

PARK AMBASSADOR PROGRAM PILOT

Meeting the needs of park users during the COVID-19 pandemic

Pilot Program Overview

The Parks Ambassadors pilot program will operate in two of Nanaimo's busiest parks; Westwood Lake Park and Maffeo Sutton Park (including adjoining parks Queen Elizabeth II Promenade, Sway-A-Lana Lagoon, Georgia Park, Harbourfront Walkway, McGregor Park and Diana Krall Plaza) on Easter weekend.

The pilot program has two key areas of focus:

1. **Facilitating the safe enjoyment of City parks through engagement and education.**

The easily identifiable Parks Ambassadors will safely engage with members of the public to make them aware of physical distancing directives. Signage will be placed in the Parks to let parks users know that the Ambassadors are there to answer any questions they may have.

2. **Responding to the additional pressures on City parks during the pandemic.**

Parks Ambassadors will act as the "eyes and ears" of Parks Operations effectively responding to issues as they arise. This work will include removal of litter, disinfecting of high touch points and reporting instances of social disorder.



**Park
Ambassadors
will be wearing
yellow vests**

Responsibilities

1. Educating and reminding parks users of the importance of physical distancing, public etiquette and courtesies for the shared use of outdoor spaces. Providing demonstration of 2 metres distance.
2. Performance of minor parks maintenance duties, including litter picking, minor graffiti removal and maintenance of signage, tape and barriers.
3. Basic disinfecting of high touch points, including railings and signage.
4. Breaking up groups and dispersal of those committing prohibited acts from parks amenities.
5. Reporting of parks maintenance issues to parks dispatch.
6. Reporting instances of social disorder to Bylaw Services where necessary.

Key Messages to be Shared with Parks Users

- Please share park space safely and respectfully.
- Think of going to the park as a short break to exercise and not to socialize.
- Ensure there is at least 2 metres of distance between yourself and others not from your household.
- Keep your dog on a leash in all areas - other than approved off-leash parks.
- Visit during less busy times (mornings, late evenings or when it's cloudy/damp outside).
- Stay at home if you are feeling unwell, especially if you are experiencing cold or flu-like symptoms.