

MAINTENANCE DEPARTMENT



PROCEDURES MANUAL

We're Maintenance – We Can Handle It

I N T R O D U C T I O N

**G E N E R A L M A I N T E N A N C E
M E T H O D S**

**B U I L D I N G M A I N T E N A N C E
A N D R E P A I R S**

**C O M P U T E R I Z E D
M A I N T E N A N C E
R E Q U I S T I O N I N G S Y S T E M
(C M R)**

E M P L O Y E E P R O T O C O L

**P R E V E N T I V E M A I N T E N A N C E
P R O G R A M**

**B O I L E R A N D P R E S S U R E
V E S S E L L O G B O O K**

V E H I C L E M A I N T E N A N C E

**M A I N T E N A N C E E M P L O Y E E
T R A I N I N G P R O C E D U R E S**

MAINTENANCE DEPARTMENT PROCEDURES MANUAL



INTRODUCTION

SECTION I

CARROLL COUNTY PUBLIC SCHOOLS MAINTENANCE DEPARTMENT PROCEDURES MANUAL

INTRODUCTION:

The Maintenance Department is dedicated to providing and maintaining a safe, orderly and respectful learning environment which will contribute to student and staff achievements.

It should be noted that there are some maintenance areas in which contracted services supplement and/or have major responsibilities for building and/or equipment maintenance. In those cases where contracted services have traditionally been utilized, such services have proven to be cost effective. However, the main focus of the Maintenance Department will remain as follows:

- Focus on school environmental issues in keeping with a safe learning/teaching environment.
- To ensure proper training for school personnel on the Computerized Maintenance Requisitioning System (CMRS) to provide timely and efficient maintenance for all Carroll County Public Schools buildings and grounds.
- To provide the means to save energy and improve the operating efficiency of all school facilities and to ensure proper air quality controls county wide.

The overall objective of the Maintenance Department is to maintain, throughout its expected useful life, the interior and exterior of school buildings, the grounds, and the roadways, and all fixed and moveable equipment through preventive maintenance and repairs. Further, this objective is specifically intended to provide:

1. Buildings and their components that function safely and at top efficiency.
2. Facilities and equipment that minimize the possibility of fires, accidents, and safety hazards.

3. Continuous use of facilities without disruptions to the educational program.
4. Protection of public property through proper planning, scheduling, and preventive maintenance.
5. Quality management of maintenance projects and tasks.
6. Conservation of energy through utilization of the latest technology and energy conservation measures.
7. A quality maintenance program through effective management and efficient utilization of resources.

LEVELS OF MAINTENANCE AND RELATED COST FACTORS

There are a variety of factors associated with the desired level of school building maintenance that relate directly to the availability of resources. These include age of facility, age of equipment, available manpower, current level of funding, and facility use beyond that of the regular school day. In order to assess the impact of required school building maintenance efforts, the following factors are presented:

1. BUILDING USE

School buildings may require various levels of maintenance due to the varied use of the facilities. The maintenance effort and cost for school facilities can often be traced to the extent of the facilities use, the type of facilities use, an effective building supervisor, and community user respect. This is essentially true of the school buildings in Carroll County that have extensive community-use patterns. Respect and care by the building users usually results in fewer dollars required for maintenance.

Vandalism during occupied and unoccupied hours also places an additional cost burden on the school maintenance program.

2. BUILDING AND EQUIPMENT DESIGN

Another major factor that influences equipment and building maintenance is the design of the school facility. Facility designers have the opportunity to conserve public funds by

incorporating design characteristics consistent with maintenance efficiency and longevity. During the design process, materials and equipment selected should demonstrate characteristics of:

- .. Design simplicity and equipment accessibility as related to performing repairs and preventive maintenance.
- .. Quality and maintainability.
- .. Ease of component replacement and repair parts availability.
- .. Maximum operating efficiency of all mechanical components and maximum energy efficiency of all mechanical/electrical systems.

3. BUILDING CODES

Various federal, state and county codes (Building, Safety, Fire, Health, MOSH, ADA and indoor air quality) change from time to time. These standards must be adhered to in order to insure a safe, accessible and healthy building environment for students, employees and the public. Maintaining compliance with these code modifications is certainly a cost factor that must be considered in addition to building maintenance.

4. ADVANCES IN TECHNOLOGY

New technology and energy saving measures related to building equipment and components need to be carefully considered and incorporated into the building maintenance program in order to insure a more cost effective level of maintenance. These new technological advances may require the development of revised maintenance and operations procedures and may reduce operating costs. While such advances may show a first time or one time increase in the maintenance or construction budget, there may be a significant long-term decrease in the plant operations budget.

5. CONDITION OF EXISTING SCHOOL BUILDINGS

The condition of existing school facilities needs to be considered as well as frequency of use of facilities beyond the normal school day when evaluating the overall maintenance effort. These factors create a significant impact to the plant maintenance

program to provide adequate funding, staffing and effective building maintenance.

6. SERVICE STANDARDS

Maintenance service standards for school facilities are best established through adequate program administration and supervision, effective employee selection and training, and maintaining employee performance within the organization. The overall scope necessary for adequate plant maintenance procedures and services is highlighted in the charts shown in Section II and Section III. These are intended to reflect scheduled service standards and routine preventive maintenance procedures.

7. OPERATIONAL CONSIDERATIONS (PREVENTIVE MAINTENANCE)

The plant operations component in the individual school (often referred to as Building Custodial Services) is an important consideration in assessing overall maintenance levels and determining costs associated with building maintenance. An effective building operations function should compliment and interface with the centralized plant maintenance function to provide an overall effective plant maintenance program. Carroll County Public Schools has developed and implemented such a plan. We feel this combined effort is providing an effective plant maintenance program.

The Maintenance Department has the prime responsibility for building/equipment maintenance based on specific areas of responsibilities. It should be noted that there are some maintenance areas in which contracted services supplement or have major responsibilities for building and/or equipment maintenance. In those cases where contracted services have traditionally been utilized, such services have proven to be cost effective.

In summary, all of the aforementioned factors have a direct impact on establishing a cost-effective plant maintenance program that meets the requirements of today's educational environment.

MAINTENANCE DEPARTMENT PROCEDURES MANUAL



GENERAL MAINTENANCE METHODS

SECTION II

GENERAL MAINTENANCE METHODS

There are four (4) methods for performing required building and equipment maintenance that have proven to be cost-effective and are presently being utilized in the Carroll County School System. They include:

- .. Utilization of a centralized maintenance workforce.
- .. Effective use of plant operations forces to perform preventive maintenance.
- .. Assignment of full time maintenance personnel at the high school level to perform daily maintenance tasks.
- .. Utilization of service contracts as needed.

The full-time centralized maintenance workforce provides the following services:

- .. Emergency response to power failures, plumbing, heating, and air conditioning failures.
- .. Monitoring energy management with state of the art computerized system
- .. Interior and exterior painting
- .. Carpentry, electrical, plumbing, HVAC service and minor roof repairs
- .. Grounds maintenance, mowing, snow removal, landscaping, etc.
- .. Minor building modifications
- .. Vandalism repairs
- .. Maintenance and repair to AV equipment
- .. Preventive maintenance
- .. Maintenance and repairs to fire and security systems
- .. Hardware maintenance and repairs
- .. Utilize an electronic computerized maintenance requisitioning system

The Maintenance Department also is responsible for contracted services in which contracted services supplement or have major responsibilities for building and/or equipment maintenance. These would include:

- .. HVAC chiller service
- .. Kitchen fire hoods, service and inspection
- .. Elevator maintenance and inspection
- .. Energy management service

- .. Sprinkler systems maintenance and inspection
- .. Underground storage tank testing
- .. Fire extinguisher inspection and service
- .. Fire and security monitoring
- .. Bleacher and folding wall mount inspection
- .. Boiler inspection

ANNUALLY SCHEDULED MAINTENANCE TASKS INCLUDE:

CARPENTRY

Ceramic tile
Ceiling tile
Glass
Hardware
Lockers
Minor renovations
Fire proofing

ELECTRICAL

Ballasts
Fans
Lamps
Motors
Outlets
Switches
Outdoor lighting
Emergency generators
Classroom upgrades

FLOOR

Carpet
Gym - Hardwood
Terra Cotta
Terrazzo
Floor tile

HVAC

Air Compressors
Air handlers
Boiler tubes
Burners
Cooling towers
Rooftop units
Thermostats
Unit ventilators
Chillers
Energy Management System

