror
- (h) Adequate clothes hanging device