3.1 Facility & Environmental Services

2016

POLICY & PROCEDURE MANUAL



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* + 1. Preventative Maintenance Program

Department: Facility & Environmental Services

Approved By: Planning Team

Issue Date: February 2010

Updated: June 2016

Policy

All equipment will be inspected on a regular basis. The frequency and type of inspection will be per the Property Manager’s schedule with consideration of the manufacturer/supplier recommendations.

Procedure

Records of inspections will be kept in the office of the Property Manager.

The Property Manager will maintain a phone list of approved contractors and a copy of this list will be available at the following locations:

* + - * Reception
      * On the file server (accessible by management)
      * Property Manager’s office
    1. Energy Conservation & Recycling

Department: Facility & Environmental Services

Approved By: Planning Team

Issue Date: February 2010

Updated: June 2016

Policy

Gateway of Hope and the Aldergrove Thrift Store will conserve and recycle wherever practical.

Procedure

The Property Department will provide labeled recycling bins, where needed, for such things as paper, plastics, cardboard, batteries and organics.

The following measures will be taken to reduce and reuse: Staff will:

* + - * Turn off lights in unoccupied areas of the building.
      * Turn off equipment that does not automatically ‘sleep’ or conserve energy.
      * Make effort to conserve energy, water and materials.
      * Dispose of toxic waste as per acceptable practises.
      * Use recycle bins.
    1. Work Request System

Department: Facility & Environmental Services

Approved By: Planning Team

Issue Date: February 2010

Updated: June 2016

Policy

An approved work request system will be provided for staff to address repair and maintenance needs.

Procedure

Staff are asked to follow the below outlined procedure when requesting maintenance work.

* + - * When requesting maintenance, repair work, or “IT” support, a work order is to be completed in every case. Note: for ease of tracking only one item per request (verbal requests will not be considered an official request).
      * Where work requests are related to work of a non-routine and potentially costly nature, the request must receive the approval of the applicable Department Head prior to forwarding to the Manager of Business Administration.
      * In the case of frontline staff who do not have access to an electronic work order, please process work requests by emailing your immediate supervisor who will then process the work order electronically.
      * In accordance with Territorial Policy the Property Manager will obtain quotes for substantial work that may be required.
      * DHQ forms must be completed and approved for any substantial building modification.
      * Upon completion of the work, all required parties will be notified in writing or via email including information regarding the action(s) taken.

Emergency Repairs & Maintenance

Contact the Property Manager for emergency repairs or maintenance requests.

* + 1. Janitorial / Housekeeping

Department: Facility & Environmental Services

Approved By: Planning Team

Issue Date: February 2010

Updated: June 2016

Policy

There shall be procedures for improving practices in the janitorial and housekeeping services.

Procedure

Each work area will have an assigned list of specific duties posted in the janitorial closet for that particular work area including their frequency of performance.

There shall be:

* + - * Monthly inspections by a supervisor.
      * Follow-up and implementation of recommendations issued by external inspectors.
      * Review of comments, suggestions and complaints.

All special requests will be submitted to the Property Manager for follow up.

* + 1. Shipping & Receiving

Department: Facility & Environmental Services

Approved By: Planning Team

Issue Date: February 2010

Updated: June 2016

Policy

Gateway of Hope and the Aldergrove Thrift Store will have policy for shipping and receiving.

Procedure

Gateway of Hope shipping and receiving of goods will be the responsibility of the Property Manager. The Property manager will coordinate the shipping and receiving of goods, including donated goods, with the head of the department involved.

Aldergrove Thrift Store shipping and receiving of goods will be the responsibility of the Thrift Store Manager in consultation, as needed, with the Property Manager.

* + 1. Workshop & Equipment Storage

Department: Facility & Environmental Services

Approved By: Planning Team

Issue Date: February 2010

Updated: June 2016

Policy

The Gateway of Hope and the Aldergrove Thrift Store will maintain clean, organized and safe workshops, work spaces and storage spaces for equipment and maintenance services tools.

Procedure

Applicable WHMIS and Worksafe Standards will be adhered to.

All supplies, equipment and tools will be safely and properly stored and where required, labelled and/or color coded depending upon their specific type and applications.

