



Facilities Branch

MAINTENANCE GUIDELINES

Updated: December 2010

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1. MISSION STATEMENT

The Delta School District Facilities Branch - Maintenance Services Department exists to:

- support learning and teaching in Delta School District by creating and maintaining an environment that facilitates District goals and standards; and
- protect inventory from premature failure and to maximize the effective use of resources.

2. KEY CONTACTS

This information is also available at our website - <http://maint.deltasd.bc.ca/contacts.html>

a) DISTRICT MAINTENANCE CENTRE (MT) - Tilbury Industrial Estates

Address: 7186 Brown Street, Delta, BC V4G 1G8
Phone: (604) 946-5088
Fax: (604) 946-2268
Email: tilbury@deltasd.bc.ca

Hours of Operation: Monday to Friday, 7:30am - 4:00pm

Emergency Calls: Regular Business Hours: 604-946-5088, Local 0
 After Hours (Orion Security): 604-731-4126

OPERATIONS COORDINATORS		<u>Email</u>	<u>Local</u>
	Donna Zorn	dzorn@deltasd.bc.ca	5221
	Brenda Noda	bnoda@deltasd.bc.ca	5223

b) MAINTENANCE SERVICES DEPARTMENT

FOREMEN AND LEADHANDS		<u>Email</u>	<u>Local/Phone</u>
Architectural Trades	Rick Harrison	rharrison@deltasd.bc.ca	5223
Interior Finishes	Alex Stanforth		604 841-0108
Electrical	Tom Brcic	tbrbic@deltasd.bc.ca	5234
Electronic & Computer Services	Paul Parsons Doug Leitch	pparsons@deltasd.bc.ca 236 dleitch@deltasd.bc.ca	5246
Grounds			
Mechanical	Mel Gomez Francis Yeung	mgomez@deltasd.bc.ca	5237 604 841-0091
Vehicle & Equipment Services	Bobby Pitamber	bpitamber@deltasd.bc.ca	5226
MANAGER	John Vantol	jvantol@deltasd.bc.ca	5227

3. GENERAL INFORMATION

a) HOURS OF OPERATION

Monday to Friday, 7:30am - 4:00pm (12 months)
Closed on Statutory Holidays

b) WHAT IS AN EMERGENCY?

Any hazard or condition that might be life-threatening or presents a risk of serious injury (e.g. damage in the building or on the grounds involving structural failure, sink holes, large amounts of broken glass, sharp protruding metal, live exposed electrical conductors, power lines down, equipment that has become unstable or has a condition clearly dangerous to an operator or other person).

Other typical emergencies include:

- Fire or earthquake
- Gas leaks
- Major power down in sections of the building (not caused by BC Hydro outage)
- No heat in multiple rooms or sections of a building
- Major water leak - pipe broken and flooding
- Major roof leak with flooding
- Computer Lab down
- Phone systems down
- Major damage to playground equipment.

Emergencies should be “called in” to the District Maintenance Centre during regular business hours (Monday to Friday, 7:30am - 4:00pm) at **604-946-5088**.

c) AFTER HOURS NEEDS

After regular business hours, on weekends and statutory holidays, **Security is to be called at 604-731-4126**, with the problem described to the best of one’s knowledge. Security will call appropriate respondents based on established protocols. **Do not attempt to call Facilities Branch personnel directly, as your problem will be dealt with faster through Security.**

d) WHAT ABOUT COSTS?

Maintenance of existing systems, components, equipment and finishes is the responsibility of the Maintenance Services Department. The maintenance operating budget is established to enable the department to meet these needs without additional cost to the schools. Work outside this scope is generally described as ‘New Work’ or ‘Fee-for-Service’ work.

When something new is added, when something is modified, or when any change is requested that is not part of ‘maintaining existing inventory’, costs will not be absorbed by the maintenance budget. In these cases the requesting school administrator or site manager is required to fund the work. A Journal Entry will be created to transfer costs from the recovery account attached to the affected section. If the requester finds an alternate source of funds, it arranges a transfer back into its recovery account.

