

THERMAL WATER FACILITY STANDARDS (10-THW)

Description - Thermal Water Facility standards consist of bathhouses, thermal water tubs, vapor cabinets, pools, or springs. Amenities may include massage, spa treatments, equipment rentals, showers, and lockers.

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
	Facility – Exterior	
1	Building Structure - Building exterior 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	Landscaping/Grounds - Landscaping conforms to park standards. Noxious weeds and invasive plants are removed in accordance with an approved landscape plan. Grounds are well-maintained. Appropriate drainage is maintained to keep water from collecting against buildings.	B
3	Outdoor Furniture - Outdoor furniture is weather proof, appropriate, clean, and well-maintained. Table umbrellas or shades are secured against wind. Adequate shading or heating is provided when seasonally appropriate.	B
4	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
5	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
6	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
7	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

8	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.	B
9	Flags - National, state, or park flags are well-maintained and comply with the United States Flag Code. Flags are a minimum size of 3'x 5'. Decorative flags and banners are appropriate and well-maintained.	C
10	Smoking Policy - No smoking is permitted in the water, 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		
11	Entrance Area - The lobby, registration area, and other public spaces are clean, neat, and well-maintained. Furnishings are appropriate, clean, operational, and well-maintained.	B
12	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
13	Corridors/Ramps/Stairs - Corridors, ramps, and stairs are clean, unobstructed, and adequately lighted. Treads and landings have non-slip surfaces.	A
14	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
15	Noise Level - Background music and PA systems are operational. Music is played at an appropriate level for customers and cannot be heard in adjoining areas.	C
16	Illumination - Lighting is adequate and appropriate. Light fixtures are clean and operational, with no empty sockets or burned-out bulbs.	B
17	Ventilation/Climate Control - Facilities are adequately ventilated and maintained at a temperature consistent with visitor comfort.	B
18	Drinking Fountains - Water fountains are clean and operational. Water bottle filling stations are preferred.	C
19	Trash/Recycling - Sufficient appropriate trash containers are conveniently located. Waste does not accumulate in trash containers to the point of overflowing. Appropriate recycling containers are labeled to indicate acceptable recyclables and are adjacent to trash containers.	B
20	Employee Areas - Employee areas and restrooms are neat, clean, illuminated, and well-maintained.	B
Safety		
21	Emergency Lighting/Exit Lights/Emergency Exits - Exit lights are on emergency circuits and in operation at all times. Emergency exits and routes are marked and unobstructed.	A
22	Fire Extinguishers - Fire extinguishers are accessible, signed, and correctly located, with operating instructions and current inspection tags.	A

23	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
24	Fire Alarms and Pull Boxes - Fire alarms and pull boxes are visible and accessible.	A
25	First Aid Kit - A first aid kit is available, stocked, marked, and staff can easily locate the kit.	B
Maintenance Areas		
26	Utilities - Service areas are neat and well-maintained. Electrical panels are secured and unobstructed.	B
27	Organization - The maintenance area is neat, and tools and equipment are stored in an orderly fashion.	B
28	Chemical Storage - Chemicals and supplies are stored in properly marked containers. Current Safety Data Sheets (SDS) are accessible and known to employees.	A
29	Housekeeping Storage and Equipment - Housekeeping storage areas are clean, neat, and marked. Housekeeping carts are stocked, neat, and well-maintained. Housekeeping carts are not left unattended to prevent wildlife access.	B
Thermal Water Facilities		
30	Floors - Floors and floor coverings are appropriate, non-slip, clean, and well-maintained.	A
31	Thermometers - Thermometers are accurate, operational, and well-maintained. Thermometers are regularly checked for accuracy.	A
32	Clocks - An appropriate number of clocks is provided in bath halls, pool areas, shower areas, and massage rooms. Clocks are accurate, operational, and well-maintained.	B
33	Emergency Instructions - Information is posted with emergency assistance (fire, police, medical) and after-hours contact information.	A
34	Walls and Ceilings - Walls and ceilings are appropriate, clean, and well-maintained.	B
35	Windows - Windows are positioned at a height to provide privacy or appropriately screened (e.g. frosted glass, blinds, and curtains). Windows and screens are clean, operational, and fit adequately to exclude rodents and insects.	A
36	Privacy - Curtains are appropriate, adequate, clean, operational, and well-maintained.	B
37	Ventilation - Facilities are adequately ventilated. Exhaust vents and fans are quiet, operational, clean, and well-maintained.	A
Hydrotherapy Pools		
38	Pool Substructure - Swimming pool walls and floor are clean and well-maintained. Overflow gutters and filters are clean, operational, and well-maintained.	A
39	Coping and Apron Area - Coping and aprons are appropriate, non-slip, clean, and well-maintained.	A
40	Depth Markings - Depth markings are appropriate and easily visible.	B
41	Ladders/Stairs - Ladders and stairs are appropriate, non-slip, well-maintained, and handrails are sturdy enough to support visitor use.	A

