



Fisheries and Oceans
Canada

Pêches et Océans
Canada

National Harbour Manager

POCKET GUIDEBOOK

Canada

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Small Craft Harbours
Fisheries and Oceans Canada (2024)

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DISCLAIMER

This guidebook is created as a reference tool in support of harbour authorities and their harbour managers and is not intended to provide any legal advice. It has been prepared and published for informational and educational purposes only.

Anyone requiring advice about a specific operational, environmental, safety or legal situation should consult with the appropriate professional services or their Small Craft Harbours contact.



ACRONYMS

Acronyms used in this document include:

- **CCG:** Canadian Coast Guard
- **DFO:** Fisheries and Oceans Canada
- **EBMP:** Environmental best management practices
- **EERP:** Environmental emergency response plan
- **EMP:** Environmental management plan
- **FRHA:** *Fisheries and Recreational Harbours Act*
- **HA:** Harbour authority
- **HM:** Harbour manager, supervisor or master
- **RCMP:** Royal Canadian Mounted Police
- **SCH:** Small Craft Harbours

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INTRODUCTION

This guidebook was designed as a reference tool for harbour managers, supervisors (HM) or harbour volunteers. It provides information on how to implement best practices at an HA-managed facility.

For more detailed information or to obtain any forms or documents mentioned in this guidebook, you can:

- ▶ Communicate with your Small Craft Harbours contact
- ▶ Refer to the Small Craft Harbours website:

<https://www.dfo-mpo.gc.ca/sch-ppb/index-eng.html>

DEFINITIONS

Board of directors (the board): Responsible for managing the property and business of the HA, and the direction and supervision of the corporation.

Environmental emergency response plan (EERP): A plan meant to address requirements, including roles and responsibilities, for prevention, preparedness, response, recovery and reporting of spills of petroleum products or other hazardous products.

Environmental management plan (EMP): A plan that serves as a reference guide for all harbour users to ensure proper environmental management at an SCH site.

Harbour authority (HA): A not-for-profit corporation to which SCH has leased one or more commercial fishing harbours, listed on Schedule 1 of the FRHA, responsible for managing, operating and maintaining the harbour(s).

HA bylaws: Rules to govern the HA's internal affairs. Bylaws give the HA board of directors the authority to manage the corporation and to create operational rules.

HA member: Defined in the HA's incorporation document or amendment.

HA policies: Policies established by the HA board of directors to provide guidance and consistency in decision-making regarding the day-to-day management of the leased premises.

DEFINITIONS

HA volunteer: Any person who gives their time to assist in the administration or operations of a harbour.

Harbour rules: Rules established by the HA that all harbour users must follow.

Harbour users: Person who makes use of harbour facilities.

Hazardous product: Any material (solid, liquid or gas) that has the capacity of being harmful for humans, animals or the environment. This is either by direct contact or by interaction with other materials.

Head lease: A legal agreement between the HA and SCH that grants the HA the exclusive right to occupy and manage the leased premises (e.g., the harbour property) and leased equipment.

Licence (or user agreement): A written agreement that grants permission to occupy or access the facility for a specified period of time.

Small Craft Harbours (SCH): A national program within DFO. SCH's mandate is to operate and maintain a national system of harbours to provide commercial fish harvesters and other harbour users with safe and accessible facilities.

Sublease: An agreement that typically grants exclusive rights to use land or a facility to a third party, for a determined period of time.

HARBOUR MANAGER ROLES AND RESPONSIBILITIES

The harbour manager (HM) works for, and should report directly to, the HA board. The HM should report only to one or two people on the board to avoid confusion and maintain clear lines of communication and authority. The HM should only take instructions from their employer, not from other HA board members, users or other individuals.

The board can task the HM with communicating with SCH staff to seek guidance, clarification and information on operational issues, and to make recommendations to the board.

The HM can also be responsible for day-to-day management issues at the harbour and should have a written job description or list of duties provided by the board.