Additional information is available under [Estimates](#) or [Facilities Renewal & Upgrade Program](#).

e) **DEFINITIONS**

- i) Estimate Cost confirmation generated by Maintenance Services staff in response to a New Work (Fee-for-Service) request. Normally the estimate will include all known costs plus a small contingency for unknown elements of the job. When the job is completed, the lower of the actual cost or the estimated cost is charged to the appropriate recovery account. Estimates must be requested through Web Work. On rare occasions where unknown elements of a job have a significant impact on cost, a requestor may be contacted for discussion on possible adjustments or cessation of the job.

- ii) Fee-for-Service Any work that is considered to be New Work will be processed as a Fee-for-Service and requires the site to pay for the work done.

- iii) New Work Work to be done to any parts of the building or the systems in the building such as carpentry, computer support, electrical, mechanical, and painting, that does not already exist. New Work will generally be Fee-for-Service and requires an estimate to be completed before the work can be undertaken.

- iv) Recovery Account A 'Recovery Account' has been established for each site. When work that is not covered by a maintenance operating budget is performed by Maintenance Services, a Journal Entry is created to recover the value of the work undertaken. Where a site receives compensating funds from another source, the site is responsible for directing those funds back into the recovery account.

- v) Rotating Maintenance This is a service provided by rotating crews to any existing parts of the building or the systems in the building. This service is for small, non-emergent jobs to slow or reverse the natural process of wear inherent in occupied buildings. All work requires a Work Request for tracking purposes.

- vi) Web Work Web Work is a web-based Computerized Maintenance Management System (CMMS) used to track all maintenance work. Maintenance crews may request that sites initiate Work Requests for work they have completed. This permits them to maximize productive time by avoiding the paper work required to track their work in the system. Staff can access Web Work from our website: <https://sd37s.webcmms.com>.

- vii) Work Order Maintenance staff will approve Work Requests submitted by sites into Work Orders which are then given to the appropriate department to complete the job.

- viii) Work Request Information supplied by a requester via the Web Work system. This information is then processed into a Work Order and given to the appropriate department to complete the work. Refer to [Work Requests/Web Work - District Procedure #4520.1](#).

4. RESPONSIBILITY BY TRADE GROUP

Architectural Trades	<p>Repairs to buildings, all exterior or building envelope concerns, roofs, glass, walls, doors, locks, keys and related hardware. Building equipment (excluding shops) not covered elsewhere. Remediation of building envelope failures. Painting of all interior and exterior finishes. Maintenance of interior surfaces, and light hardware on cabinets, doors, windows, sliders and blinds. Adjustments, maintenance and repairs to interior walls, shelving and ceilings. Repairs and replacement of floor coverings of all types, carpet, concrete, rubber, stone, clay and ceramic tile, vinyl tile and sheet goods. Re-upholstery of theatre seats.</p> <p>All new work demanding manufacture of furniture, millwork, cabinetry, installations of appliances, new equipment, renovations etc. Contracted work and coordination of in-house trades completing Minor Works Projects (<\$250,000).</p>
Electrical	<p>Maintenance and repairs to electrical system and components, lighting systems, shop equipment, Fire Alarm and related systems, new electrical installations. Reporting energy consumption and initiating and completing electrical retrofitting for energy savings and efficiency.</p>
Electronic & Computer Services	<p>Installation, maintenance and repairs of desktop and laptop computers (PC's and Macs), desktop and portable labs, networks, wireless, printers, building security systems, KeyScan card access and voice, video and data systems, and repairs and maintenance of audio visual equipment.</p>
Grounds	<p>Maintenance and repairs of non-building structures, fences, borders, retainers, goal posts, nets, playground equipment, ground water drainage systems, catchbasins, irrigation systems, driveways, asphalt and curbing. Installation of sign posts and gates. Planting, trimming and maintenance of all exterior plantings, grass, shrubs, trees and gardens.</p>
Mechanical	<p>Installation, maintenance and repair of all heating, ventilation and air conditioning (HVAC) systems and components. Installation, maintenance and repair of all plumbing systems and components. Replacement of filters in HVAC systems. Installation, monitoring and programming of direct digital controls (DDC) required to operate all HVAC components. Initial investigation and response to Indoor Air Quality (IAQ) concerns.</p>
Vehicle & Equipment Services	<p>Preventive maintenance, repair, adjustment and assessment of external service needs for all mobile equipment, vehicles, lifts, tractors, hoes, trailers, all shared hand and power tools, mowers, ploughs and seasonal grounds equipment and tools. Operation of tool crib and maintenance of filling stations, and vehicle wash area.</p>