42	Discharge - Pools are chlorinated at 0.5 ppm for a minimum of 30 minutes prior to discharge in accordance with the Department of Health. Pools are cleaned and disinfected after discharge of thermal water.	A
Baths and Vapor Cabinets		
43	Bath Tubs - Tubs are clean, operational, and well-maintained. Tubs and surrounding surfaces are disinfected after each use.	A
44	Bath Mitts - Mitts are appropriate and clean. A system for identifying and discarding used mitts is implemented.	A
45	Vapor Cabinets - Vapor cabinets are clean, operational, and well-maintained. Heavy encrustations and discolorations on floors are prevented or removed.	A
Massage Therapy Rooms		
46	Size - Rooms are at least 13' by 8.5'.	B
47	Flooring - Flooring is appropriate, clean, and well-maintained. Floors are sanitized at least daily.	B
48	Lighting - Lighting is dimmable. Candles are battery operated.	B
49	Storage - Shelving is sufficient for massage equipment, and at least two hooks are provided for clients' clothing.	B
50	Linens - Massage table sheets and towels are clean, well-maintained, and laundered before reuse.	A
Showers/Locker Rooms		
51	Public Restrooms - Restrooms are clean, ventilated, well-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. Restrooms have signage in accordance with local law.	B
52	Floors - Floors and floor coverings are appropriate, non-slip, clean, and well-maintained.	A
53	Lockers - Lockers are rust-free, with working doors and hardware. Dressing area contains adequate seating as appropriate. Floors are sanitized daily.	B
54	Security - System for securing valuables is provided, or signs are posted stating that the concessioner is not responsible for visitors' valuables.	B
55	Shower Stalls - Shower stalls are ventilated and free of mold, mildew, and hair. Shower floors are equipped with a non-slip, mildew-free, unturned 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 made operational as soon as possible.	A
56	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 free of mold and mildew.	B

57	Water Supply - Water pressure and temperature remain constant and comfortable. Extreme fluctuations do not occur. Faucets are accurately marked. Fixtures are low-flow, securely installed, and properly sealed/grouted.	B
58	Soap - Soap and shampoo are obtained from bulk dispensers. Dispensers are flushed and cleaned at least once per quarter.	C
59	Mirrors - Adequate mirrors are provided for each sink. Mirrors are securely mounted, clean, un-pitted, and free of cracks.	B
60	Emergency Instructions - Information is posted with emergency assistance (fire, police, medical) and after-hours contact information.	A
OPERATIONAL STANDARDS		
Accessibility		
61	Accessibility - Facilities and services meet the requirements of the Americans with Disabilities and Architectural Barriers Acts and all other applicable laws related to accessibility.	A
Services		
Reservation/Check-In Services		
62	Hours of Operation - Services and facilities are available in accordance with posted hours of operation. Hours of operation are prominently displayed at each facility.	B
63	Knowledge of Reservation Agent/Details on Website - Reservation agents provide accurate information about rates, cancellation and meeting reservation policies, check-in and check-out times, amenities and services, local attractions, and access. Matching information is available on the concessioner's website.	B
64	Payment Methods - Credit cards are honored and include MasterCard, Visa, American Express, and Discover. Debit cards and other payment methods (travelers' checks, personal checks, and gift cards) are accepted at the concessioner's discretion or at the direction of the Service.	B
65	Cancellations - The cancellation and refund policy is clearly stated in the reservation, and is approved by the park.	B
66	Acknowledgement of Risk - Visitor acknowledgment of risk form is approved by the park. Waivers of liability are not used.	A
67	Park Orientation Material - Park-specific materials are available (brochures, park maps, newsletters, and special notices). Additional information is available about the area (local businesses, places of interest, highways, airports, restaurants, etc.).	C
68	Lost and Found - Found items are logged and secured in a designated location. Records are maintained and procedures established to ensure prompt, accurate responses to guest inquiries concerning lost articles.	C
Therapy Services		
69	Towel Service - Robes, towels, and sheets are appropriate, clean, well-maintained, and laundered after each use.	A

70	Massage Services - Massage and other physical therapy services are provided by licensed and certified professionals.	A
71	Activities - Advertised activities are available.	B
Personnel		
72	Staffing Levels - Facilities and services are sufficiently staffed to prevent avoidable delays in service.	A
73	Certifications - Employees engaged in physical therapy, physical aid, massage therapy, or assisted bathing, have current licenses and certifications in accordance with applicable laws.	A
74	Employee Attitude - Employees project a friendly and helpful attitude, and are capable and willing to answer customer questions (about both job and general park information).	B
75	Employee Appearance - Employees wear clothing or a name tag identifying them as concession staff. Employees present a neat, clean, and professional appearance.	B
76	Employee Training Programs - An active training program for employees in the development of necessary skills and procedures is implemented. Training emphasizes work performance and, as appropriate to the position, covers requirements such as technical training, emergency response, cleanliness, employee attitude, NPS philosophy and policy. Training is documented.	B
Rates		
77	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.