All janitorial, shelter workers and maintenance staff will be responsible for the safe and proper use and storage of their equipment in their assigned workspaces and corresponding storage areas.

Inspection of these workspaces, as well as the laundry room, all janitorial closets, linen closets, janitorial storage areas and the maintenance shop will be the responsibility of the Property Manager.

The Property Manager or designate will inspect these spaces, as a minimum, on a weekly basis to ensure applicable safety and storage standards are being maintained. A report will be given to the Executive Director regarding any deficiencies.

Staff will make every reasonable effort to maintain their work environments in a safe, clean and organized manner, and to report to their supervisor any potential or immediate risk or hazard in a timely manner.

The OH&S Committee will conduct a monthly inspection of these areas and make recommendations regarding improvements to health and safety practices related to these spaces.

* + 1. Program Vehicles

Department: Facility & Environmental Services

Approved By: Planning Team

Issue Date: February 2010

Updated: June 2016

Policy

Gateway of Hope will maintain a fleet of vehicles for official business.

Procedure

The Property Manager is responsible for the repair and maintenance of the vehicles.

The annual cost of maintenance and operation of the vehicles will be shared between departments. The administration of the vehicles will be the responsibility of the Manager of Business Administration.

The vehicles will generally be available on a first-come first-to-use basis unless a higher priority becomes necessary based on operational requirements.

Procedures for departmental use of the vehicles are as follows:

* + - * Complete the scheduling log.
      * Prior to use, complete a visual inspection of the vehicle to note any prior damage.
      * Do a pre-trip safety check ensuring lights, signals, horn, wipers, seatbelts, etc. are operational and tires are properly inflated.
      * After start up note the fuel amount and any trouble lights (if engine service light is illuminated before using report this to the Property Manager).
      * See the Property Manager for refuelling.
      * Upon return, park properly in the designated vehicle stall.
      * Complete the vehicle log noting the mileage, and ensure log and keys are returned to the reception.
      * Empty any personal effects or garbage after parking and replace the seats in the upright and locked position.
      * If the vehicle has incurred damage during use log and report this immediately to the Property Manager.

The vehicles may not be used for personal use. All drivers of the program vehicles, whether volunteers or employees, must be authorized to do so, be the holder of a valid Canadian Provincial Driver’s license and will provide the Business Department with a copy of their Provincial Driver’s Abstract (see note below) prior to driving any Gateway of Hope vehicle.

Seatbelts must be worn at all times by all occupants and the number of occupants within the van may not exceed the number of useable seatbelts available.

Our program vehicles and their drivers represent The Salvation Army Gateway of Hope in the community. Therefore, drivers of these vehicles are expected to always drive courteously and in full compliance with all the rules and laws of the road including driving within the designated speed limit. Drivers will be personally responsible for covering the cost of any traffic violations or bylaw infractions they receive as a result of illegal parking or carelessness.

Operation of a cell phone or other handheld device while driving is strictly forbidden.

Drivers are absolutely not permitted to pick up hitchhikers. Drivers may not use Gateway of Hope vehicles as a taxi service or to move the personal belongings of guests without the approval of a Planning Team member.

Other TSA Ministry Units may only use Gateway of Hope vehicles with the approval of the Property Manager and will be responsible to cover costs related to fuel and any damage.

Where anti-theft (“club”) devices may be provided in the vehicles, drivers will use these devices whenever our vehicles are parked and unattended.

Note: Driver’s Abstracts must be provided to the Manager of Business Administration at least 7 business days in advance of the driver’s initial use of program vehicles. Abstract records which indicate driving patterns that are consistently poor or unsafe may result in approval to drive being denied.

The Gateway of Hope may request a Driver’s Abstract update at any time and reserves the right to limit or refuse access to the program vehicles for employees or volunteers whom it suspects of unsafe driving or breach of these policies.

* + 1. Pest Control

Department: Facility & Environmental Services

Approved By: Planning Team

Issue Date: February 2010

Updated: June 2016

Policy

Gateway of Hope will have an active pest control program performed by a qualified pest control contractor.

Procedure

The food services preparation and storage areas will be an area of particular focus.

All areas of the building and property will be inspected monthly as a minimum and the pest control program will be in keeping with Civic and Provincial Health Regulations and Funding requirements.