MANAGING A HARBOUR: TASKS

HARBOUR FACILITIES:

Manage harbour facilities administered by the HA

Inspect harbour facilities and report all structural defects to the board

Make or arrange minor repairs when necessary

Enforce harbour rules, policies, and fee structures with harbour users

Ensure that users dispose of residual materials and used oil in provided containers

Supervise the disposal of residual materials and used oil

Keep facilities clear of personal property, and spare gear

Supervise access to the wharf and parking area (if applicable)

Perform daily, weekly and/or monthly facility inspections

Ensure that load limits are not exceeded on government roads and structures



MANAGING A HARBOUR: TASKS

OPERATIONAL:

Implement the HA's emergency procedures and other operational plans

Implement the HA's EMP and EERP

Report in writing the details of any incidents, share with SCH and the board

Ensure all users have insurance (including vessels, contractors, buyers, etc.)

Ensure all contractors, buyers, etc. have a signed licence (user agreement)

Ensure all users follow harbour operating rules and regulations

Ensure the harbour has the necessary signage

Keep the wharf and property tidy and free of hazards

Ensure that all safety equipment is up to code and replenished

Ensure all fire extinguishers and any other HA owned equipment are inspected and certified annually

MANAGING A HARBOUR: TASKS

ADMINISTRATIVE:

Allocate berthage and storage space for goods (if provided), and monitor their use

Collect berthage, wharfage, and utility fees, and other charges as directed by the HA

Store all important documents appropriately (contracts, agreements, etc.)

Maintain a logbook of activities

Manage any subleases or licences/user agreements

Supervise any contractors hired by the HA or SCH for maintenance or repairs

Maintain contact with local authorities (police, fire, ambulance)

Attend board of directors' meetings and the annual general meeting to report on activities

Perform other duties as may be assigned by the board, either verbally or in writing

Ensure all requests and reports are sent to your SCH office (construction, events, financials, etc.)



Remember to keep proper records (e.g., checklists, written correspondence, and agreements).

QUESTIONS AND ANSWERS ON REOCCURRING ISSUES OR EVENTS

This pocket guidebook answers the most common questions on day-to-day activities at a typical harbour. They are divided in the following categories:

**General and environmental
emergencies**

Procedures at the harbour

**Compliance and conflict
management**

Governance

General and environmental emergencies

What do I need to do in case of an emergency?

Be prepared! Familiarize yourself with your HA's emergency procedures manual. It will give you more information on what to do in certain situations.

Provide a detailed description in an **incident report** and send it to your SCH contact. If applicable, a notification will be sent to the insurer.

IMPORTANT TO REMEMBER:

- Have an updated version of your **emergency procedures manual** readily available (a copy can be requested through your SCH contact)
- Have a list of emergency phone numbers (e.g., SCH, CCG, RCMP or local police, fire department)



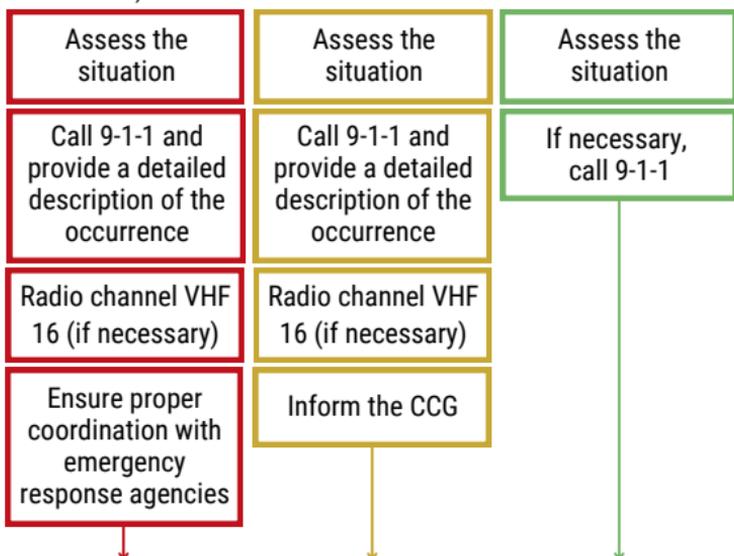
EMERGENCY PROCEDURES FLOW CHART

Life-threatening emergencies	Potential emergencies/ environmental situations	Unusual and less common situations
------------------------------	--	------------------------------------

(fire, drowning, serious crime, confined spaces, earthquakes and tsunamis, bomb threat, etc.)