PLUMBING

Drains
Fixtures
Pumps
Strainers
Faucets
Piping & Insulation

SECURITY

Burglar alarms
Emergency lighting
Fire alarms
Generators
Public address system
Security cameras
Magnetic card readers

GROUNDS

Re-paving
Field rejuvenation
Outdoor stadium painting, bleachers
Shrubs and trees
Seeding/fertilizer
Athletic field maintenance

REFRIGERATION

Inspect, clean & service
Equipment replacement

MASONRY

Brick
Block
Concrete

FIRE PROTECTION

Sprinkler test & inspection
Fire extinguisher test & inspect
Kitchen hood test & inspection
Fire pump test & inspection

INSPECTIONS

Elevators & chairlifts
Fire protection systems
Health dept
Boiler & pressure vessel
Indoor Air Quality

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- .. Boiler inspection

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Ceiling tile
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Minor renovations
Fire proofing

ELECTRICAL

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Fans
Lamps
Motors
Outlets
Switches
Outdoor lighting
Emergency generators
Classroom upgrades

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Gym - Hardwood
Terra Cotta
Terrazzo
Floor tile

HVAC

Air Compressors
Air handlers
Boiler tubes
Burners
Cooling towers
Rooftop units
Thermostats
Unit ventilators
Chillers
Energy Management System

PLUMBING

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Fixtures
Pumps
Strainers
Faucets
Piping & Insulation

SECURITY

Burglar alarms
Emergency lighting
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Security cameras
Magnetic card readers

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MAINTENANCE DEPARTMENT PROCEDURES MANUAL



BUILDING MAINTENANCE AND REPAIRS

SECTION III

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PLANT MAINTENANCE	Audio Visual Equipment Repair
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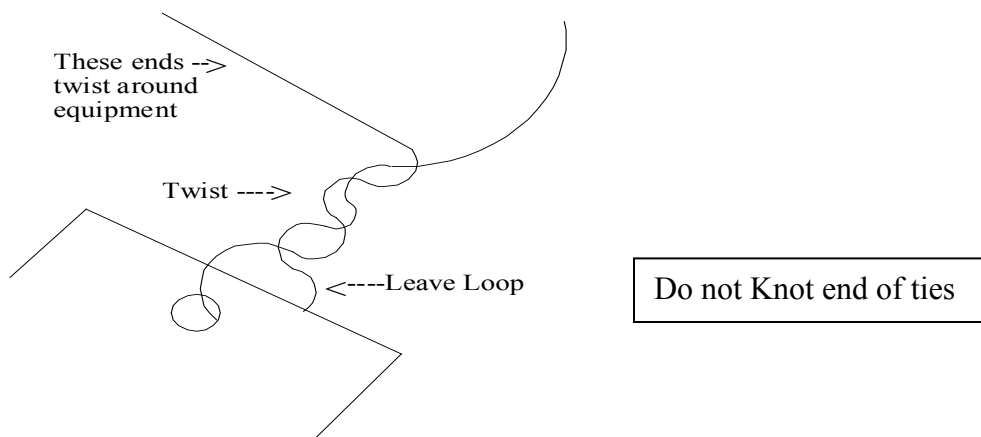
General

Equipment needing repair may be sent for repair throughout the year. Audiovisual equipment should be tagged and left in the designated area for PONY pick-up. The PONY will deliver the equipment to the Maintenance Department who will repair it. The Maintenance Department receives request from the schools to do repairs through the computer network using www.myschoolbuilding.com which is a part of SchoolDude Maintenance Direct.

Tagging

A Work Order Request is submitted online via www.myschoolbuilding.com. When a request is saved it gives a *Work Order Number*. This number is recorded on a **A.V. Equipment Shipping Request** form (see Attachment) in the "Work Order #" box. The rest of the form should then be filled out including, Type of equipment, model, serial no., block no., originator location signature and date. The top white copy is kept at the school.

Attach the **A.V. Equipment Shipping Request** form with the plastic 12" ties provided, twisting the ties leaving a loop as shown below. Failure to leave a loop could cause the ties to tear the form resulting in lost of the form. (Do not use bare wire ties) Place the equipment in the area designated for equipment pick-up.



Order "A.V. Equipment Shipping Request" forms and plastic ties from Plant Operations, Ext. 3470

Submitting Work Requests if you are new

Before you can get started you need to notify Jim Parker in Maintenance, giving him your Name, User Name, 4 letter Password and school. For a password it is suggested using the last 4 digits of your Social Security number. You can e-mail Jim Parker or send the info via inter-office mail. You cannot log on until he has inserted your info into the system.

Attachment - A.V. Equipment Shipping Request

PRESS FIRMLY FOR CLEAR COPY

A.V. EQUIPMENT SHIPPING REQUEST

Carroll County Public Schools TAG No 4888

Ship from Location: **LHS MEDIA**
Ship to Location:

Type of Equipment: **EIMO OVERHEAD**

Model: **HP - L355**
Serial No. **987445**
Block No.

Complete the appropriate box:

Work Order	Contractual Repair*	Trans to another Cost Center
Work Order # 57541	Method of Shipping	Attn:

*Contractual Repair work to be done by:

Originator Location Signature	Date	Driver's Initials
	3/31/06	
Receiving Location Signature	Date	
Return Location Signature	Date	Driver's Initials

White - Originator Loc
Canary - Driver
Pink - Receiving Loc
Tag - Driver

PLANT MAINTENANCE**BLEACHERS AND GRANDSTANDS**

Contact: Supervisor of Plant Maintenance
751-3199

PERMANENT BLEACHERS/ GRANDSTANDS

Repair of existing permanently installed bleachers and grandstands shall be the responsibility of the Plant Maintenance Department. Requests for repairs should be submitted on the computerized Maintenance Requisitioning system (www.myschoolbuilding.com).

Plant Maintenance will oversee the inspection of bleachers on an annual basis. Major repair and replacement of stadium grandstands should be submitted by the principal as a capital project.

PLANT MAINTENANCE**BLEACHERS -
RETRACTABLE INDOOR**

Contact: Supervisor of Plant Maintenance
751-3199

Proper operation and preventive maintenance of indoor bleachers is critical in order to insure continued safety. Only properly trained personnel may operate bleachers in order to prevent misalignment due to improper extension and retraction.

Bleacher Operating Guidelines are provided to each school and should be strictly followed. The Supervisor of Plant Maintenance upon request will provide training for bleacher operation.

Routine preventive maintenance on bleachers is critical. A visual inspection of bleachers is required each time the bleachers are fully extended as required in the operating guidelines. Minor repairs such as loose bolts and boards and lubrication should be done locally by the in-house maintenance personnel. Misalignment, drive chain problems, broken or cracked welds and other serious problems should be immediately brought to the attention of the Supervisor of Plant Maintenance for repairs. A bleacher repair crew will be assigned or repairs will be contracted.

Bleachers will be inspected twice annually by a bleacher repair vendor or by the Supervisor of Plant Maintenance.

Whenever, in the opinion of the Supervisor of Plant Maintenance, bleachers are unsafe, they will be taken out of service until repairs can be made.

PLANT MAINTENANCE**BOILER INSPECTIONS**

Contact: Supervisor of Plant Maintenance
751-3199

All boilers are opened, cleaned and inspected annually by the maintenance staff. This task is scheduled in conjunction with the inspections performed by our insurance carrier representative acting in the legal capacity of State Boiler Inspector.

Repairs on boilers will be scheduled and accomplished after all boilers in each facility have been inspected, internal and/or external. Emergency repairs are performed as required.

All boilers to be taking out of commission are to be preauthorized by the Supervisor of Maintenance. All other boilers are to be kept in efficient operating condition at all times.

Boiler and/or mechanical rooms are to be kept clean and uncluttered, free of debris, surplus materials or stored equipment.

BOILER INSPECTIONS

Boiler inspections are required by the State of Maryland prior to the expiration date on the inspection certificate. A representative from our contracted insurance company inspects the boiler or pressure vessel and submits the results to the State of Maryland, Department of Labor, Licensing and Regulation. An updated certificate (see sample) is then issued to the Board of Education. When the new certificate is received in the Maintenance Department, the following steps are taking:

1. Information is entered in Excel spreadsheet, file name S:\spreadfil\boiler inspection.xls
2. Update the information as follows:
 - a. Locate school.
 - b. Verify Maryland Registration Number.
 - c. Update issue date and expiration date.
3. If the boiler or pressure vessel is newly installed or replaced, the following information needs to be entered in the database:
 - a. School
 - b. Expiration date
 - c. Location in the building
 - d. Issue date
 - e. Maryland registration number
 - f. Type of boiler or pressure vessel
4. Make copies of certificates
5. Send original certificate to appropriate school to the attention of the building supervisor to be displayed in the designated manner (a picture frame located by the boiler or pressure vessel).
6. File copies in "Boiler Inspections" binder (located in secretary's office)
7. Submit a copy of the Boiler Report Form to the Maintenance Supervisor for review.