* + 1. Parking

Department: Facility & Environmental Services

Approved By: Planning Team

Issue Date: February 2010

Updated: June 2016

Policy

The Gateway of Hope parking lot is for program vehicles, visitors and community guests of the Gateway of Hope only. Visitors include individuals coming to Gateway of Hope for business purposes, tours, committee work, approved program partners, and donations drop-off. The only exception to this rule will be between 7:00 pm and 7:00 am daily, where overnight staff and resident guests will be permitted to park in the front lot. Residents guests will also be permitted to park in the front lot between 7:00am and 3:00pm Sundays.

The Aldergrove Thrift Store parking is for customers only. Store staff will park in the designated staff parking area only.

Procedure

All those who park in the Gateway of Hope parking lot must be registered at Reception and must follow the required parking procedures.

Volunteers and program partners must park in the Kwantlen University parking lot and can obtain Impark parking passes from Reception (or from the RS Worker or on-duty Cook evenings and weekends). These passes must be signed in/out daily and are limited in quantity.

Monthly/daily Impark parking passes may be purchased by staff at their own cost for the Kwantlen parking lot directly from Impark or designated parking meters. If staff would like to access the monthly/annual parking pass from Kwantlen they must contact Impark directly and make their own arrangements.

Free parking is available across the street in the Twin Rinks parking lot for staff and approved transitional housing residents. Those who choose to park at Twin Rinks must submit their vehicle information to Reception and it will be passed along to Twin Rinks for security purposes. Twin Rinks reserves the right to refuse or cancel these parking privileges at any time.

Parking at the Gateway of Hope will be via assigned spots according to the following diagram and time constraints:

Front Lot (as you are facing lot from front doors)

|  |  |  |  |  |  |  |  |  |  |  |  |
| --- | --- | --- | --- | --- | --- | --- | --- | --- | --- | --- | --- |
| RV | RV | RV | RV | RV | Handicap Reserved Visitor | Handicap Reserved Visitor | RB | RB | RB | RB | RB |

RV = Reserved Visitors RB = Reserved Business

Side Lot (next to garbage bins)

|  |  |  |
| --- | --- | --- |
| Program Vehicle Reserved 24hrs | Program Vehicle Reserved 24hrs |  |
|  |  | Program vehicle Reserved  24hrs |

* + - * The Management Team will be permitted to park on an as needed basis in the front lot, but will either use the Kwantlen or Twin Rinks lots for their regular parking needs. Should their vehicle be seen regularly in the Gateway of Hope lot, the Executive Director will provide direction.
      * Visitors to Gateway may use any of the RV spaces on a first come, first served basis. Volunteer parking is available at Kwantlen and volunteers will be provided a pass for same, also on a first come, first served basis, as there are limited spaces available.
      * Reserved business spots will be left open for those visitors that are attending meetings or other functions at Gateway. No volunteers or staff are permitted to park in these spots without written permission (with a copy to Reception) from someone on the Planning Team
      * All visitors must check in with reception to get a visitors pass to display in their vehicle. The pass must be returned prior to leaving Gateway.
        + Any vehicle not displaying the visitors pass will receive a written warning about the possibility of being towed at owner’s expense.
        + Third consecutive warning will result in vehicle being towed at owner’s expense.
    1. Service Contracts

Department: Facility & Environmental Services

Approved By: Planning Team

Issue Date: February 2010

Updated: June 2016

Policy

Service contracts will be reviewed annually and re-tendered prior to expiry, or as necessary.

Procedure

* + - * All contract expiry dates will be diarized.
      * Ideally contracts will be based on three-year terms.
      * Where a service contract change is made it will not result in the extension of the contract’s original termination date.
      * Six months before expiry contracts will be re-tendered.
      * The Property Manager will acquire proposals and forward recommendations.
      * Property Manager and Manager of Business Administration will review recommendations, in consultation with the Executive Director.
      * Selection of the successful contract will be based on price, service, product, needs and operational requirements of the facility.
      * Manager of Business Administration or Executive Director will execute contracts in accordance with the TMOP.
      * Auto-renew contracts will not be accepted.
      * A Breakout/Termination clause, for the benefit of both parties, of no more than 90 day written notice will be required.
      * Gateway of Hope will provide six months written notice to current service providers of intent to re- tender.