

FACILITIES

Policy 702-R **(previously Policy 902-R)**

Facilities Maintenance and Operations

Service Requests

1. All non-emergency maintenance services work is carried out in response to service requests processed through the web-based District electronic maintenance management system.
2. Emergency work will be undertaken as expeditiously as possible, with a service request raised at the earliest convenience.

Rotating Maintenance Service Crews

1. Rotating maintenance service crews may be deployed to provide maintenance to any existing parts of the building or the systems in the building such as carpentry, computer support, electrical, mechanical and painting.
2. Work carried out by these crews slows or reverses the natural process of wear inherent in occupied buildings or provides repair for predictable 'wear and tear' problems.
3. Where rotating service is provided, crews work on a schedule to ensure all schools have been visited once before any is visited again. Because schedules are subject to staff availability, and may be interrupted for extended periods of time, a formal calendar schedule is not available.
4. The list of corrective work to be undertaken shall be prioritized by the School Administrator/Site Manager or designate and entered as a service request into the District's electronic maintenance management system prior to the crew's arrival on site.
5. When the crew arrives at a site, they will report to the office to confirm the time frame they will be onsite. While there they will:
 - a) Complete any non-emergent service requests required to maintain the existing building, equipment or components;
 - b) Review other selected items to determine the need for maintenance on items not identified on service requests; and
 - c) Report back to the office all work carried out in the building and may request the generation of additional service requests to cover work done that was not identified on existing service request requests.

Emergency Calls

1. The following items are to be phoned to the Facilities Services Centre for consideration of immediate response:
 - a) Waterline break,
 - b) Vandalism such as a broken window or graffiti on the walls,
 - c) Plugged drain causing flooding,
 - d) Damage to a fire or intrusion alarm,
 - e) Loss of power,
 - f) Fire,
 - g) Security problem such as an exterior door which will not lock,
 - h) Loss of heat, etc.
2. If there is any doubt, the Facilities Services Centre is to be called: phone 604-668-7828 for clarification.
3. The response time may be adversely affected by the extent of similar problems throughout the District.

Grounds Crew – Winter Maintenance

1. The Grounds Foreperson shall establish a schedule for grounds maintenance at each school during the period November to February.
2. The crew will remain on site for three to five (3 to 5) days and carry out the following types of maintenance and repairs:
 - a) Clean all paved surfaces at site
 - b) Clean all paved area sumps
 - c) Rake leaves and remove other debris from grounds area
 - d) Repair damaged chain link fencing
 - e) Upgrade old chain link fencing to current District standards
 - f) Prune and trim trees and shrubs as necessary and as weather will permit.
 - g) Check and repair/replace playground equipment to eliminate safety hazards.

Review of District Facilities

Periodic review of district facilities will be undertaken by Facilities Services staff to:

1. Evaluate their condition and conformity with district standards and Ministry of Education guidelines.
2. Update facilities condition index data and support major capital planning priorities in the District Long Range Facilities Plan.
3. Factor into business cases of Ministry-supported capital projects.
4. Assist in the development of deferred maintenance and renewal plans of the District.

References: School Act Sections 20, 22, 23, 65, 74, 85
WorkSafe BC Occupational Health and Safety Regulation
BC and National Building Codes and Fire Codes