(vessel collisions, sinking, environmental emergencies, etc.)

(weather disturbances, demonstrations or occupations, etc.)



- Record all events, time and location and **write as much information as possible**
- Complete **harbour incident report** and include all statements and necessary information for SCH and police (if necessary)

In any case:
DO NOT PUT YOURSELF OR
OTHER HARBOUR USER(S) AT RISK!
 Wait for help from emergency responders

What do I need to do in case of an environmental emergency?

Be prepared! Do the work beforehand, so you know what to do if an environmental emergency occurs.

ENVIRONMENTAL EMERGENCY PROCEDURES

STEP 1: ASSESS THE SITUATION

- Identify the product(s) involved
- Verify the nature of the hazard using the safety data sheet for the product, it should be located near the environmental emergency site (e.g., spill kit) or in your EERP
- Implement any applicable safety procedures from your HA's EERP or EMP

STEP 2: CUT OFF OR ISOLATE THE SOURCE OF THE HAZARD

- **ONLY** if you have the appropriate training, and it's possible and safe to do so
- Never enter the affected area alone
- Obtain the assistance of other qualified personnel
- Wear the appropriate personal protective equipment (PPE)

What do I need to do in case of an environmental emergency? (continued)

There are many ways to ensure your HA is capable of handling an environmental emergency:



For more information on procedures, consult your HA's EERP or EMP. Reach out to your SCH contact for questions about these plans or safety data sheets.



Gimli, Manitoba

Procedures at the harbour

Why is a berthage agreement important and what should it include?

A written berthage agreement (or moorage agreement) is important because it permits a vessel owner to berth at a harbour and confirms, in writing the:

- Services provided by the HA
- Fees the user will pay, based on the HA's fee schedule
- Responsibilities of the vessel owner/operator

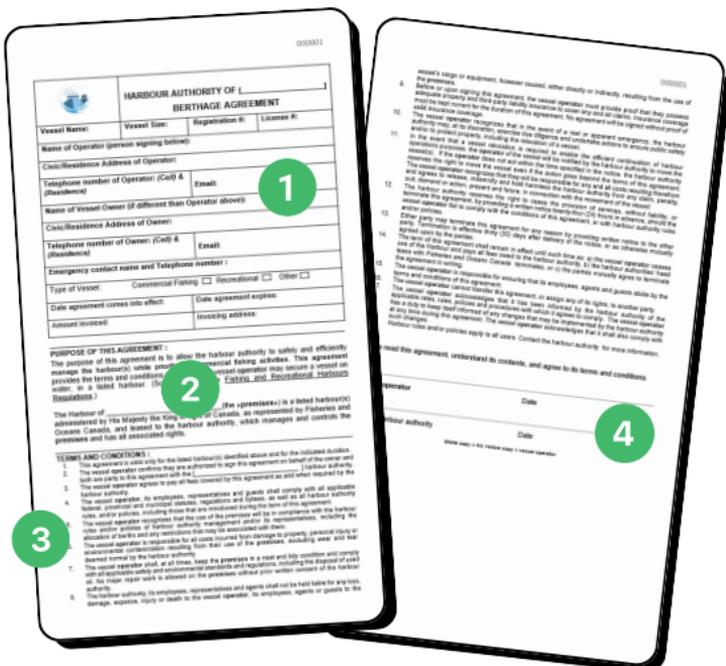
A berthage agreement should include the following terms and conditions. Note that other terms and conditions can apply:

- Fees charged by the HA
- Services provided by the HA
- Compliance with the harbour rules
- List of potential reasons and or causes for termination of the agreement
- Clause stipulating that the HA is not responsible or liable for damages caused to the vessel or its equipment, or for damages caused by the vessel to the harbour facility or other vessels
- Insurance requirements (coverage and type), and a request for proof of insurance coverage

Example of a berthage or moorage agreement

1. Section for details about the vessel, the owner and fees
2. Section about the purpose of the agreement
3. Section with terms and conditions of the agreement
4. Signature block for the vessel owner and HA

***Remember to give a copy to the vessel owner and keep a copy for your HA.**



NOTE: Expiration of the berthage agreement is up to the HA, as long as the duration of the agreement does not surpass the HA's head lease with DFO. You can find a berthage agreement template on the SCH website or from your SCH contact.