5. **WORK REQUESTS / WEB WORK - DISTRICT PROCEDURE #4520.1**

- **Any of the following work requires a Work Request to be submitted by the school/site:**
 - Corrective/Breakdown Maintenance - restoring the operation of equipment or systems that have failed or are not performing properly; or
 - Major Repairs - too large, time-consuming (i.e. takes longer than two hours to complete) or complex to be completed by [Rotating Maintenance Crews](#); or
 - [New Work](#) - requests made by Principals/Site Managers typically valued at over \$100 which are not covered under any maintenance category - examples include: moving, supply and/or installation of furniture, fixtures and equipment (including playground equipment); minor renovations to accommodate or enhance programs or school operations; connection of computers, telecommunications and electronics; additional electrical outlets and lighting; painting and flooring (outside of the maintenance or replacement program cycles); additional custodial services for a facility booking or special event; and other special requests; or
 - [Estimates](#) or Feasibility Reviews for potential facility work.
- **What is Web Work:**

Web Work is a web-based Computerized Maintenance Management System (CMMS) used to generate, track and report all maintenance activities.
- **When is Web Work used:**

Web Work is:

 - used for all types of work including items formerly placed on the Preventive Maintenance Repair Lists in schools;
 - used for any work that requires an estimate; and
 - the mechanism through which all work requests are submitted - this includes preventive and reparative maintenance, estimates, all trades, trucking services and all equipment repairs.

**EFFECTIVE JULY, 2008 ALL CUSTODIAL EQUIPMENT REPAIRS MUST
BE REQUESTED THROUGH WEB WORK**

***Emergency Work that is called-in directly to the District Maintenance Centre
must also be entered in Web Work. Call 604-946-5088, local 5221 or 5223
for assistance or clarification.***

- **How to use Web Work:**

All work requests must be entered into Web Work via the internet at web address <https://sd37s.webcmms.com>. Faxed, mailed-in or e-mailed work requests are not accepted. If a staff member is not set up to enter the system, he/she must contact the school/facility office and submit work requests through one of the site designates. If site designates are unsure of how to use the system, they should contact one of the Operations Coordinators at 604-946-5088 extension '0' for assistance.

 - **Creating a Work Request:**

After accessing Web Work at <https://sd37s.webcmms.com>, log into the system using the "User Name" and "Password" that has been provided. The Work Request screen should then open. From this screen new work requests may be entered or existing requests looked up. Submitted work requests are reviewed 2-3 times daily and forwarded to the appropriate trade for scheduling.

- **To Enter a New Request:**
 - Click on “Operations” located at the top of the screen on the left hand side.
 - Select “New Work Request”. A number will be automatically assigned to the request.
 - Tab once into the Description field. The description of the work required may now be entered. Be as clear as possible with the information provided and include account code if required in this field.
 - Fill in the location, room number, contact person, and phone number fields to enable quick response.
 - Click on “Save” at the bottom right hand side of the screen and the request has been sent to Maintenance Services for approval.
 - The requester may now input another request following the same procedure, look up an existing request or exit the program.

