

LAUNDRY STANDARDS (10-LAU)

Description - Operations that provide public laundry services. These services may be associated with public showers. Additional amenities may include folding tables, laundry baskets, change machines, laundry supplies (detergent, fabric softener, dryer sheets, etc.), and vending machines. Waiting areas may include access to computers and the internet. Employees may be assigned full time or make regular visits to maintain the laundry 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
	Laundry 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	Parking - Adequate parking spaces are provided. Paved parking is well-maintained and spaces are marked. Gravel or dirt parking is graded to remove drainage ruts and holes.	B
3	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
4	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
5	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
6	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

7	Smoking Policy - No smoking is permitted inside the facility or within 25' of any doors, windows or intake ducts. Outdoor smoking areas are appropriately located, clearly designated, and weatherproof ashtrays are provided.	A
Public Areas – Interior		
8	Waiting Area - Waiting areas are clean and well-maintained. Furnishings are appropriate, clean, and well-maintained.	B
9	Windows, Doors, Walls, Ceilings, Floors, and Screens - Floors, walls, and ceilings are clean and well-maintained. Doors, windows, and screens are clean, operational, and fit adequately to exclude rodents and insects. Windows and doors do not have excessive signage.	B
10	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.	B
11	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
12	Noise Level - Background music system is operational. Music is played at an appropriate level and cannot be heard in adjoining areas.	C
13	Illumination - Lighting is adequate and appropriate. Light fixtures are clean and operational, with no empty sockets or burned-out bulbs.	B
14	Ventilation/Climate Control - Public spaces are adequately ventilated and maintained at a temperature consistent with visitor comfort.	B
Safety		
15	Fire Extinguishers - Fire extinguishers are accessible, signed, and correctly located, with operating instructions and current inspection tags.	A
16	Smoke Detectors - Operational single-station, hard-wired smoke detectors are present and in compliance with NFPA standards. Battery-operated detectors are tested monthly and batteries are replaced at least yearly.	A
17	Fire Alarms and Pull Boxes - Fire alarms and pull boxes are visible and accessible.	A
18	Carbon Monoxide Detectors - Operational hard-wired carbon monoxide detectors are present in rooms with oil heaters or fireplaces in compliance with NFPA standards. Battery-operated detectors are tested monthly and batteries replaced at least yearly.	A
19	Chemical Storage - Chemicals and supplies are stored in properly marked containers. Current Safety Data Sheets (SDS) are accessible and known to employees.	A
Equipment and Supplies		
20	Change Machines - Change machines are operational and well-maintained. Out of service machines have computer-generated signage directing customers to the nearest change outlet.	B

21	Vending Machines - Vending machines are well-maintained and operational. Machine displays relate to park themes or are generic in nature. Out of service machines have computer-generated signage directing visitors to the closest operational unit. Machines must accept \$1 coins and display applicable notices.	C
22	Equipment - Laundry equipment is clean, well-maintained, and operational. Lint traps are cleaned at least daily. Washers and dryers are cleaned at least monthly, and are energy and water efficient. Equipment that is out of service has computer-generated signs posted and is returned to service as soon as possible. Areas behind machines are screened for safety. A cleaning inspection log is maintained and posted.	A
23	Laundry Supplies - Park-approved, environmentally preferable laundry supplies are available. Signage regarding the location of laundry supplies is posted if not available in the laundry facility.	B
24	Folding Surfaces - Adequate tables, counters, or rolling laundry baskets are well-maintained and clean, and are available for visitors to sort, fold, and hang clean laundry.	B
OPERATIONAL STANDARDS		
Services		
25	Hours of Operation - Laundry facilities are available in accordance with posted hours of operation. Hours of operation are prominently displayed at each facility.	B
26	Posting of Rates - Rates and length of washer and dryer times are posted.	B
27	Emergency Instruction - Information is posted with emergency assistance (fire, police, medical, etc.) and after-hours contact information.	A
28	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		
29	Staffing Levels - Facilities and services are sufficiently staffed to prevent avoidable delays in service.	B
30	Employee Appearance - Employees wear a uniform or name tag identifying them as concession staff. Employees present a neat and clean appearance.	B
Rates		
31	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.