Licence vs. sublease: When should I use them and what should it include?

Licence (or user agreement)

A harbour authority-issued **licence** is a **contract between the HA and a harbour user**. It provides the user the right to use a specified area within the harbour for a certain purpose, subject to certain terms and conditions, including an appropriate fee. A licence does not convey an interest in property, nor does it provide exclusive use.

Use a licence when:

- A harbour user requires temporary or short-term access to the harbour
- A mobile service on the harbour property is granted (e.g., fish off-loading, bait or ice services, fuel truck access, paint services, food trucks, tour boats, etc.)

What do I include in a licence:

- Purpose of the licence (for which activity)
- Terms and conditions of the licence (e.g., dates, duration)
- Fees and payment schedule (if applicable)
- Proof of general liability insurance policy

A **licence template** is available through your SCH contact or on the SCH website. Certain activities, including special events, may require licences with special clauses. Contact your regional SCH office for more information.

Licence vs. sublease (continued)

Sublease

A **sublease** (not to be confused with the head lease) is a **legal agreement between an HA and a third party** that allows the third party to sublease a parcel of land subject to certain terms and conditions, including rent. You must obtain SCH's consent before entering the sublease agreement. Written consent by SCH must be provided for it to be valid.

Use a sublease when:

- Third parties occupy an HA-managed property
- Third parties own buildings or structures erected on HA-managed property (including beach areas, rest areas, parking lots, etc.)

What do I include in a sublease:

- Purpose of the sublease
- Terms and conditions of the sublease (e.g., duration, renewal)
- Rent (e.g., amount, payment schedule)
- Obligations of the HA and the sublessee
- Proof of insurance
- Plan for the area to be subleased

A **sublease template** is available through your SCH contact or on the SCH website.

What do I need to do before authorizing a special event?

! **NOTE:** The HA and/or SCH can refuse to approve a special event if there are safety, security, property damage or environmental concerns.

Special events require a review from the insurer to ensure proper liability insurance is in place before any event taking place on SCH property. A special event can be hosted by either the HA or an outside organization. **In both cases, the procedure is different.**

When the HA is hosting the event:

STEP 1: Inform your SCH contact as soon as possible.

STEP 2: Fill out the **Special Events Form** and provide details about the event, like:

- When will it take place
- What is the duration?
- Who is organizing the event?
- How many people will be attending?
- What is the event?
- What equipment will be used?
- Will there be fireworks? Or alcohol served?
- Where will it take place on the property?

STEP 3: Send the completed form to your SCH contact. The insurer will evaluate your request to confirm if you require additional insurance coverage.

STEP 1: Inform your SCH contact as soon as possible.

STEP 2: Fill out the **Special Events Form** and provide details about the event, like:

- When will it take place
- What is the duration?
- Who is organizing the event?
- How many people will be attending?
- What is the event?
- What equipment will be used?
- Will there be fireworks? Or alcohol served?
- Where will it take place on the property?

STEP 3: The **third party must obtain liability insurance that extends coverage to the HA and DFO**. They need to provide proof of that insurance coverage to the HA.

STEP 4: Send the completed form and the proof of insurance coverage to your SCH contact. The documents will be forwarded to the insurer for evaluation to confirm if the insurance coverage is sufficient.

STEP 5: Once permission is granted by the insurer and SCH, the HA will need to issue a licence agreement to the event organizers, and provide a copy of the licence to SCH.

Outside organization* is hosting or co-hosting the event:

*Outside organization means a third party, such as a community group, religious organization, municipality, indigenous group, etc.

For additional information, visit the SCH website or reach out to your SCH contact.