PLANT MAINTENANCE	BUILDING/ GROUNDS REPAIRS REQUISITIONING
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The computerized Maintenance requisition system (www.myschoolbuilding.com) should be used to request repairs and maintenance for all school facilities. This includes HVAC systems, utilities, fire and safety systems, etc. This form is accessible via the Internet. Detailed step by step instructions are listed in the Office Procedures Manual under Section XI - School Support Services. Upon receipt of the requisition, the Supervisor of Plant Maintenance will prioritize the request according to the guidelines set forth below:

EM - Emergency priority:

Items considered as critical to building security or detrimental to the health and safety of the students and staff will be acknowledged within *24 hours* (a follow-up telephone call is necessary for all emergency requests).

1 - High priority:

Health and safety items will receive a # 1 priority. Items in this category are targeted to be completed *within 10 days*.

2 - Medium priority:

These requests are not considered critical but are important to the operation of the school. Items in this category are targeted to be completed *within 30 days*.

3 - Low priority:

If time and budget allows, these items will be completed *within 90 days*.

4 - Budgetary items:

The request is too costly or extensive to cover in the year= s operating budget. The item requested should either be a capital budget request or an operating budget request for the next fiscal year.

A Work Request Status Report should be prepared weekly by each cost center in order to track the progress of submitted work orders.

PLANT MAINTENANCE**CARPETING –
REPLACEMENT/ ADDITIONS**

Contact: Supervisor of Plant Maintenance
751-3199

REPLACEMENT

Maintenance and replacement of carpeting is the responsibility of the Supervisor of Plant Maintenance. Principals shall advise the Supervisor of Plant Maintenance of areas of carpeting in need of replacement so that the appropriate budget request can be made.

Damaged/frayed carpet should be placed on the computerized Maintenance Requisition system (www.myschoolbuilding.com) for repair until replacement is possible.

ADDITIONAL

All additional carpet shall be requested through and purchased by Supervisor of Plant Maintenance. Principals desiring to purchase carpeting through alternative funding may do so, however, this work should be coordinated through the Plant Maintenance Department.

All carpet, regardless of funding source for the purchase, must conform to all local building and life safety codes. Included in the requirement of meeting all building and life safety codes are all types of rugs, whether room size or scatter rugs, regardless of ownership.

PLANT MAINTENANCE	CURTAINS/ SHADES MAINTENANCE AND REPLACEMENT
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Contact: Supervisor of Plant Maintenance
751-3199

Supervisor of Plant Operations
751-3470

STAGE CURTAINS

Replacement of stage curtains should be requested through the Supervisor of Plant Maintenance. Curtains will be replaced as the budget allows. Maintenance of stage curtain mechanical parts (tracks, pulleys, cords, etc.) shall be performed upon receipt of a Maintenance Request on the computerized Maintenance Requisitioning System (www.myschoolbuilding.com).

OFFICE/ LIBRARY/ STAGE CURTAINS

Office curtains may be budgeted for replacement through the Plant Maintenance budget but generally receives a low priority. For this reason, replacement should occur through local school accounts or contributions.

Limited funds are available through the Plant Operations budget for the cleaning of office, library and stage curtains. Generally, the cost of cleaning is handled through local school accounts.

CLASSROOM CURTAINS, DRAPERIES, SHADES AND VENETIAN BLINDS

The procurement and replacement of general classroom window coverings is handled by the Plant Maintenance Department through the operating budget. Requests should be made annually through the Supervisor of Plant Maintenance.

The building supervisor or in-house maintenance staff in the case of the high school may handle repair of general classroom window coverings.

PLANT MAINTENANCE	ELEVATORS AND WHEELCHAIR LIFTS
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Contact: Supervisor of Plant Maintenance
751-3199

ELEVATORS/ WHEELCHAIR LIFTS/ DUMBWAITERS

All elevators shall be inspected monthly through a contracted certified inspector. A representative of the Division of Labor and Industry performs an annual inspection. Inspections are budgeted for and coordinated by the Supervisor of Plant Maintenance.

Requests for repairs should be requested through the computerized Maintenance Requisitioning system (myschoolbuilding.com) and followed up with a telephone call to the Plant Maintenance Department.

All wheelchair lifts shall be inspected annually by a contracted certified installer. Inspections and maintenance repairs are budgeted for and coordinated by the Supervisor of Plant Maintenance.

Requests for repairs should be called in to the Plant Maintenance Department.

ACCIDENT REPORT GUIDELINES

The Division of Labor and Industry requires reporting accidents involving the use of elevators, escalators, moving walks and dumbwaiters. (Section 3012.4 of the BOCA National Building Code/1993).

Immediately after becoming aware of an accident that results in a serious injury (requiring medical care) or fatality, the building owner or authorized representative shall notify the Division of Labor and Industry at 410-767-2236. The Supervisor of Plant Maintenance is the authorized representative for Carroll County Public Schools. Please take the elevator out of service and contact the Maintenance Department when an accident of this nature occurs. The telephone system for the Division of Labor and Industry is in effect during evening and weekend hours to ensure that staff is available around the clock to respond appropriately to emergency situations. Therefore, accidents may be reported 24 hours a day, seven days a week.

When the serious injury or fatality occurs as a result of the operation of the elevator, escalator, moving walk or dumbwaiter, the device shall be closed until inspected by an inspector from the Safety Inspection Program for the Division of Labor and Industry.

PLANT MAINTENANCE**EMERGENCY PROCEDURES AND CONTACTS**

Contact: Supervisor of Plant Maintenance
751-3199

Emergency response requests during normal operating hours, as well as, after hours, weekends or holidays, should be reported to the Supervisor of Plant Maintenance. Appropriate response action will be taken immediately.

Building Supervisors should be scheduled to report to work in ample time to report emergency response requests as early as possible. Principals should advise the appropriate director of emergency problems as soon as possible when it is anticipated that the situation warrants consideration for closing school for the day. Decisions regarding the closing of individual schools are made by the Superintendent based on the recommendations of the Director associated with that site. The Director of School Facilities consults and advises regarding facilities emergencies and timeliness of repairs.

Decisions must be made prior to 6:30 a.m. in order for an individual school to be closed for the day. Announcements must be made earlier in order for parents to make alternative arrangements and for bus drivers to be notified of the closing.

EMERGENCY TELEPHONE NUMBERS (Cell Phone)

<u>Director of School Facilities</u>	<u>Ray Prokop</u>	<u>443-375-2698</u>
Director of Elementary Schools	Cynthia McCabe	443-847-0110
Director of Middle Schools	Thomas Hill	410-227-6107
Director of High Schools	Sherri-Le Bream	443-340-7952
Supervisor of Maintenance	James H. Parker	443-375-2700
Supervisor of Construction	Al Eilbacher	443-375-6018

PLANT MAINTENANCE	ENERGY CONSERVATION
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Contact: Director of School Facilities
751-3177

Supervisor of Plant Maintenance
751-3199

Supervisor of Plant Operations
751-3470

The Carroll County Board of Education endorses all appropriate measures to conserve energy and energy resources (Board Policy EFC).

Energy consumption throughout the year, both during the heating and cooling seasons, is a costly item for the Board requiring careful management.

The following guidelines should be adhered to:

Heating Season

1. Thermostats in all schools shall be set to provide an ambient room temperature of **68°F** during the regular school day. This pertains to classrooms, relocatables, offices, corridors, gyms, locker rooms, multi-purpose rooms and auditoriums. Re-locatable classrooms not on a timer must be manually set back. Thermostats in relocatables should be set at day setting when temperatures below 20° F are expected.

As a general rule, thermostats shall be set back to a night setting on school days between the hours of **4 p.m.** and **6 a.m.** Earlier setbacks may be instituted with the intent of allowing building temperature to coast for the last hour of student occupancy, thus conserving energy. On holidays and non-school days the night setting shall be in effect throughout day hours as well. When this procedure starts, all windows and doors will remain closed so that we are not "heating the outdoors."

Carroll County Board of Education does not provide heating of school facilities for third, fourth, fifth or sixth priority users (church services, community recreational councils, for profit groups etc.) and schools should be left on the night setting during the hours established above unless otherwise approved by the Director of School Support Services and a fee established. Additional charges for use of facilities should be noted on the Use of Facilities Application.

