

ADMINISTRATIVE PROCEDURES

SUBJECT: Maintenance Work Orders

A work order is submitted whenever there is a need to repair or maintain the fabric of the building or a service is required by the Plant Department. The work order is reviewed by the WorkOrder Helpdesk to determine the necessary course of action.

The software that the Lambton Kent District School Board uses for tracking and maintaining records of work orders is called eBASE. Refer to Appendix A for instructions on how to initiate a work order.

When to initiate a Work Request:

1. When the work falls outside of the scope of work typically performed by the custodian for minor maintenance repair etc. **Refer to the online custodial manual found through the Boards website under Plant and Maintenance.**
2. When there is a need to make a repair or an alteration to the facility.
3. For delivery of non-hazardous goods or materials within a facility or to/from any facility. For hazardous materials contact the H&S Department.
4. For any non-life threatening emergencies like a flood or boiler failure or power, water or gas outage (i.e. utilities), broken windows, etc. Please follow up with a phone call to the WorkOrder Helpdesk and your Building Services Supervisor. The school principal must also be informed.

Roles and Responsibilities:

Custodian:

Performs minor maintenance that is within the scope of their work and job description after reviewing the asbestos plan when necessary. Submit a work order online using eBASE. Reviews all work orders for their school site daily using eBASE. Discusses with the Supervisor or Principal, any building conditions that may affect the health or safety of the occupants or for anything that they are unsure of with regards to maintaining the integrity of the building. The Custodian is responsible for putting in all

building work orders on behalf of staff at the school/site. If at any time a staff member at the location recognizes a repair requiring a work order, they should report it to the custodian.

Supervisor of Maintenance and WorkOrder Helpdesk:

Reviews all submitted work orders and if approved schedules the work for Board maintenance staff or sends the work order to an outside Board approved contractor. May at times revise the scheduled completion date depending on the lead time of parts ordered for a particular job. If the work orders are not approved, they could be denied or added to a future project.

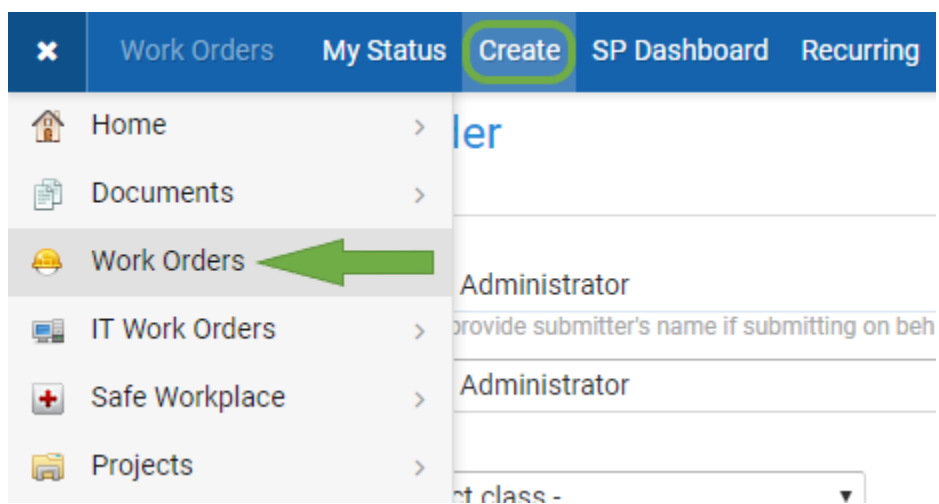
Note: The contractor must follow the Boards contracted services program. They must wear an identification badge issued by the Board while performing work at any school site. Refer to the Contracted Services Program Procedure on the Board’s Website for more details.

Note: Absolutely, no staff is allowed to touch or alter the fabric of the building unless authorized to do so by the Plant Department after the asbestos plan has been reviewed.

This is required to ensure the health and safety of all people and to meet any government regulation. For instance, there are many designated substances that are regulated by the government and may pose a health hazard if adversely disturbed such as asbestos or lead. If you have any questions or doubts about something, please call your Supervisor of Building Services for assistance.

Creating a Work Order

1. In the Work Orders module, click on the "Create" tab in the blue bar.



2. Fill out the fields in the create screen including a short subject, description and the room information. When you are finished, click the "**Submit**" button, or if you need to gather additional information, you can select the '**Save as Draft**' button.

The screenshot shows the 'Create Work Order' interface. The 'Request' section contains the following fields: Submitted By (eBase Administrator), Requested By (eBase Administrator), Class (Mechanical), Work Type (Plumbing), Reason (Repair), Subject (Sink Drainage), and Description (The sink in room 100A is clogged and will not drain.). The 'Location' section includes a Campus dropdown (- All Facilities -), a Facility Filter, and a list of facilities with checkboxes. The 'Alison Building' checkbox is checked. At the top right, there are 'Submit' and 'Save as Draft' buttons, with a green arrow pointing to the 'Submit' button.

Requested By – Enter Your Name

Class – Enter Maintenance

Work Type – Choose the closest type to your request from drop down options – Can be changed after submission if needed.

Reason – Choose Repair

Subject – Provide a brief description of your request.

Description – Provide as much detail as possible. If not, the WO may be returned to you for more information.

Facility – Choose site from options.

Area – Floor, Site

Room – Room Number. 1 room per WO

Attachments – Click Add, then browse for picture.

Implementation Date: June 2, 2009
Revised: July 8, 2024

Reference: Board Policy & Regulations
Board Administrative Procedures: A-BU-513-02, A-BU-507-07, A-BU-523-07, A-OP-429-03, and A-OP-432-03.
Occupational Health and Safety Act
Ontario Regulation 278/05 (Designated Substance – Asbestos)