How should I properly dispose of used oil and other related products? (if applicable)

- 1** First, be aware of the different used oil and other related products. Other than used oil, these include:

Oil filters	Antifreeze (glycol)
Oil containers	Antifreeze (glycol) containers
Aerosol containers	

Store these products responsibly in designated areas and sort them by product type.

- 2** Second, understand the proper storage methods and follow EBMPs when handling, storing and disposing the products.

For example:

- Conduct regular visual inspections of used-oil facilities
- Arrange to have these products collected before containers become full



How should I properly dispose of used oil and other related products? (continued)

Acceptable used oil should be disposed of in the used-oil tank, (if your site has one):

Acceptable used-oil products:	Unacceptable used-oil products:
 <ul style="list-style-type: none">Motor oilLube oilHydraulic oilTransmission fluid	 <ul style="list-style-type: none">GasolineDiesel fuelPaint thinnerSolventJet fuelAntifreeze (glycol)

- All **unacceptable products must be stored separately and disposed off-site** at a provincially approved disposal facility.
- **If the site has no used-oil facility, used oil is to be disposed off-site** at a provincially approved disposal facility, along with any related products.
- The EBMPs are in your EMP.
- **Canadian Environmental Protection Act** regulates used oil tanks on SCH property.

For more information consult our used-oil tools on the SCH website.

What steps should I take before building a new structure or modifying an existing one?

1 Consult with your HA's board of directors and your SCH contact

- You must consult with your board and your SCH regional office before starting any new construction or modifying a structure.
- You **require SCH's approval BEFORE undertaking a new project**. They can also help guide you through the process.

2 Plan repairs and new construction work

- Compile your project list and estimated costs (e.g., quotes for materials, services).

3 Ensure your project adheres to guidelines and standards

- Seek technical advice to ensure engineering standards are met, SCH can assist.
- Address any environmental concerns and obtain appropriate approval. SCH can assist.
 - *Note these approvals may require, on average, 6 to 8 weeks to obtain, therefore plan your project accordingly.*
- Verify if any other approvals are required (e.g., municipal or provincial).

What steps should I take before building a new structure or modifying an existing one? (continued)

4 Seek SCH's formal approval

- Submit all relevant documentation to SCH for approval and funding if it is available.

5 Hire an independent contractor to carry out the project (ONLY IF APPLICABLE)

- Obtain bids, if required, and select a contractor to do the work.
- Obtain all required permits and signed license and proof of insurance from the contractor.
- Obtain any other necessary approvals or letters required by SCH.
- Confirm, in writing, the terms and conditions of the work to be performed.
- Confirm the project completion with the HA Board and SCH.



NOTE: The procedure is the same for a third party wishing to make modifications or new construction on the leased property (e.g., sublease, license agreement, etc.)



What do I need to know about lifting devices (e.g., hoists, derricks, cranes, winches)?

The number and capacity of lifting devices vary depending on the harbour and the needs of the fisheries.

You **MUST** discuss the installation or modification of any type of lifting device with SCH. Lifting devices can significantly increase the HA's liability when it comes to its users. All designs for lifting equipment and anchorage systems for lifting equipment or winches must be created by a professional engineer.

 **NOTE:** In all cases, the HA should always follow provincial or territorial occupational health and safety requirements.

If your harbour has a lifting device, please consider the following:

- **Limiting access to the lifting device.** The HA can decide to limit the access to only a few people.
- **Having properly trained and certified staff or volunteers.** If access is limited, be sure that the staff or volunteers are properly trained for that specific lifting device.
- **Ensuring proper signage.** Make sure all the proper signage is located near or on the lifting device.

Using a lifting device on the harbour

BEFORE LIFTING A LOAD:

- ☑ Check the upper and lower hooks to see that they swivel
- ☑ Replace any worn, damaged, or corroded chain or wire rope immediately
- ☑ Tag any defective chain or rope and remove from service
- ☑ Use only certified lifting equipment
- ☑ Follow the manufacturer's recommendation for using the equipment
- ☑ Perform regular inspections of the device (e.g., inspect hooks, ropes, brakes)
- ☑ Follow the manufacturer's recommended maintenance schedule



You must ALWAYS comply with provincial occupational health and safety requirements for lifting equipment.