2. In extremely cold weather (when the nighttime low is expected to drop in the teens), building supervisors should place the heating temperatures on a daytime setting to prevent freezing of pipes. If there is any doubt as to when to do this, the Office of Plant Maintenance or the Director of School Facilities should be consulted.
3. On warm temperate days, the hot water heating system will reset to the lowest set point or cycle down to a pre-determined lowest set point. This need or demand will be regulated through the Energy Management System.

Cooling Season

4. Thermostats in all schools shall be set to provide ambient room temperature of 74°F during days when schools are in session for students and instructional staff. This pertains to classrooms, relocatables, offices, corridors, gyms, locker rooms and auditoriums. Air conditioning shall be controlled in the same manner as heat with nighttime settings being regulated via the energy management system. Schools on energy management systems must pre-program the scheduled occupancy in advance in order to provide appropriate cooling for the required period of occupancy.

It is the responsibility of the building supervisor in conjunction with the school principal to pre-arrange and coordinate that the schedule is properly programmed into the energy management system.

The Carroll County Board Of Education does not provide air conditioning for third through sixth priority users of facilities unless payment for such is made by the user agency. This only occurs in special circumstances. Notation must be made on the Application for Use of Facilities in the Building Changes section so that an invoice can be generated.

Summer Season

5. Zoned air conditioning for the office area is permitted throughout the summer months. Other zones throughout the building may be cooled only when Board of Education summer school or Board of Education in-service classes are in attendance or when carpet shampooing is occurring in a particular area. An ambient temperature of 74°F shall be maintained.

Air conditioning should be operated to provide cooling in the zones where carpet shampooing is occurring and not the entire building. Cooling should remain on in the area being shampooed until carpet is completely dry to prevent mold and mildew.

6. During warm temperature months when relative humidity level in a school Building is above 55 % de-humidification is enabled through the Energy Management System where applicable.

PLANT MAINTENANCE**FENCING**

Contact: Supervisor of Plant Maintenance
751-3199

FENCING REPAIR

Repairs to existing fencing shall be requested on a Computerized Maintenance Requisitioning System or, at the high schools, completed by in-house maintenance personnel. If a safety hazard exists, contact should be made immediately to the Supervisor of Plant Maintenance via the telephone.

REPLACEMENT FENCE

Replacements for rusted or severely damaged chain link fencing should be requested to be budgeted by the Supervisor of Plant Maintenance.

NEW FENCING

New fencing required for safety and security should be requested in the Plant Maintenance operating budget. Fencing will be provided on the basis of approved budget funds.

CONSTRUCTION/ PLANNING PLANT MAINTENANCE	FIRE ALARM SYSTEM AND SECURITY MONITORING
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Contact: Supervisor of Plant Maintenance
751-3199

A security systems vendor centrally monitors all fire alarm and security systems. When an after-hours breach of security occurs or whenever a fire alarm pull station, smoke sensor or sprinkler head is activated, the monitoring company will contact the appropriate emergency response personnel. In the case of fire, 911 will be contacted and in the case of a security alarm the appropriate law enforcement agency (city or state) will be notified. In addition the monitoring company maintains a list of three (3) school contacts. These contacts are listed in priority order for notification.

In the event of an alarm (fire or security) after hours, the designated school system employee will be expected to respond to the scene to investigate and reset security devices. In the case of a security alarm, it is recommended that the responding individual not enter the building without police assistance.

Fire Drills

Before conducting a fire drill where a pull station is activated, the cost center administrator must first contact the monitoring company and advise of the test. An authorization code must be declared at the time of the call. The Supervisor of Plant Maintenance will advise each school of their code. The fire system alarm can then be activated.

Upon completion, a follow up call is required to put the system back in service. The vendor will confirm that the test alarm was received and the system restored.

Security Code

Each cost center equipped with a security system will have an access code required to activate and de-activate the system. This code should be kept confidential and only made known to the specific individuals allowed access (i.e., principal, assistant principal, building supervisor). This security code should be changed periodically by submitting a work request through the computerized Maintenance Requisitioning system (www.myschoolbuilding.com).

Each cost center equipped with a security system must activate the system whenever the building is unoccupied.

PLANT MAINTENANCE**FIRE ALARMS, CLOCKS, BELLS AND
SOUND SYSTEMS**

Contact: Supervisor of Plant Maintenance
751-3199

Repair and replacement of fire alarms, clocks, bells and sound systems are the responsibility of the Supervisor of Plant Maintenance. The audio-visual repair technicians perform service and repairs on clocks, bells and sound systems and the system controls technician generally services fire alarm systems. Repairs may be requested by submitting a Maintenance Requisition on the Computerized Maintenance Requisitioning System (www.myschoolbuilding.com).

Emergency repairs shall be requested by telephone. A malfunctioning fire alarm system, paging or "all-call" system of the sound intercom console are examples of emergency repairs. An emergency response will be made within twenty-four (24) hours of request.

PLANT MAINTENANCE**FIRE MARSHAL INSPECTIONS**

Contact: Supervisor of Plant Maintenance
751-3199

The Office of the State Fire Marshal has the right to inspect the buildings of Carroll County Public Schools at their discretion. Inspections generally occur annually, without any warning. The building supervisor or a designated person must accompany the Fire Marshal during building inspections. If possible, the principal should attend.

When the Fire Marshal inspects a facility he/she completes an Inspection Report Form, a copy of which is presented to the building principal. A copy of the inspection results is also forwarded to the Director of Facilities. It is the local school administrator's responsibility to review the report and expedite any necessary housekeeping chores that are mentioned in the report. A Maintenance Requisition should be submitted for those items needing repair beyond the means of the local building staff. Note "Fire Marshal Recommendation" on the requisition.

Upon receipt of a maintenance request through the computerized Maintenance Requisitioning system (www.myschoolbuilding.com), corrective action will be scheduled unless requiring budgetary action. Expensive items will be budgeted in the next FY operating budget.

If corrective action is not taken within a reasonable amount of time, the school administration should alert the Supervisor of Plant Maintenance that the violation still exists.

The Office of the Fire Marshal provides a summary report to the Director of Facilities. The Director of School Support Services through the Plant Maintenance Department will do follow-up on completion of inspection items.

PLANT MAINTENANCE**GLASS REPLACEMENT**

Contact: Supervisor of Plant Maintenance
751-3199

When window breakage occurs, the building supervisor or custodian should evaluate immediately the security/safety or potential for further damage to determine whether repairs must be completed immediately or can wait until the next day. If repairs can wait, the custodians should weather-seal the window with cardboard or other material and submit a computerized Maintenance Requisition (www.myschoolbuilding.com). Emergency requests submitted should be followed up with a telephone call to the Maintenance office.

On weekends, holidays or at any time when the office of Plant Maintenance is closed, emergency repair needs should be reported to the Supervisor of Plant Maintenance.

Cracked, stained or chipped windows where building security or safety is not an issue should be reported to the Supervisor of Plant Maintenance on a computerized Maintenance Requisition (www.myschoolbuilding.com). Repairs will be completed as soon as possible and as allowed by the budget.

PLANT MAINTENANCE/ PLANT OPERATIONS	GRAFFITI
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Contact: Supervisor of Plant Maintenance
751-3199

Supervisor of Plant Operations
751-3470

All graffiti shall be removed as quickly as possible.

Graffiti on the interior of the building should be removed by custodial personnel whenever possible through use of cleaning materials or touch-up paint. Extensive property defacing should be brought to the attention of the Supervisor of Plant Maintenance for assistance.

Graffiti on the exterior of the building, tennis courts, multi-use courts, blacktops, tracks, etc., should be brought to the attention of the Supervisor of Plant Maintenance for removal.

You may submit requests for assistance with the removal of graffiti via the computerized Maintenance Requisitioning system (www.myschoolbuilding.com).

PLANT MAINTENANCE**GROUNDS KEEPING SCHEDULE
ATHLETIC FIELDS**

Contact: Supervisor of Plant Maintenance
751-3199

Seasonal mowing is provided by the Plant Maintenance Department on a regularly scheduled basis throughout the mowing season in middle schools and elementary schools. High schools assign a custodial grounds keeper to perform the task of regularly scheduled grounds keeping.

Athletic field maintenance, including fertilizer and aeration, is budgeted in Plant Operations on an annual as needed basis through the Integrated Pest Management (IPM) program

Major alterations to building grounds and athletic fields should be requested in the local capital budget or through the Carroll County Department of Recreation and Parks whenever community use is part of the justification for the request.

