



HOMES AND SENIORS SERVICES

POLICY & PROCEDURE NUMBER: 2.13

DEPARTMENT: *Maintenance*

SUBJECT: *Work Order Requests*

APPROVAL DATE: June 2015

REVISION DATE: November 2022

REVIEW DATE: November 2023

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PURPOSE:

To provide a system for communicating work order requests to maintenance staff.

To ensure that all equipment, the building envelope, interior components, and operating systems are maintained and in good working order.

SCOPE:

This policy applies to all staff.

MANDATE:

This policy is in accordance with the Fixing Long-Term Care Act, 2021 and Regulation 246/22 which states maintenance services in the Home are to be available seven days/week to ensure that the building including both interior and exterior areas, and its operational systems are maintained in good repair; and that there are schedules and procedures in place for routine, preventive and remedial maintenance.

POLICY:

A system will be in place to record and track work order requests.

PROCEDURE:

Depending on the nature of the request, staff should assess the situation and use the appropriate method to communicate the request.

Emergency Requests (Risk of harm to residents or staff or damage to building)

1. Contact maintenance staff directly, if maintenance staff is not on site, contact the nurse-in-charge to determine actions based on Homes emergency plan.
2. Maintenance staff shall report to the location and assess the situation and where possible attempt to resolve.



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3. If unable to resolve the issue, maintenance staff should report the issue to the Manager of Corporate Facilities (or designate).

4. Manager of Corporate Facilities (or designate) will contact appropriate service company/ contractor for assistance in resolving the issue.

Non-Emergency Requests

1. Staff will log a work request through WorxHub, requiring the following information:
 - Location, room number
 - Description of Issue
 - Name
 - Email address

Administration Building

<https://ab.theworxhub.com>

Bobier Villa

<https://bv.theworxhub.com>

Elgin Manor

<https://em.theworxhub.com>

Terrace Lodge

<https://tl.theworxhub.com>

2. Engineering Services will review all work requests in the WorxHub, set priority and assign a champion.
3. Maintenance staff shall review work order requests in TheWorxHub multiple times daily and report to those locations with tools necessary to complete the request.
4. If parts are required or if a service contractor is required, maintenance staff shall note on work order and should notify Manager of Corporate Facilities (or Designate).
5. TheWorxHub will be monitored by the Engineering Services Department.



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Procedures – Work Order Requests*

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