



Responsibility:	<i>Superintendent, Facility Services</i>
Legal References:	<u>Education Act R.S.O., 1990, S. 170 (8): Regulation 11 (1)</u>
Related References:	<i>Nil</i>
Revisions:	<i>September 2021, March 2023</i>
Reviewed:	<i>June 2016, September 2019, September 2021, October 2024</i>

1. Preamble

This procedure provides guidelines and expectations for processing of requested Work Orders for normal maintenance repairs, Health and Safety hazards, and Technological Education Equipment repairs.

Requested Work Orders are originated by staff at the site. Once a requested Work Order is approved, it becomes an assigned Work Order.

[eBASE](#) is the software platform for the Waterloo Region District School Board for Work Order management.

2. Maintenance Requested Work Orders

Requests for maintenance repair work are submitted through the following procedure.

- 2.1 The Custodial Department Head or Head Custodian determines that assistance is required in repairing a facility problem.
- 2.2 The Custodial Department Head or Head Custodian collects as much information as possible regarding the problem.
- 2.3 The Custodial Department Head or Head Custodian initiates a Requested Work Order via [eBASE](#) and completes all required fields.
- 2.4 [eBASE](#) will direct the Requested Work Order to the Resource Scheduler in Facility Services.
- 2.5 The Resource Scheduler will choose a service provider (Tradesperson or Contractor) as required to initiate the Work Order.
- 2.6 The Resource Scheduler will forward the requested work order to the area supervisor for their approval, except for work orders requiring immediate attention which will be assigned to the appropriate service provider and approved by Resource Scheduler.

3. Occupational Health and Safety Requested Work Orders

To expedite requests that relate to Occupational Health and Safety, the following process has been developed.

- 3.1 A possible Occupational Health and Safety issue is identified at a school. This may be during a workplace inspection or through normal activities.
- 3.2 The Custodial Department Head or Head Custodian will initiate a Requested Work Order specifying the Class as Health and Safety via [eBASE](#) for correction of the unsafe/hazardous condition.
- 3.3 [eBASE](#) will direct the Requested Work Order to Health, Safety & Security for review.

4. Technological Education Related Work Requests

Requests related to Technology Education equipment repair are submitted through the following procedure.

- 4.1 An issue is identified by Teaching Staff or Technology Department Head with Tech Sector supported equipment.
- 4.2 The issue is verified by the Principal (Elementary) or Vice Principal (Secondary).
- 4.3 If the issue is supported by the Principal or Vice Principal, the request is passed to the Custodial Department Head or Head Custodian with instruction to generate a Requested Work Order via [eBASE](#).
- 4.4 The Custodial Department Head or Head Custodian will initiate a Requested Work Order via eBASE for the repair of the equipment, identifying the fixed reference room number and floor number, asset identification, nature of issue, and contact information.

The Requested work order will be dispatched in [eBASE](#) to the Resource Scheduler who upon verification of equipment and nature of issue will attach the asset to the work order, choose a service provider and either approve or forward to area supervisor to approve.

- 4.5 Once the Work Order has been approved the status will change to assigned. Not all Work Orders are directly assigned, some are directed to the Supervisor to assign as the providers are not always known.
- 4.6 If a Work Order is cancelled, the [eBASE](#) program will automatically send a cancellation notification to the requestor.