PLANT MAINTENANCE FOOD SERVICES	HEALTH DEPARTMENT INSPECTIONS
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Contact: Supervisor of Plant Maintenance
751-3199

Supervisor of Food Services
751-3041

The Carroll County Health Department has the authority to conduct periodic inspections of Carroll County Public School facilities. Generally, two inspections are conducted annually, one in the fall and one in the spring. One inspection is a general inspection covering the food preparation and serving areas, restrooms, classrooms, playground, etc. A second inspection specifically focuses on food service areas. Concession stands are inspected along with the school's regular food service area(s).

The inspector completes a standard form and leaves it with the cafeteria manager and principal. These individuals should correct general housekeeping items or minor repairs, etc. within the capabilities of in-house staff. Items not correctable at the local school level should be forwarded to the Supervisor of Plant Maintenance for action.

It is the responsibility of the building administrator to notify the Maintenance Department if corrective action is not taken within a reasonable time span.

A summary report of all school inspections is forwarded to the Director of Facilities at the end of each inspection period or at least annually. The Director of Facilities then returns a report of corrective action to the Health Department.

PLANT MAINTENANCE FOOD SERVICES	KITCHENS/ CAFETERIA
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Contact: Supervisor of Plant Maintenance
751-3199

Supervisor of Food Services
751-3041

The Supervisor of Plant Maintenance is responsible for all repairs and maintenance of building and building systems in the cafeteria and kitchen areas. Requests for repairs should be submitted through the computerized Maintenance Requisition System (www.myschoolbuilding.com.) Requests for building improvements should follow normal budgetary procedures.

The Food Services Department is responsible for repair/maintenance of kitchen equipment. This includes the purchase of new or replacement dishwashers reach-in freezers, ovens and other large equipment as well as small items.

Major kitchen expenditures such as walk-in freezers may be requested in the capital budget through the Supervisor of Food Services.

Building supervisors are responsible for scheduling the daily cleaning of the kitchen and cafeteria as well as a thorough cleaning during the summer months.

Custodial staff is responsible for trash removal during lunch periods and shall assist with cleaning of spills, etc. Custodial staff shall not be responsible for the sale of food items unless requested to do so in an emergency.

PLANT MAINTENANCE PLANT OPERATIONS	LIGHTING - EMERGENCY/ SECURITY/ STADIUM
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Contact: Supervisor of Plant Maintenance
751-3199

Supervisor of Plant Operations
751-3470

EMERGENCY LIGHTING

Many schools are equipped with emergency generators which power access lighting in the event of a power failure. Routine preventive maintenance requires the generators to be run and checked weekly by the building supervisor.

Schools not equipped with generators are equipped with battery operated emergency access lighting. These power pack units should also be checked in accordance with the preventive maintenance program.

SECURITY LIGHTING

The custodial staff as part of regular preventive maintenance should routinely check all parking and exterior building lighting. All parking lot lighting is either on timers or photocells. The building supervisor should check time clocks frequently for correct time.

Requests for repairs to security lights should be submitted to the Supervisor of Plant Maintenance through the computerized Maintenance Requisitioning system (www.myschoolbuilding.com.)

Requests for additional security lighting should be submitted to the Supervisor of Plant Maintenance through the computerized Maintenance Requisitioning system (www.myschoolbuilding.com.) Installation of additional security lighting will be done as allowed by the budget and priority of need.

STADIUM LIGHTING

As with security lighting, lights for stadiums should be routinely checked by the building supervisor, athletic director or designee of the principal. Routine or emergency bulb replacement and light repairs should be submitted to the Supervisor of Plant Maintenance through the computerized Maintenance Requisitioning system (www.myschoolbuilding.com). Bulb replacement is generally contracted and electric service/breaker repair and replacement is done in-house. If possible, summer is the best time to contract for bulb replacement. As a rule, multiple bulbs in a stadium or on an individual pole must be ordered before replacement is contracted.

PLANT MAINTENANCE**LINE MARKING - PARKING
LOTS, HARDTOP PLAY AREAS**

Contact: Supervisor of Plant Maintenance
751-3199

Supervisor of Construction
751-3032

Parking lot lining shall be completed during the summer months as requested by the principal and submitted to the Supervisor of Plant Maintenance through the computerized Maintenance Requisitioning system (www.myschoolbuilding.com). Special provision for handicapped parking and fire lane designation shall be coordinated through the Supervisor of Construction in cooperation with the Supervisor of Plant Maintenance. Construction Assistants are specialists in these areas and provide guidance.

Relining of hardtop play areas shall also be accomplished during the summer months as stated above. Changes in lining shall be requested by including a detailed diagram attached to the Maintenance Requisition.

PLANT MAINTENANCE**PAINTING
INTERIOR AND EXTERIOR**

Contact: Supervisor of Plant Maintenance
751-3199

INTERIOR

Subject to the budgeted funds, and depending on the overall plant condition, interiors of buildings are painted on a ten- year cycle. Interior painting is generally handled by the Plant Maintenance paint crew and is usually scheduled during second shift to reduce interference with classroom activity and to minimize the effect of fumes on building inhabitants. A skeleton paint crew is available on day shift.

Some interior painting, such as gym ceilings, is contracted and must be budgeted for specifically.

A standardized color board for color selection is available through the Maintenance Department. These interior and exterior colors are approved and accepted by the school system.

EXTERIOR

Building exteriors are generally painted on a ten-year cycle with additional consideration given based on actual building condition and subject to the availability of funds.

PLANT OPERATIONS PLANT MAINTENANCE	PLAYGROUND/ GYM EQUIPMENT MAINTENANCE
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Contact: Director of Facilities
 751-3177

 Supervisor of Plant Operations
 751-3470

 Supervisor of Plant Maintenance
 751-3199

 Supervisor of Construction
 751-3032

Playground equipment should be inspected bi-annually by the building supervisor as required in the Preventive Maintenance Program. Inspections are critical in that faulty equipment is a significant liability. The risk of injury to students and other community users is greatly reduced when playground equipment is well maintained. Physical education instructors should also be involved in periodic inspections of outside equipment and specifically involved in the inspection of inside gym equipment prior to and during use.

Requests for repairs should be submitted to the Supervisor of Plant Maintenance through the computerized Maintenance Requisitioning system (www.myschoolbuilding.com). Replacement chains, seats, boards, etc. are stocked and repairs can be made as needed.

Bedding material or mulch is critical in playground equipment areas. Injuries due to falls from equipment are greatly reduced when sufficient bedding material is maintained. Mulch requests may be submitted to the Supervisor of Plant Maintenance through the computerized Maintenance Requisitioning system (www.myschoolbuilding.com) and coordinated through Plant Operations and the Integrated Pest Management program.

Painting - Routine painting of playground equipment should be done by local custodial staff or the building supervisor if possible. If not possible, the maintenance department will schedule the painting on an as needed basis.

Tot Lots - The Department of Recreation and Parks has historically provided self-help funds to PTA/Recreation Council groups for the purchase and installation of Tot Lots. Application may be made bi-annually to the Department of Recreation and Parks for such projects. The Director of Facilities and the Supervisor of Plant Maintenance must

approve the application, location and provide final inspection.

Maintenance and repair of Tot Lots are the responsibility of Plant Maintenance and Plant Operations. The bi-annual inspection should include this equipment. Wooden structures in particular should be closely examined for deterioration. The Supervisor of Plant Maintenance and Director of Facilities, in consultation with the Board of Education Insurance Safety Inspector, will determine when a Tot Lot must be taken out of service due to age and deterioration. Questions pertaining to safety of this equipment should be brought to the attention of the Director of Facilities who will arrange for a safety inspection.

**PLANT MAINTENANCE
PLANT OPERATIONS
FOOD SERVICES**

**REFRIGERATION EQUIPMENT -
KITCHEN**

Contact: Supervisor of Food Services
751-3041

Supervisor of Plant Operations
751-3470

Supervisor of Plant Maintenance
751-3199

The Refrigeration Technician assigned to Plant Maintenance generally handles routine preventive maintenance of food services refrigeration equipment. Repair service requests may be submitted through the computerized Maintenance Requisitioning system (www.myschoolbuilding.com). Emergency repairs should also be followed up with a telephone call to Maintenance Department. At times, when repairs are beyond the capabilities of Board of Education staff, service work is contracted. The Supervisor of Food Services and the Supervisor of Plant Maintenance generally confer regarding service of this equipment.