If you need further advice, please get in touch with your SCH contact.





Shippagan, New Brunswick

Compliance and conflict management

How should I deal with users who do not comply with HA rules or the FRHA and its regulations?

If you are confronted with users who do not comply with your HA's rules or the FRHA, or its regulations, **you must make every effort possible to rectify the situation before considering legal action or engaging SCH**. All HAs should develop and adopt harbour rules and policies.

Communicate to members and harbour users:

- Rules or policies
- Changes to rules or policies

Communicate with:

- Signs, visible at all times
- Written agreements
- HA's website or social media
- Information bulletins

In all cases of non-compliance, the HA must follow these important steps in case of litigation:

1. Issue a verbal warning
2. Issue a written warning
3. Always document pertinent information regarding the incident

If a non-compliance issue continues after these steps and the user is not complying with the FRHA or its regulations, communicate with your SCH contact.

What can I do when dealing with difficult users?

Dealing with a difficult user can be frustrating, especially if you've had issues with the user in the past.

You can prevent unwanted behaviours by having well established HA rules and guidelines, and by being present and accessible to harbour users.

In cases where you still have a difficult user, you can try these tips:

- Try to connect with them, show empathy and understanding
- Try to find a solution together
- Avoid getting frustrated or providing negative or useless feedback
- Keep your focus on resolution options
- Use the HA's rules and guidelines to help make your case and remind the user that they are rules put in place by the HA

How can I go about collecting fees?



Ensure that you have a set fee schedule and apply it consistently to all users

For example, is it a:

- Daily, monthly or yearly fee?
- Flat fee per vessel or varies by type and size of the vessel?



Make your fee schedule available to all users and include it in berthage agreements

Fee schedules can vary by the vessel category. Categories can include:

- Commercial fishing vessels used to harvest or transport fish or seafood products
- Pleasure crafts used for recreational purposes
- Government vessels owned or contracted by government agencies
- Aquaculture operations
- Commercial vessels used for commercial activities other than fishing (e.g., ferries, transports, cruise ships, tour boats)



Increase user awareness on the importance of paying.

Inform your users that their fees are fully reinvested in the services you offer and how this benefits them and the community.

What should I do if a user is not paying their fees?

Enter in a berthage agreement with the users

Having a signed berthage agreement ensures that a contract exists and could help your HA collect fees. The agreement should also explain your collection fee policy and any penalties, should a user not pay.

Take prompt action

If someone doesn't pay their fees, it's important to act quickly to prevent more problems later on. You don't want to make it seem as if it's okay to not pay for a long time. Start by talking to them about it, then send them a written warning. You can find examples of these warnings on the SCH website.

Take legal action

If you are out of options and have taken every step outlined in your HA's policy, you can always turn to legal action. As a last resort, you can consult a lawyer to see what the best option is for your situation.

AVOID

- The use of intimidation, threats or harassment
- Threats of violence or confrontation



SCH will NOT INTERVENE in cases of unpaid user fees.



St. John's, Newfoundland and Labrador

Governance

What to do to keep your HA's corporation in good health?

HAs are incorporated not-for-profit organizations. They are incorporated under the federal or provincial law, and in some cases both. It is important to keep your HA's incorporation in good health. To do this, the HA must:

- ☑ File their annual tax returns with the Canada Revenue Agency (CRA)
- ☑ File their annual returns with Corporations Canada or your provincial incorporation department

 **If your HA has not filed your returns with Corporations Canada for 3 or more years, your HA will be dissolved.**

A dissolution can have serious repercussions as this means the HA no longer has a legal status. Specifically, this translates to:

Head Lease becomes null and void, and the HA no longer has authority to manage the site. They also can't make any decisions or adopt, or change any rules or policies.

HA can no longer collect berthage or moorage fees from users, subleases or licence fees

HA is no longer insured (TPLI, ADD/BI, D&O)

SCH can decide to refrain from investing in infrastructure projects

HA can no longer sign any legal documents

Contribution agreements with SCH become invalid and therefore can't be signed or paid

Subleases and licences become null and void

What is my role as a HM compared to an HA's board of directors member?

