

Section: **D**

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Maintenance Policy**

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PREVENTATIVE MAINTENANCE POLICY

Policy:

Community Living-Central Huron recognizes the importance of the health, safety and well-being of individuals supported, employees and volunteers. Community Living-Central Huron requires that each work location has regular and/or annual inspections and preventative maintenance schedules of all systems, including, but not limited to plumbing, heating, cooling, electrical and fire, as well as equipment and devices used by employees, volunteers and/or people supported. Preventative maintenance is an important part of a healthy and safe environment for individuals supported, employees and volunteers. Each work location will inspect identified equipment and devices and ensure maintenance is conducted as recommended by the manufacture/supplier. Non-compliance with this Policy is subject to discipline, up to and including dismissal.

Definition:

Preventative Maintenance is the care and servicing of equipment, systems and devices that is regularly performed to lessen the likelihood of failure. Regular systematic inspections, tests, adjustments and replacements will aid in the prevention of possible failures before they develop or become actual or major failures/defects.

Purpose:

To ensure equipment, systems, devices used by individuals supported, employees and volunteers are in safe working order and issues are detected prior to adversely affecting the health, safety and well-being of people supported, employees and volunteers.

Roles and Responsibilities:

Employer:

The Employer will:

- take every precaution reasonable in the circumstances for the protection of individuals supported, employees and volunteers;
- include measures and procedures for employees and volunteers to report maintenance issues/concerns;
- provide for education and training as determined necessary for the use and maintenance of equipment, systems and devices used by employees and volunteers.

Supervisor:

The Supervisor will:

- ensure inspection requirements, as per the Ministry of Community and Social Services are met at each work location; such inspections include: Electrical Safety Association, annual health, fire and furnace inspections. The inspection records will be kept on file in the location and at the Central Administration Office;
- be responsible for equipment, systems and items being serviced and maintained by qualified professionals and a written record of the inspection, as well as any repairs and/or upgrades are kept on file in the work location Emergency Binder and at the Central Administration Office;
- conduct an annual inventory of equipment and devices requiring Preventative Maintenance at the work location;
- develop a Preventative Maintenance schedule, which includes the equipment, systems, devices to be inspected, the frequency and interval at which the service must be performed and who will perform service/maintenance for each work location. Such determination will be based on the manufacturer's and/or qualified professional's recommendations;
- respond promptly to any concern from an employee, volunteer or person supported pertaining to equipment, systems, device failure or potential for failure by seeking the services of a qualified professional;
- arrange for training/education for employees and volunteers for the use of equipment, systems, as deemed appropriate;
- provide employees and volunteers, when so prescribed, written instructions as to the procedures for the proper use of identified equipment, systems and devices;
- complete monthly workplace inspections;
- conduct annual Workplace Hazard/Risk Assessments using the Agency's designated form;
- ensure employees are completing all required documentation, as it relates to maintenance equipment, systems, devices used by employees and volunteers in the workplace.

Location Health and Safety Representatives:

The Location Health and Safety Representative will:

- comply with the requirements of the work location and procedures regarding preventative maintenance;
- participate in all training and educational programs, as determined by the Employer to be beneficial for the area of preventative maintenance;
- identify and immediately report any concerns with equipment, systems, devices used by employees, volunteers and people supported that may be a source of danger or hazard and make recommendations to their Supervisor by completing a Workplace Hazard and Suggestion Report;
- encourage co-workers to immediately report concerns related to equipment, systems, devices used by employees or volunteers to their Supervisor or designate using the Workplace Hazard and Suggestion Report;
- conduct and document monthly inspections of their work location and submit such to their immediate Supervisor within the designated time frame;
- review Workplace Hazard and Suggestion Reports and make written recommendations;
- review Employee Incident Reports and make written recommendations and submit to Supervisor or designate in the time frame required;

- accompany a Ministry of Labour Inspector during an inspection visit;
- investigate work refusals;
- investigate, when notified by the employer of a critical injury/fatality and provide a report in writing to the Ministry of Labour, within forty-eight (48) hours, as prescribed

Employees:

The Employee will:

- comply with the requirements of the work location and procedures regarding preventative maintenance;
- identify and immediately report to their Supervisor or designate any concerns with equipment, systems, devices used by employees, volunteers and people supported by completing a Workplace Hazard and Suggestion Report;
- abide by any procedures, guidelines that have been developed by the Supervisor and/or manufacturer and/or qualified professional with regard to the use of equipment, systems and devices used by employees, volunteers and people supported;
- participate in, when requested, workplace inspections to advise of any hazards or risks related to equipment, systems, devices used by employees, volunteers and people supported;
- seek clarification from the relevant Supervisor or designate on the use of equipment, systems and devices used by employees, volunteers and people supported;
- participate in all training and educational programs, as determined by the Employer to be beneficial for the use of equipment, systems and devices used by employees, volunteers and people supported;
- report, in writing, to their Supervisor or designate any new equipment, systems, devices that will be used by employees, volunteers or people supported to ensure as appropriate preventative maintenance occurs.

Reporting and Investigation:

It is the responsibility of all employees and volunteers to immediately report to their immediate Supervisor or designate using the Workplace Hazard and Suggestion Report all potential risk factors for hazards/incidents related to equipment, systems and devices used by employees, volunteers and people supported. The Supervisor will investigate the risk/hazard as soon as possible and take appropriate steps to address any continuing risk to the health, safety and well-being of the people supported, employees and volunteers. The Supervisor will forward the completed Workplace Hazard and Suggestion Report to the Location Health and Safety Representative. The Location Health & Safety Representative will review the actions taken or recommended by the Supervisor and provide feedback as to further actions or recommendations. Should a hazard result in a critical injury or fatality, Supervisors, employees and Location Health and Safety Representatives will follow the Agency's Critical Injury Policy (#D-006).

Evaluation:

Community Living-Central Huron is committed to looking at leading indicators of workplace risks and hazards related to the use of equipment, systems and devices used by employees, volunteers and people supported through such methods as: information gathering (ie. Workplace Inspections, Incident Investigations, Job Hazard Analysis), surveys, data collection (ie. Rate Group Trends) and Staff Meetings.

Supervisors will regularly audit employee and volunteer practices related to equipment, systems, devices use through such means as: monthly, periodic work location inspections; review of Workplace Hazard and Suggestion Reports, Incident Reports, Location Health and Safety monthly workplace inspections; conducting annual risk assessments; completing an annual inventory of equipment/systems/devices used by employees, volunteers and people supported; review the preventative maintenance schedules, as prescribed. The Agency will maintain a Hazard/Risk Registry, which will be updated as necessary, in consultation with Location Health and Safety Representatives and based on written information/documentation received by Supervisors, employees, volunteers and the Location Health and Safety Representatives.

Preventative Maintenance Schedule:

Supervisors of each work location will conduct an annual inventory of equipment, systems, devices used by employees, volunteers and people supported, considered to require a preventative maintenance schedule, with keeping in mind the “Purpose” of the “Preventative Maintenance Policy”. Once the inventory list is established, Supervisors will develop a Preventative Maintenance Schedule, as outlined under the roles and responsibilities of the Supervisor. The types of equipment, systems, devices to be considered in developing the Preventative Maintenance Schedule may include but are not limited to:

- fire alarm systems
- items under warranty
- exit and emergency lighting
- fire extinguishers
- Agency vehicles
- ceiling lifts
- portable lifts
- wheelchair lifts
- generators
- automatic doors

Related Policies and Procedures:

Usage of Agency Equipment/Electronic Communication Technologies Policy (B-006)
Duty of Care Policy (B-010)
Health and Safety Policy Statement (D-001)
Emergency Policy (D-003)
Critical Injury (D-006)
First Aid Policy & Procedure (D-011)
Hazard/Risk Policy and Procedures (D-014)
Health & Safety Orientation Policy (D-015)
Ladder Safety Policy and Procedures (D-017)
Location Health and Safety Representatives Policy (D-016)
Musculoskeletal Disorders Awareness Policy (D-010)
Working Alone Policy (D-012)
Manual Handling Policy (D-019)
Slips, Trips and Falls Prevention Policy (D-020)
Early and Safe Return to Work Policy (E-016)

Other Related Agency Documents:

Community Living-Central Huron’s Occupational Health and Safety Document