Cafeteria managers are responsible for daily refrigeration temperature checks during their duty year. Building supervisors are responsible for holiday and summer vacation temperature checks. This is critical due to large commodity inventory on hand at these times generally of a large dollar value.

A "Food Service Refrigeration Equipment" Checklist is provided annually for use by building supervisors during the summer months.

PLANT MAINTENANCE**SCOREBOARDS -- ELECTRONIC**

Contact: Supervisor of Plant Maintenance
751-3199

Maintenance of existing electronic scoreboards shall be performed by the Maintenance Department.

Purchase of replacement scoreboards shall be the responsibility of the local school and/or community group such as the PTA/PTO, athletic booster clubs, etc. Installation service requests may be submitted through the computerized Maintenance Requisitioning system (www.myschoolbuilding.com). The Supervisor of Plant Maintenance shall coordinate installation. Depending upon workload, installation may be contracted by the local community group in cooperation with the Maintenance Department.

PLANT MAINTENANCE**SIGNS**

Contact: Supervisor of Plant Maintenance
751-3199

Purchase of all signs, new or replacement, and repair requests for existing signs may be submitted through the computerized Maintenance Requisitioning system (www.myschoolbuilding.com).

Specific wording for special notice signs shall be clearly placed on the requisition (i.e., no skateboarding, no trespassing after dark, no recreational vehicles).

Wording should be limited in order to communicate a clear message.

PLANT MAINTENANCE PLANT OPERATIONS	SNOW AND/ OR ICE REMOVAL
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Contact: Supervisor of Plant Maintenance
751-3199

Supervisor of Plant Operations
751-3470

Snow and ice removal from bus loops and parking areas is handled by the Plant Maintenance Department. School personnel should ensure that parking areas and driveways are free of vehicles so that snow and/or ice removal can be accomplished.

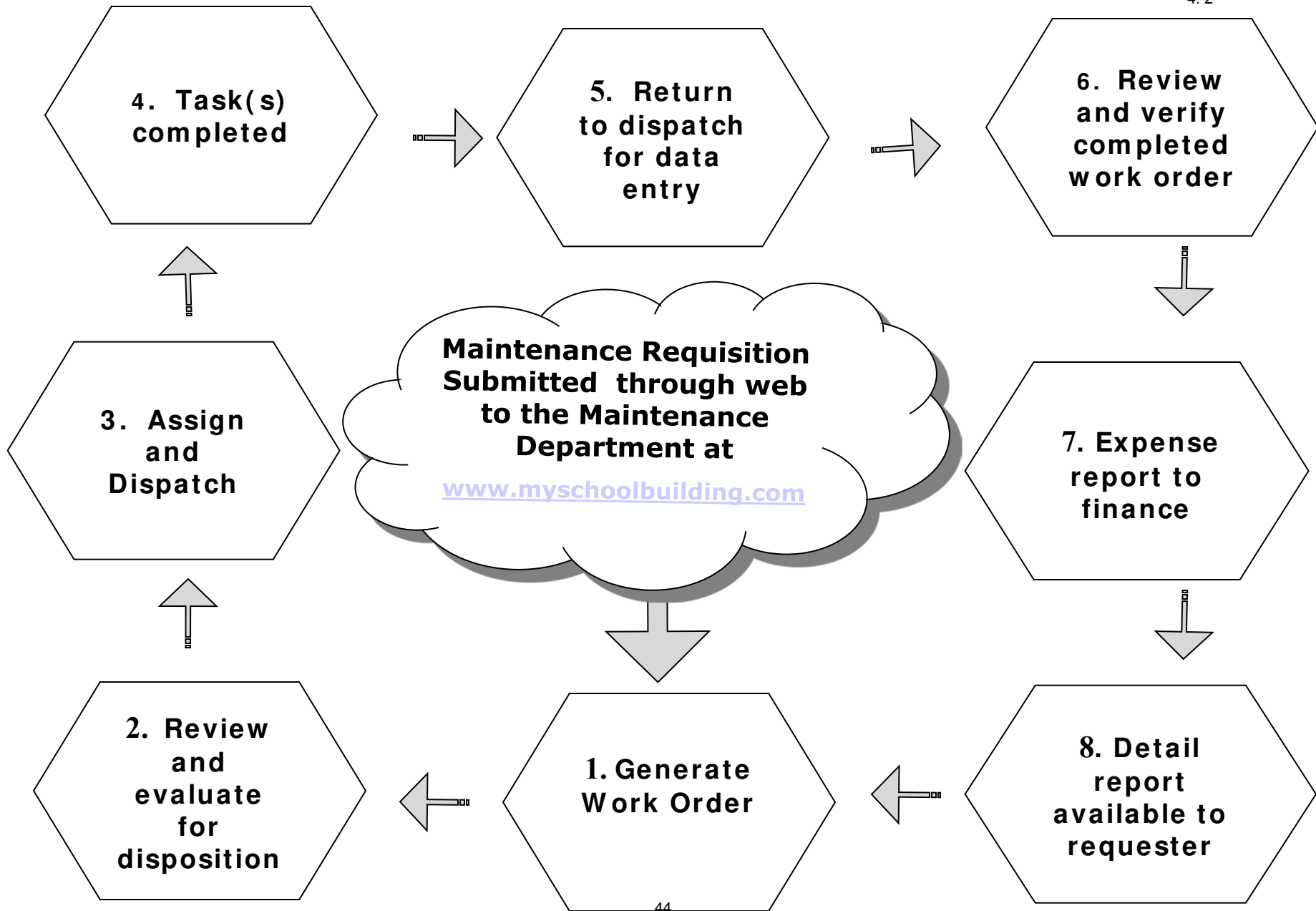
Snow and ice removal from sidewalks is the responsibility of the school custodial crew. In cases of excessive snow, principals and building supervisors may alter custodial schedules in order to accomplish snow removal so that work is complete prior to the opening of school.

MAINTENANCE DEPARTMENT PROCEDURES MANUAL



COMPUTERIZED MAINTENANCE REQUISITIONING SYSTEM

SECTION IV



GENERATE WORK ORDER

Work Order Request - Quick Step Guide for MD Requesters

Carroll County Public Schools

Generate Work Order:

1. Open your Internet Browser (Internet Explorer, Fire Fox, etc...) and type in www.myschoolbuilding.com in the address bar and press Enter on your keyboard or click on **Go**.

**If you have logged in before please skip to Step 3.*

2. If it is the first time your computer has been to the website, enter the Organization Account number **396882306** and click **Submit Organization** as prompted. Your computer will remember the organization account number on subsequent visits and will skip this step.



- You may also copy this link and paste it into the web address window:

<https://www.myschoolbuilding.com/myschoolbuilding/mygateway.asp?acctnum=396882306>

TIP: If you want to add a Shortcut to this webpage for easy access, follow these instructions:

- a. Find a blank area on the next page
- b. RIGHT click your mouse
- c. Select **Create Shortcut**.

This will add an **icon** on your desktop that you can double click the next time you want to sign in (allowing you to skip steps one and two).

3. Enter your email address and click Submit.

4. If a **RED** message pops up noting that it can't find the indicated email address, enter your last name and click Submit. Then enter your first name, on the next page, and click Submit.

The screenshot shows a web form with the following elements:

- Email Address:** A text input field containing "jess@schooldude.com".
- Error Message:** A red message box stating "We cannot find the indicated email address. Either correct the email address or enter your last name below if you are a new requester." A blue arrow points from the error message to the "Last Name" field.
- Last Name:** An empty text input field.
- Submit:** A button labeled "Submit".

Filling out the Request Form:

NOTE: ANY FIELD MARKED WITH IS A REQUIRED FIELD

Step 1: This will be filled in with your information from the email address you entered at the sign in screen.

Step 2: Click on the drop down arrow and highlight a **Location** that you want the work to be done and click the mouse.

- Follow the same steps for **Building** and **Area** **if selections are available.*
- Also be sure to type in your **Area description or Room #.**

The screenshot shows a request form with the following sections:

- Legend:** Indicates required information.
- Step 1:** "Please be yourself, click here if you are not Jill Briley"
 - First Name:** Text input field with "Jill".
 - Last Name:** Text input field with "Briley".
 - Email:** Text input field with "brileyj@laketravis.txed.net".
 - Phone:** Text input field with "533-6060" and a red checkmark icon.
 - Pager:** Text input field.
 - Cellular Phone:** Text input field.
- Step 2:** "Location"
 - Location:** Dropdown menu with "-- Select Location --" and a red checkmark icon.
 - Building:** Dropdown menu with "-- Select Building --".
 - Area:** Dropdown menu with "Classroom".
 - Area/Room Number:** Text input field with "302" and a red checkmark icon. A yellow star is placed over this field.