- **To Look Up an Existing Request:**

Ensure Mode (bottom left hand side) indicates “Query”. If not, select Operations and then “Work Request Query”. There are several options for looking up work requests:

 - If the work request number is known, enter that number into the Request No. field and then click Lookup.
 - If the date of the work request is known, enter the date into the Open Date field and then click Lookup.
 - If one wants to see all work requests submitted by that requester, click on “Lookup” on the bottom right. Remember this will only give the work requests submitted by that requester.
 - If one wants to see all requests for a location, the User ID must be cleared from the Requester field and be sure the location field identifies the appropriate site. The location field is automatically populated for most users.

6. ROTATING MAINTENANCE CREWS - DISTRICT PROCEDURE #4520.2

➤ **What are Rotating Maintenance Crews:**

Rotating Maintenance Crews provide maintenance to any existing parts of the building or the systems in the building such as carpentry, computer support, electrical, mechanical and painting. 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. Rotating Maintenance Crews work on a progressive schedule to ensure all locations are including on a regular cycle. Because schedules are subject to staff availability, and may be interrupted for projects and urgent repairs, a calendar schedule is not available. For an estimate of when a crew may be at your site, contact the appropriate foreman.

➤ **How does Rotating Maintenance occur:**

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 complete any non-emergent requisition items required to maintain the existing building, equipment or components. They will also review other selected items to determine the need for maintenance on items not identified on work orders. Crew staff will report back to the office all work carried out in the building and may request the generation of additional Work Requests to cover work done that was not identified on existing Web Work requests. Since **all** work is required to be entered into Web Work, site based office assistance in creating these new work requests is greatly appreciated as it leaves the crews free to concentrate on completing the physical work, as opposed to the ‘paper work’. Keep in mind Rotating Work Crews will only repair or maintain something that already exists.

➤ **CARPENTRY Rotating Work**

The Carpentry Crew does preventive maintenance on all carpentry and finishing items in a facility. This crew will cover schools needs such as installing school-supplied tack boards, bulletin boards, shelving, hanging pictures, and other similar miscellaneous odd jobs. Carpenters make rounds of the schools on a rotating basis and will visit a facility three times per year. The schedule is set up on a “per week” basis and sites can expect to see the crew SOMETIME WITHIN THAT WEEK. They will not necessarily show up on the first day of the week, subject to other obligations. Crews have been assigned schools and it will normally be the same crew that visits a specific facility every cycle.

➤ **ELECTRONIC & COMPUTER SERVICES Rotating Work**

Computer Technicians are assigned to a zone and will rotate within schools in their zone to perform maintenance on computer hardware. The Electronic & Computer Services (ECS) department maintains all network equipment and hardware owned by the School District. If a computer, printer, switching device or any piece of district owned hardware needs repair, the repair will be undertaken as part of maintenance. All requirements should be requested via Web Work. Below is a link that lists the district zones and the name of the corresponding technician.

➤ **ELECTRICAL Rotating Work**

Electricians will attend sites and perform preventive maintenance such as replacing bulbs, light covers and other small and non-emergent tasks.

➤ **MILLWRIGHT Rotating Work**

Preventative maintenance and repairs of stationary shop equipment in Secondary School Technical Education Shops.

➤ **PAINTING Rotating Work**

The Painting Crew does touch-up painting, surface repair and small repaint areas. This might include work such as repainting or refinishing areas of deterioration and high traffic areas like doors, casings, entrances and areas behind railings. The Crew will *not* paint full walls or whole rooms. The Crew will only repaint using the same colour. If a new colour is needed the job is considered to be *New Work* as opposed to Rotating Work. (See below for details on [New Work](#))

7. NEW WORK

➤ What is New Work:

Work to be done to any parts of the building or the systems in the building such as carpentry, computer support, electrical, mechanical, and painting, that **does not** already exist. Almost all New Work will be Fee-for-Service and require an estimate to be completed before the work can be done.

