



HOMES AND SENIORS SERVICES

POLICY & PROCEDURE NUMBER: 2.3

DEPARTMENT: *Maintenance*

**SUBJECT: *Emergency Calls,
Maintenance Department***

APPROVAL DATE: June 2015

REVISION DATE: July 2018; November 2022

REVIEW DATE: Oct. 2019; March 2022

POLICY:

A 24-hour emergency service 7-days per week shall be maintained by the Engineering Services Department.

PROCEDURE:

1. Staff (identified below) of the Engineering Services Department will carry cell phones and will be on call in the event of an emergency arising during evenings, nights and 24-hours on Saturday and Sunday.
2. The Manager of Corporate Facilities and Building Sciences Technologist will alternate on-call duties monthly.
3. To request off-hour assistance, call (519) 631-1460 ext. 333, this will be forwarded to the after hours on-call personnel. If you get to voicemail, leave your name, location, phone number and reason for the call. If you have no reply within 30 minutes, follow-up with another phone call.
4. If homes staff is unable to reach designated staff, please contact Director of Engineering Services.
5. In the event of a building related emergency and/or loss of an essential service (water, hydro, heat, nurse call system, gas) the Administrator and/or Director of Homes and Seniors Services must be informed.
6. For non-emergency requests, refer to Maintenance Policy 2.13 Work Order Requests.

Manager of Corporate Facilities	(226) 448-4369
Building Sciences Technologist	(519) 857-2433
Director of Engineering Services	(226)374-5997