

SHOWER STANDARDS (10-SHO)

Description - Operations that provide public showers. These services may be associated with a public laundry. Additional amenities may include lockers, change machines, soap, shampoo, conditioner, towels, and vending machines. Employees may be assigned full time or make regular visits to maintain the shower facility during operating hours.

In general, the following definitions apply to these terms throughout the standards:

- Adequate: As much as necessary for the intended duration of use
- Appropriate: Suitable to the level of service or as specified in the operating plan
- Clean: Free from dirt, marks, stains, or unwanted matter
- Neat: Arranged in an orderly, tidy manner
- Operational: In use or ready for use
- Sufficient: Enough for the number of persons
- Well-maintained: Kept in good order or condition

Standard Number	FACILITY STANDARDS	A, B, C Ranking
	Shower Facility – Exterior	
1	Building Structure - Building exterior is well-maintained and surfaces are treated to protect against deterioration. Roofs, gutters, and downspouts are well-maintained and clear of obstructions. Rooftop ventilation and other systems are well-maintained and operational.	B
2	Pathways, Sidewalks, Ramps, Steps, and Stairs - Pathways, sidewalks, ramps, steps, and stairs are unobstructed. Surfaces are well-maintained and free of tripping and slipping hazards. Hand railings are well-maintained and sturdy enough to support visitor use.	A
3	Lighting/Illumination - Lighting is adequate and appropriate, and sufficient for safely locating the facilities after dark. Light fixtures are well-maintained and operational. If the park is Night Sky designated, lighting is consistent with International Dark Sky Association requirements.	A
4	Public Signs - Public signs are appropriately located, accurate, and well-maintained. Permanent signs are consistent with NPS standards, and were approved prior to installation. Temporary signs are professional in appearance.	B
5	Trash/Recycling - Sufficient trash containers are conveniently located. Waste does not accumulate in trash containers to the point of overflowing. Refuse is stored in covered, waterproof receptacles in accordance with NPS standards. Market available recyclable products are collected and recycled. Central refuse collection sites are screened from public view.	B
	Public Areas – Interior	

6	Public Restrooms - Restrooms are clean, ventilated, illuminated, and well-maintained. Restrooms have hot and cold running water. Toilets, sinks, and urinals are clean, free of stains and chips, and operational. Toilet tissue and disposable towels or hand dryers are available. Soap is provided in bulk dispensers. Women's or unisex restrooms have a covered waste receptacle in every stall. The disposal containers are clean and emptied at least daily. A cleaning inspection log is maintained and posted.	A
7	Public Signage - Public signs are appropriately located, accurate, and well-maintained. Permanent signs are consistent with NPS standards, and were approved prior to installation. Temporary signs are professional in appearance. Signage is neatly arranged.	B
8	Illumination - Lighting is adequate and appropriate. Light fixtures are clean and operational, with no empty sockets or burned-out bulbs.	B
9	Ventilation/Climate Control - Public spaces are adequately ventilated and maintained at a temperature consistent with visitor comfort.	B
10	Chemical Storage - Cleaning supplies are stored in properly marked containers. Current Safety Data Sheets (SDS) are accessible and known to employees.	A
Shower Facilities		
11	Shower Stalls - Shower stalls are clean, well-maintained, ventilated, and free of mold, mildew, and hair. Shower floors are equipped with a non-slip, mildew-free, un-torn mat or constructed with non-skid surfaces or strips that are securely fastened. Mats are sanitized daily. Showers that are out of service have computer-generated signs posted and are made operational as soon as possible.	B
12	Shower Enclosures - Shower curtains are of adequate length and width to fit the enclosure and to prevent water from flowing onto the outer areas, as well as to assure privacy. Shower curtains and enclosures are clean, free of mold and mildew, and well-maintained.	B
13	Water Supply - Water pressure and temperature remain constant and comfortable. Extreme fluctuations do not occur. Faucets are accurately marked and operational. Fixtures are appropriate, low flow, securely installed, and properly sealed/grouted.	B
14	Dressing Area and Clothes Storage - Lockers or clothes hooks (minimum 2 per stall) are provided and located in close proximity to the shower stall. Lockers are rust-free, with working doors and hardware. Dressing area contains adequate seating as appropriate. Floors are sanitized daily.	B
15	Security - System for securing valuables is provided, or signs are posted stating that the concessioner is not responsible for visitor's valuables.	B
16	Soap and Towels - Soap and shampoo are obtained from bulk dispensers. Dispensers are flushed and cleaned at least once per quarter. Towels are bath size.	B
17	Mirrors - Adequate mirrors are provided for each sink. Mirrors are securely mounted, clean, un-pitted, and free of cracks.	B
18	Emergency Instructions - Information is posted with emergency assistance (fire, police, medical) and after-hours contact information.	A
OPERATIONAL STANDARDS		

Services		
19	Hours of Operation - Shower facilities are available in accordance with posted hours of operation. Hours of operation are prominently displayed at each facility.	B
20	Change Machines - Out of service machines have computer-generated signage directing customers to the closest operational unit.	B
21	Shower Timers - Rates and length of shower are posted. Coin operated shower timers are calibrated.	B
22	Lost and Found - Items found are logged and secured in a designated location. Records are maintained and procedures established to ensure prompt, accurate responses to visitor inquiries.	B
Personnel		
23	Staffing Levels - Facilities and services are sufficiently staffed to prevent avoidable delays in service.	A
24	Employee Appearance - Employees wear a uniform or name tag identifying them as concession staff. Employees present a neat, clean, and professional appearance.	B
Rates		
25	Approved Rates - Rates and other customer charges do not exceed those approved by the superintendent.	A

Ranking Definitions

Major: First Priority (A) conditions or practices create or have the potential to exert a **significant** impairment to visitor or employee health and safety, park resources, visitor services or visitor enjoyment, Concession Facilities, or associated personal property.

Moderate: Second Priority (B) conditions or practices create or have the potential to exert a **moderate** impairment to visitor or employee health and safety, park resources, visitor services or visitor enjoyment, Concession Facilities, or associated personal property.

Minor: Third Priority (C) conditions or practices create or have a potential to exert a **minor** impairment to visitor or employee health and safety, park resources, visitor services or visitor enjoyment, Concession Facilities, or associated personal property.