Keep in mind that the Maintenance Crews handle any repairs or work done to **existing** items (see above for details on [Rotating Maintenance Crews - District Procedure #4520.2](#)), with such work generally will be funded out of the maintenance operating budget.

➤ When to use New Work:

Here is a list of common examples to illustrate the difference between “New Work” and “Maintenance” to help guide requesters on how to proceed with a job.

TRADE	NEW WORK	MAINTENANCE
Carpentry	<ul style="list-style-type: none"> Installing new shelving Adding new blackboards/whiteboards/tackboards Renovation of an office/room 	<ul style="list-style-type: none"> Securing loose shelving brackets Repairing the frame on an installed blackboard
ECS	<ul style="list-style-type: none"> Setting up a new computer work station 	<ul style="list-style-type: none"> Repairing computer hardware
Electrical	<ul style="list-style-type: none"> Adding a lighting fixture to a room 	<ul style="list-style-type: none"> Replacement of bulbs and ballasts
Glazier	<ul style="list-style-type: none"> Installing new window or different style window 	<ul style="list-style-type: none"> Replacing broken window
Millwright	<ul style="list-style-type: none"> Installing or decommissioning equipment 	<ul style="list-style-type: none"> Repairs to existing equipment
Painting	<ul style="list-style-type: none"> Painting with a new colour Painting full walls or whole rooms 	<ul style="list-style-type: none"> Touch ups with an existing colour

➤ Creating a New Work Request:

Follow the same process as one would to create a Work Request by accessing the online Web Work system (<https://sd37s.webcmms.com>). Outline exactly what the new work will require in the Description field.

8. ESTIMATES

➤ What is an Estimate:

An estimate is a calculation of likely known cost to complete a job. See Estimate in the [Definitions](#) section.

An estimate may be requested for any new work to be done that does not already exist. The work can be done by maintenance as soon as it can be scheduled, provided approval has been in writing from the requester.

➤ When to Ask For an Estimate:

If a Principal/Site Manager is unsure of the cost and would like to know before any work proceeds he/she can request an estimate.

➤ Creating an Estimate:

Login to the Web Work system and complete a Work Request as one normally would filling in the description, location, room number, and contact fields. Then, in the **Priority Field** type

in “ESTIMATE”. The work request has now been tagged for an estimate. Maintenance Services staff will contact the requester.

9. GRAFFITI AND VANDALISM

All vandalism should be reported as soon as sites notice it. Morning Openers should report graffiti and vandalism daily as early as possible after 7:30am. Maintenance Services will respond to reports of graffiti and vandalism as quickly as possible. Problems reported after 10:00am are usually scheduled for the following day. Small amounts of graffiti and vandalism cleanup should be taken care of by the Morning Opener at each location. Unless an Operations Coordinator confirms that a Work Request is not required, sites must send a follow-up Work Request.

NOTE: *if sites notice a continuing problem of vandalism, they must let Maintenance Services know and the department will try to resolve it. Usually, a plan will be developed in conjunction with the Principal/Site Manager and the District security contractor.

➤ GLASS REPLACEMENT PROCEDURES

To assist in expediting glass replacement, Principals/Site Managers, their Morning Openers (in elementary schools) or Day Custodian (in secondary schools) should measure the approximate size of the glass - this is for reference only. The site should then enter a work request into Web Work indicating the exact location of the broken window and approximate dimensions. The Operations Coordinator will then contact the Glazier to replace the window. The Glazier will cut, prepare and install the window at the school site.

Summer Breakage will not be replaced until school is back in session in September - the window will simply remain boarded-up. This is done to minimize costs because Maintenance Services often end up replacing the same glass within days of its replacement. Crews will wait until the school is fully occupied and then make any necessary repairs within the first two weeks.

10. FACILITIES RENEWAL & UPGRADE PROGRAM (FRUP)

The Facilities Renewal & Upgrade Program is broken down into six categories - building envelope renewal, interior and exterior finishes renewal, grounds upgrades, mechanical upgrades and renewal, special programs renovations and miscellaneous upgrades.