Step 3: Select the icon that best describes your problem and click on it.

 **Maintenance Help Desk:**
 Click [here](#) for Maintenance Emergency Contacts
 Click on the problem type below that best describes your issue.

 Alarm	 Appliance Repair	 Asphalt	 Athletic Fields
 Bleachers	 Boiler	 Burglar Alarm	 Carpentry

Step 4: Type in your description of the problem

Optional steps that may appear on your page:

Next Step: Type in the best time for a technician to come by *if available*


Next Step: Click on the drop down arrow and select a purpose code *if available*

Next Step: Use calendar to select a date for when you would like the work to be completed *if available*

Next Step: Click the Attach New File link to attach a photo or document detailing the issue *if available*

Step 5 Time Available for Maintenance

Step 6 Purpose
 ▼

Step 7 Requested Completion Date
 
 (A valid date is required. Text is not accepted, but you may leave it blank. Click [here](#) for assistance in date entry.)

Step 8 Attachment
[Attach New File](#) (Maximum allowed is two attachments with a size of 3MB or less per file.)

Next Step: Type in the submittal password of: **work order**

Last Step: Click submit

My Request Tab

After you click submit on the request form, the screen will refresh to the **My Request** Tab.

My Work Requests | My Schedule Requests |

My Work Requests

Note: Once the request is assigned to someone for approval, you no longer can edit the request. You can click on the current assigned person name to send email and request changes on your request.

Search for ""

Search this results for: **GO** Show All

1 - 10 of total 71 listed

◀ Previous 10 Next 10 ▶

Status	Location	Action Taken	Complete Date
Area	Building	Request Date	
Area Number	Description	Type	
Purpose			
Complete	Maintenance Facility	No Action Note 11/18/2004	11/19/2004
General Maintenance	3171 Please move box and roll of blueprints to war room. Get key from Frank or Jill. It may take 2 people to carry these.		

On this screen you will see up-to-date information on your request including:

- Status
- work order number for referencing
- The date you requested the work
- Any Action Taken notes added by the technician on the progress
- And a Completion Date once the work has been completed

TIPS:

- A. In the Request Totals section (on the right hand side of the above screen), you can click on the number next to the status description to see all request marked with that status.
- B. You can search for any work order request by typing in a key word in the **Search** box and clicking on **GO**. This will pull up any of your requests with that word in it. (Ex: keys would pull up any request dealing with keys).
- C. Click on the **Work Request** Tab to input a new request.

REVIEW AND EVALUATE FOR DISPOSITION

- A. Receive maintenance request from school
- B. Request is reviewed by Supervisors and assigned a status, Supervisors determine if work will be done in-house or contracted out, depending on the scope of the request

ASSIGN AND DISPATCH

- A. Assign a start date
- B. Assign requested completion date (if needed)
- C. Assign to a craft
- D. Dispatch to employee (trades person) to complete
- E. Request from the schools for supplies are assigned to the Shipping/Receiving Clerk for disposition

TASK COMPLETED

- A. Employee completes the actual work and completes the action taken and labor portions of the Work Order
- B. Work Order is returned to dispatcher with all invoices attached

RETURN TO DISPATCH FOR DATA ENTRY

- A. Obtain completed work orders from dispatcher
- B. Run a report from SchoolDude on actual completion date range
- C. Match work order I.D. number against report
- D. Verify purchased expenditures with invoices

- E. Run inventory issue report, obtain supervisors signature and submit to finance
- F. Work orders are filed with a copy of the SchoolDude Completion Report for future reference

FOOD SERVICE WORK ORDERS

The invoices for food service repair supplies are sent to the Food Services Supervisor for proper budget coding along with a copy of the work order to explain completed job.

CAPITAL IMPROVEMENT PROJECTS

Projects such as renovations, portable classroom start up and tasks associated with CIP that maintenance is involved in must be submitted through the work order process. Expenditures for such projects are covered by the facilities budget or grant monies (i.e. aging schools etc).

MAINTENANCE DEPARTMENT PROCEDURES MANUAL



EMPLOYEE PROTOCOL

SECTION V

MEMO

TO: All Maintenance Staff

RE: MAINTENANCE DEPARTMENT LEAVE PROCEDURE

At the June 18, 1997 custodial and maintenance in-service meeting, Vernon Smith conducted a session focused on the new use of leave by the hour. Attached to this memo is a copy of the correspondence issued to all maintenance and custodial employees in attendance at this in-service session. This attached memo spells out the procedures for the accrual and use of earned leave. (See attached memo) I have circled and underlined some of the more critical items from this memo which will become the basis of the Maintenance Department leave procedure.

Due to the daily scheduling of work for each trade as well as joint efforts of related trades people, it has become necessary to implement and enforce this leave procedure.

Effective immediately the following policy for requesting all types of leave will be in effect.

- X All requests for leave must be submitted on "A Request for Leave" form and signed for approval by a Supervisor or designated representative before leave can be taken.

- X Twenty four hours advanced notice must be given. The leave form will be reviewed and "Approved or Disapproved" within a reasonable time frame and returned to your mailbox prior to the end of the same workday shift if the request is submitted at the start of the shift. **Vacation, Personal Business and Scheduled Sick Days apply under this procedure.**

- X In the case of an emergency, notice is required to be given to a supervisor (if possible) prior to the start of the persons assigned shift. Failure to give the required notice may result in lost time and **DOCKED PAY** for the hours missed.

- X Employees who are ill must give notice to this office (if possible, a supervisor) prior to the start of their shift. Employees who become ill during the course of their shift need to notify this office (a supervisor if possible) prior to leaving.

- X Compensatory time may be earned in lieu of overtime and will be compensated at the rate of one hour worked equals one and one half hours of compensatory time earned. An employee may not accumulate more than 12 hours of compensatory time.

- X Use of compensatory time must be by mutual agreement between the employee and his or her supervisor providing that scheduling needs are met for the maintenance department. The 24 hour written request procedure applies to compensatory time as well with the following exception: A maintenance employee will be allowed to request the use of compensatory time at the start of their shift, for up to (4) four hours, but it can only be for the last half of the employees shift. The request must be submitted on "A Request for Leave Form" and approved by a supervisor. Scheduling needs for the day will be considered by the supervisor when reviewing these requests.

REQUEST FOR LEAVE

24 hour written notice is required for personal business, vacation day & sick leave (scheduled doctor/ dentist appointments).

Five days written notice required for more than two consecutive days of leave

WHEN USING A FAMILY SICK DAY, PLEASE IDENTIFY HOUSEHOLD MEMBER ON THIS FORM.

NAME _____ **DATE** _____

DATE	TYPE OF LEAVE (<u>BY THE HOUR ONLY</u>) (VAC) (PB) (SICK)	HOURS

SUBMIT COMPLETED FORM TO JIM PARKER (labeled box located on wall outside office door).

APPROVAL _____ **DATE** _____

James H. Parker
Supervisor of Plant Maintenance

INCLEMENT WEATHER EMERGENCY STAFF PROCEDURES

Maintenance and Custodial employees are designated as emergency staff. Emergency staff report to work on time for their normal shift or on an altered emergency shift during extreme weather conditions.

Altered emergency shifts are determined at the discretion of the building principal or immediate supervisor. It is the dedication and hard work of the emergency staff which allow schools to safely open in the most expeditious fashion.

During an inclement weather day, an announcement regarding the delayed opening or closing of schools is generally made by 6:30 a.m. Procedures for emergency personnel are as follows:

Delayed opening of school: All Maintenance and Custodial staff will report for their scheduled shift unless otherwise directed. At the discretion of the principal or the immediate supervisor, custodian(s) from the evening shift may be designated to report to work on the day shift under these procedures. The principal or immediate supervisor establishes reporting times.

Closing of school: All second and third shift Maintenance and Custodial staff is to report for their scheduled shift unless otherwise directed. Maintenance and Custodial staff may be required to report to work on the day shift, under these procedures, depending on the needs of the individual work site. The principal or the immediate supervisor will establish reporting times.

Emergency staff may not use leave during periods of delayed openings or closing for inclement weather conditions. Employees who do not report to work during these periods will be docked a day's pay. If an employee is sick, they must provide verification from a physician. Pre-approved leave will be excluded from this directive.

Liberal leave procedures for Board of Education twelve-month employees do not apply to the emergency staff. When there is a release from duty for twelve-month employees due to emergency conditions, emergency staff will be allowed to take compensatory time at a later date or at a time mutually agreed upon between the employee and his/her supervisor.

