



EQUIPMENT & FACILITIES MANAGEMENT 4 – Operations & Maintenance Work Order Requests

Date: November 14, 2003

Responsible Administrator: Associate Superintendent;
Human Resources

1.0 RATIONALE

- 1.1 The first priority of the Operation and Maintenance Department is to facilitate student learning.
- 1.2 For safety and insurance purposes, a process has to be established that ensures consistent building maintenance standards exist throughout the Division.
- 1.3 In the interests of using administration time effectively, it is prudent to ensure efficient communication processes are established that ensure as little time as possible is spent on administering work order requests.
- 1.4 On-going maintenance is required to ensure that School Division buildings are comfortable and safe learning environments for students. Since student learning is the fundamental purpose of the School Division, it is necessary to ensure that interruptions to the teaching/learning function are minimized while allowing the flexibility needed to complete necessary repairs and maintenance requests by the Operations & Maintenance Department staff.

2.0 PROCESS

The Associate Superintendent, Human Resources will establish and monitor a system that facilitates effective and efficient processes to direct necessary building repair and maintenance requests.

3.0 GUIDELINES

- 3.1 The Coordinator of Facilities is responsible for the repair and maintenance of all grounds in the Division. As such, any changes to grounds and/or buildings must receive prior approval of the Coordinator of Facilities.
- 3.2 All grounds and building repairs/maintenance, including areas designated for joint-use, will be completed by Division Operations & Maintenance staff or by individuals approved for same by the Coordinator of Facilities upon receipt of a work order from the school, according to the following procedures:

References: *Board Policy: H/3*

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- 3.2.1 Work orders have three (3) copies: white original, blue, and pink.
 - 3.2.2 Schools send work orders in by *trade categories*. i.e. only one trade per work order. The work order is to be signed by one of the contact persons named by the principal.
 - 3.2.3 The school retains the pink copy of the Work Order Request for their file.
 - 3.2.4 White and blue copies are sent to the Coordinator of Facilities.
 - 3.2.5 The Coordinator of Facilities assigns work to the appropriate Operations & Maintenance staff member and gives the white and blue copies of the work order to that staff member. A photocopy of the work order will be kept on file by the Coordinator of Facilities, or designate.
 - 3.2.6 Upon completion of the work, the Operations & Maintenance staff member initials and dates the work order and leaves the blue copy at the school with the contact person who signed the work order as in 3.2.2.
 - 3.2.7 The Operations & Maintenance staff member who completed the work, brings the white copy of the work order to the Coordinator of Facilities, or designate, for filing.
- 3.3 Annually, the principal shall submit the names of a first and second contact person to the Coordinator of Facilities. All communications from the Operations & Maintenance Department, involving repair and maintenance requests, will be channeled through the contact persons who are responsible for the following:
- 3.3.1 Preparing, signing and sending work orders to Operations & Maintenance Department. Only school contact persons are to sign work orders. All Work Order Requests must be channeled through the school contact persons only.
 - 3.3.2 Meeting the Operations & Maintenance staff who shall report to the contact person upon arrival at the school.

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- 3.3.3 Communicating with the second contact person regarding Work Order Requests and work completed.
 - 3.3.4 Maintaining a school level central file for all work orders.
 - 3.4 When the Coordinator of Facilities estimates that a work order will require more than two hours of time to complete, the school contact person will be consulted by the Coordinator of Facilities, or designate, at least two working days prior to the work being done, to establish a mutually acceptable time to complete the work order.
 - 3.5 Whenever Operations & Maintenance staff arrive at a school to do assigned work, they shall report to one of the contact persons.
 - 3.6 In emergency situations, the timelines surrounding Work Order Requests will be waived and the Coordinator of Facilities, in consultation with the principal and the Associate Superintendent, Human Resources will direct the necessary repair/maintenance as he/she sees fit.
 - 3.7 Operating Procedures
 - 3.7.1 At times, small minor emergency-type jobs (expected to take 15 minutes or less) arise at the schools when Operations & Maintenance staff are in the building. These type of job requests are to be channeled through one of the school contact persons and can be completed at the discretion of the Operations & Maintenance staff member if they have the time to do so. One of the school contact persons shall add these extra minor jobs to the Work Order Request Form. Upon completion of the work, the Operations & Maintenance staff member will initial same.
 - 3.7.2 The Coordinator of Facilities will visit each school and meet with the principal and/or the school contact persons at least one time per month. The intent of such visits is to facilitate effective communication in a pro-active mode.

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- 3.7.3 At times, work orders involving long-range projects, may have to be placed on a waiting list to accommodate Operations & Maintenance scheduling. In such cases, the Coordinator of Facilities, or designate, will advise the school contact persons and the principal as to when the work order is expected to be addressed.
- 3.7.4 In the event work requested will not be completed, the Coordinator of Facilities shall advise the school contact persons and the principal accordingly.

References: *Board Policy: H/3*