The difference between a harbour manager (HM) and a HA's board of directors member is that the HM has an operational role whereas the board member has a strategic and planning role.

HARBOUR MANAGER

- **Maintain and operate the harbour's daily operations**
- **Report to the board, which includes:**

- Work with the board to reach the HA's goals
- Report to the board about how well policies are working
- Identify areas for improvement and suggesting new ideas
- Bring important issues to the attention of the board

BOARD OF DIRECTORS

- **Manage the property and business of the HA**
- **Make decisions and set goals**
- **The board can also:**

- Determine the HA's policies and guidelines
- Develop and implement business and financial plans
- Monitor the HAs financial situation
- Describe the board's authorities and responsibilities
- Ensure hiring and supervision of the HM
- Maintain effective relations with other HAs, the community and governments

What is my role as an HM when managing employees or volunteers? (if applicable)

Managing people can be a challenging task but you can do a few things to build trust in your work relationships. Although most HAs are volunteer-based, some have paid employees. In your role as HM, you may have to supervise employees or volunteers doing operational tasks.

- **Hire or designate the best person for the job.** Find someone that has the appropriate qualifications, and that also fits in your work environment.
- **Set expectations.** A new volunteer or employee might not know what to do to run the daily operations of the harbour. Let them know what you expect of them and, if possible, give a job description.
- **Communicate openly and regularly.** Get to know who you work with and build trust in your relationships. Also, make sure to share any changes in the harbour's rules or guidelines, or any upcoming activities (e.g., construction, special events) that might affect their usual tasks.
- **Encourage opinions or suggestions.** Urge HA volunteers or staff to share their ideas on how to improve the HA's daily operations.

What should I do if someone from the media wants to discuss an issue about the harbour?

If someone from the media approaches you, such as the local newspaper, radio, or other news organizations, to ask questions about the harbour or the HA, you should **immediately direct them to the HA-designated spokesperson**. If you're the HA's spokesperson, you'll find tips and tricks on the next page.



NOTE: If you're speaking to the media, YOU REPRESENT YOUR HA, not DFO.

If the media representative would like a comment from DFO, you can refer them to your regional SCH contact or

DFO.NCRMedia-MediasRCN.MPO@DFO-MPO.GC.CA



If YOU are the HA spokesperson, consider the following:

- If a reporter calls, ask what the inquiry is about. You can then call them back when you have had some time to prepare. Be ready for all types of questions.
- Don't feel pressured to provide an interview. If you don't feel comfortable, you can ask the reporter to send you their questions and provide them with a written statement.
- Try not to do all the talking. Have some key messages in mind, answer the question and stop talking. Let the reporter ask the next question.
- Ask for clarification if you are unsure of what the reporter is asking.
- If you don't know an answer, say so, and offer to get the information for the reporter.
- Tell the truth and speak to a general audience.
- Thank them for the interview and coverage for your organization.
- Do not ask to read what the reporter will write before publication.
- Know the names and become familiar with media contacts in your area.

In general, it is good to follow the news for any stories that might have an impact on your HA.

Useful tools

USEFUL TOOLS

DFO and SCH have created many tools and resources to support HAs. In this section you'll find a list of all the tools divided by the following 5 categories:

1

SAFETY

2

OPERATIONAL

3

FINANCIAL AND GOVERNANCE

4

INSURANCE

5

ENVIRONMENTAL

All documents, manuals, guides, templates, checklists are on the SCH website under:

"Tools for harbour authorities"

www.dfo-mpo.gc.ca/sch-ppb/toolbox-boiteaoutils/index-eng.html

You can also ask your SCH contact for paper copies.