Priorities for the Facilities Renewal and Upgrade Program are set annually by the Director of Facilities & Planning and the Manager, Maintenance Services based on a cyclical renewal program for critical facilities systems throughout the District. Principals, Site Managers and maintenance foremen may be asked to provide input. The program is reviewed with the Secretary-Treasurer and approved by the District’s Executive Committee.

To review the current year’s Facilities Renewal & Upgrade Program, go to http://maint.deltasd.bc.ca/bldg_maint.html.

11. PARENT ADVISORY COMMITTEES (PAC’s)

PAC’s are often involved with the funding and planning of projects. When this is the case, the Principal or designate should contact Maintenance Services before committing to any acquisition, project or fundraising event. Together, Maintenance Services can help to ensure that a school’s special project proceeds to completion as smoothly as possible. No one wants surprises that hinder progress or increase cost.

The PAC Chair or any PAC representative should not be contacting Maintenance Services directly unless a maintenance staff member has already agreed to the contact. All introductions must be made by the Principal. The Principal need only confirm the name of the PAC person and the nature of the project to the Fee-for-Service Foreman early in the planning stages to avoid most problems.

➤ **PLAYGROUNDS AND GROUNDS GREENING PROJECTS**

There are specific guidelines for the installation of Playgrounds & Climbing Walls and Grounds Greening projects which can be found at the Facilities Branch website at: <http://maint.deltasd.bc.ca/grounds.html>

12. INDOOR AIR QUALITY

The Site Safety Committee has a package including a questionnaire on identifying the problems associated with indoor air quality. It is the first step to solving any indoor air quality problems on an ongoing basis. Forms and instructions are also available at the website <http://maint.deltasd.bc.ca/safety.html>

Once the process outlined in that information is complete and the site has identified times and occurrences, then a work request must be entered into Web Work and contact with the Mechanical Foreman will be in order.

Mechanical staff will then investigate to determine if the mechanical systems are working properly and are maintaining an appropriate volume of fresh air.

If, after correcting any obvious problems with the mechanical systems, a problem still exists, Maintenance Services will utilize sophisticated monitoring equipment to attempt to determine the nature and cause(s) of the problem.

If a problem is confirmed; whether related to air makeup, fresh air, bacteria, mould or other identified airborne contaminant, Maintenance Services will act to rectify the situation.

If, after the above process, a problem still exists, a professional consultant will be engaged to further investigate the conditions.

➤ **ALLERGIES AND SENSITIVITIES**

If any staff or students have particular allergies or sensitivities that may be affected by glues or paints, Principals/Site Managers are encouraged to send the names and locations of those people to Maintenance Services so that crews can avoid doing any work around them that may have a negative effect on their health or condition. If this information is received in advance (on the work request), activities can be planned to prevent or minimize exposures.

13. ASBESTOS MANAGEMENT

The mandate of the Delta School District's Asbestos Management Program is to control the hazards of exposure to airborne asbestos fibres by the identification, containment and/or elimination of asbestos-containing materials. The Delta School District has a number of buildings constructed in decades when asbestos was a common addition to building materials such as loose-fill and mechanical insulation, floor tiles and ceiling tiles. Mechanical (piping, ducting, tank) insulation was removed during the 1990s, and gradually ceiling and floor tiles have been replaced during building renewals, renovations or upgrades. However, there still remains some ceiling and floor tiles containing trace amounts of asbestos which, if left undisturbed, do not pose a risk.

The District is managing its on-going process of surveying, documentation, safe handling and removal of asbestos-containing materials in its buildings in strict conformance with Provincial Regulations, including the Occupational Health and Safety Regulations prepared and enforced by the Workers' Compensation Board.

For information on whether a District facility contains asbestos, where exactly and what the risk, if any, is, access the inventory on the Facilities Branch website <http://maint.deltasd.bc.ca/acm.html>.