Emergency Procedures Manual	Provides HA staff, volunteers, and harbour users on procedures to follow in case of an emergency and how to respond efficiently to minimize injury, loss of life and property damage.
Harbour daily safety checklist	For daily inspection to spot problems and resolve issues quickly. Found in HA Manual—Operations (Annex M) .
Harbour weekly safety checklist	For weekly inspections of operational elements at the harbour. Found in HA Manual—Operations (Annex N) .
Harbour monthly safety inspection checklist	For monthly inspections to ensure the HA follows health and safety regulations and environmental requirements. Found in HA Manual—Operations (Annex O) .
Harbour yearly safety inspection checklist	For yearly inspection of structural components. Found in HA Manual—Operations (Annex P) .
Harbour Rules (example)	Example of rules developed by SCH, HAs can customize the template to fit their needs. Found in HA Manual—Operations (Annex A) .

HA Manual—Operations	Provides guidance to HAs for the safe and efficient operations of small craft harbours. Includes many templates.
Berthage agreement	Example of a berthage agreement, including suggested clauses. Found in HA Manual—Operations (Annex K) .
Release and indemnity form	Use to release a party from certain specified liabilities. Found in HA Manual—Operations (Annex L) .
Licence template	Example of a licence agreement, including suggested clauses. Developed by SCH.
Sublease template	Example of a sublease agreement, including suggested clauses. Developed by SCH.
Letters for HAs Non—Compliance	Provides HAs with a template to manage non-compliance with HA harbour rules, the FRHA and regulations. Developed by SCH.
Signage guidelines and checklist	Contact your SCH office for examples and guides.
Damage Report for HAs	Use to flag property damage to SCH. Found in HA Manual—Operations (Annex I) .

3

FINANCIAL AND GOVERNANCE

HA Manual— Governance	Provides guidance to HAs for healthy governance. Includes many templates.
HA Manual— Finance	Provides guidance to HAs to be financially sound. Includes many templates.
Compendium of funding sources	Provides guidance and knowledge on various funding opportunities for HAs.
Financial reporting guide	Provides a financial reference guide and reporting templates to assist HAs.
GST/HST information sheet	Provides information on the Goods and Services Tax/Harmonized Sales Tax (GST/HST) for HAs.

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INSURANCE

Accident and/or incident report	Template to provide when an accident or incident takes place on the property. See section on third-party liability insurance on the SCH website.
Special events form	Form to fill out and send to SCH to get approval prior to the event.
User licence for special events	Template necessary to formalize the special event between the HA and organizers.
Guidebook on the insurance coverage for HAs	Provides information on insurance coverage available for HAs and procedures. See section on the insurance program on the SCH website.

Environmental Management Plan (EMP) generic and templates	The EMP serves as a reference guide to assist HAs with keeping harbour activities as environmentally responsible as possible. It also provides EBMPs for typical activities found at SCH sites.
Environmental Emergency Response Plan (EERP)	The EERP's purpose is to eliminate, reduce and/or mitigate the health, safety, and environmental impacts of an accidental release of a contaminant into the environment.
List of environmentally friendly cleaners	Included in the generic EMP template.

Emergency contacts telephone numbers

RESPONDER	TELEPHONE NUMBER(S)	
FIRE DEPARTMENT	9-1-1 (WHERE AVAILABLE)	
AMBULANCE	9-1-1 (WHERE AVAILABLE)	
POLICE DEPARTMENT	9-1-1 (WHERE AVAILABLE)	
RESPONDER	CONTACT(S)	TELEPHONE NUMBER(S)
CANADIAN COAST GUARD (SEARCH AND RESCUE)		
CANADIAN COAST GUARD (SPILL HOTLINE)		
HARBOUR AUTHORITY SPOKESPERSON		
SCH OFFICE		
LOCAL/ REGIONAL POLICE SERVICES		
LOCAL/REGIONAL POLICE NON-URGENT PHONE LINE		

RESPONDER	CONTACT(S)	TELEPHONE NUMBER(S)
PROVINCIAL COASTAL WATCH /SUSPICIOUS VESSELS		
PROVINCIAL POLLUTION/ SPILL RESPONSE		
PROVINCIAL GAS		
PROVINCIAL HYDRO		
PROVINCIAL POISON CONTROL CENTRE		
PROVINCIAL CRISIS CENTRE (Emotional distress)		
OTHER PROVINCIAL EMERGENCY PROGRAM		