COMPENSATORY TIME

Re: Accumulation of Compensatory Time Date: _____ 20__

Name: _____

Approval: _____

By Supervisor or Assistant Supervisor of Maintenance.

Per our conversation, you are authorized to work additional hours for compensatory time.

Date: _____ From: _____ To: _____

REQUEST TO USE COMPENSATORY TIME

NAME _____

DATE _____

DATE:

_____ FROM: _____ TO: _____

SUBMIT COMPLETED FORM TO YOUR IMMEDIATE SUPERVISOR.

APPROVAL _____

DATE _____

**James H. Parker
Supervisor of Plant Maintenance**

PLANT MAINTENANCE	UNIFORMS MAINTENANCE
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Contact: Supervisor of Plant Maintenance
751-3199

Designated Carroll County Board of Education employees wear uniforms because of the nature of their job and public contact. This policy outlines procedures and guidelines for providing uniforms to maintenance employees at Board of Education expense.

All full time Maintenance employees will be issued seven (7) sets of uniforms after satisfactory completion of a ninety-day probationary period. *It will be mandatory that all Maintenance employees wear uniforms during work hours only. The wearing of blue jeans or other garments not issued by the school system violates this policy. Violation of this policy may be grounds for disciplinary action.*

Standard Uniform

The standard Maintenance uniform shall consist of the following garments for men and women.

- 7 pair pants (industrial or jean style or combination)
- 7 each shirt/blouse/smock (L/S, S/S, or combination)
- 1 each jacket and liner (short waist or hip length)
- 2 pair coveralls - 1 insulated & 1 regular
- 5 each T-shirts (short sleeve)
- 3 pair shorts
- 1 baseball style cap

All maintenance uniforms will be supplied with a Carroll County Public School logo patch. These patches must remain intact on the uniform.

Cleaning and Replacement

Once the complete sets of uniforms have been provided to the employee it will be the responsibility of the employee to clean his/her garments. Employees are expected to wear a clean uniform each day.

Uniforms will be replaced on an as needed basis only. The Supervisor of Plant Maintenance will be responsible for making fiscally prudent uniform replacement decisions. Written recommendations shall be sent to the Plant Maintenance Department for proper authorization form. Old uniforms shall be turned in to the Supervisor of Maintenance upon procurement of replacement uniforms.

Carroll County Public Schools

Maintenance Staff

Employee Name: _____

Date: _____

School Name: _____

Name to be Embroidered: _____

Description	Sizes	Catalog Number	Size	Quantity
Work Shirt: Men's, Short Sleeve, Light Blue	S-6X(REG) & M-5X(LN)	CPS9-1911-8		
Work Shirt: Men's, Long Sleeve, Light Blue	S-5X(REG), M-5X(LN) & L-3X(XLN)	CPS9-1901-8		
Work Shirt: Women's, Short Sleeve, Light Blue	S-4X	CPS9-1912-8		
Work Shirt: Women's, Long Sleeve, Light Blue	S-3X	CPS9-1902-8		
Smock: Women's, Short Sleeve, Light Blue	S-4X	CPS9-9601-8		
T-Shirt: Short Sleeve, Light Blue	S-2X	CPS5-7811-8		
Trousers: Men's, Jean Cut, Navy	28-50 & Inseam	CPS5-2801-3		
Trousers: Men's, Easy Fit, Navy	28-52 & Inseam	CPS5-2803-3		
Slacks: Women's, Half Elastic, Navy	4-32 & Inseam	CPS5-2802-3		
Slacks: Women's, Easy Fit, Navy	4-24 & Inseam	CPS5-2804-3		
Shorts: Men's, Side Elastic, Navy	29/30-45/46	CPS5-2811-3		
Shorts: Men's, Pleated Front, Navy	29/30-43/44	CPS5-2815-3		
Shorts: Women's, Pleated Front, Navy	4-22	CPS5-2817-3		
Jacket: Men's, Permanent Lining, Navy	S-5X(REG) & M-4X(LN)	CPS9-6755-3		
Jacket: Men's, Ike Style, Zip-in/Zip-out Lining, Navy	S-3X	CPS9-6701-3		
Liner: Men's, Quilted, For Ike Jacket, Black	S-3X	CPS9-7105-2		
Baseball Cap: Mesh Back, Navy	One Size	CPS5-3101-3		
Baseball Cap: Solid Back, Navy	One Size	CPS5-3503-3		
Coverall: Men's, Unlined, Action Back, Navy	34-62(REG) & 38-58(LN)	CPS9-3401-3		
Coverall: Men's, Insulated, Navy	S-4X(REG), M-2X(LN) & M-L(SH)	CPS9-3607-3		



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MAINTENANCE DEPARTMENT PROCEDURES MANUAL



PREVENTIVE MAINTENANCE PROGRAM

SECTION VI

PREVENTIVE MAINTENANCE PROGRAM

Preventive maintenance (P.M.) generally refers to routine inspections, adjustments, lubrication and cleaning of fixed and movable equipment, machinery and appliances utilized in the daily operation of a facility. Performing regular routine preventive maintenance keeps equipment in good running order, reducing the possibility of equipment failure thus insuring and extending expected equipment life. Through regular preventive maintenance, potential problems can be detected early thus reducing down time and preventing more expensive repairs.

The performance of routine preventive maintenance in each school facility is the responsibility of the building supervisor. The following document is designed to give building supervisors the guidance necessary to perform basic routine P.M. checks and tasks. These checks are to be performed throughout the school building, both interior and exterior, including the grounds. The P.M. duties incorporated in this package are an expected function of the building supervisor's normal duties.

The enclosed P.M. program provides an outline and checklist of the items to be inspected and performed by the building supervisor. The frequency that the items are to be checked, and the procedures required for each item are also detailed in the program. The first two pages are an outline of the P.M. items at scheduled intervals throughout the year. The check sheets are a combination of all of the items scheduled for P.M. during that particular time interval. Check sheets are provided for daily, weekly, monthly, quarterly and annual preventive maintenance tasks.

It is the responsibility of the building supervisor to see that these P.M. tasks are performed and properly recorded on the appropriate check sheet. As with other assignments, the building supervisor may desire to delegate some of the tasks to subordinate employees. The original check sheet shall be posted at a visible location in the Building Supervisor's office. Completed reports shall be forwarded to the Supervisor of Plant Maintenance and the Supervisor of Plant Operations by the 10th of each month. The reports expected at that time include the daily, weekly and monthly check sheets. The quarterly and annual check sheets are to be forwarded by the 10th of the month following the conclusion of the performance period.

Problems found during the P.M. inspections should be noted in the inspector's comments section on each check sheet. Problems that cannot be repaired by the building supervisor or his/her designee should be reported to the Supervisor of Plant Maintenance, either by an electronic Maintenance Requisition or by telephone if considered an emergency.

Check sheets require either a visual inspection, a specific task to be performed or the recordation of information. The majority of the routine inspections are primarily visual inspections that should be incorporated into the building supervisor's daily travels throughout the school facility.

BUILDING SUPERVISORS PREVENTATIVE MAINTENANCE

EQUIPMENT	INTERVAL	MAINTENANCE CHECKS AND DUTIES	COMMENTS
AIR COMPRESSORS:	Daily Daily Daily Monthly Quarterly Quarterly	Check for proper operation Drain moisture from separators Drain moisture from Tank Check oil level Check V-belt tension Clean filter intake	Tank pressure\ all compressors run Drain till moisture disappears Drain till moisture disappears Adjust level as needed Adjust level as needed Adjust belt with 2" flex Wash or blow out as required
AIR CONDITIONING:	Daily Weekly Monthly Quarterly Annually	Check operation Check cooling towers Check air cooled condensers Check - adjust V-belts Clean A/ C coils	Cooling properly Fan running\ water level proper All fans run\ coils clean Adjust belts with 2" flex Vacuum\ wash finned coils
AIR HANDLERS:	Quarterly Quarterly Quarterly Quarterly Quarterly	Lubricate bearings Check air filters Check roll filters Lubricate motors Check V-belts	Use 4 to 6 pumps of grease Change as needed Change as needed Oil & lube sparingly Adjust belt with 2" flex
BLEACHERS:	Weekly Monthly Annually	Check operation & alignment Inspect units for damage & loose parts Clean and lubricate undercarriage assembly	Repair or report all problems Repair or report all problems Grease slides-lube rollers
BOILERS: Hot water Steam Boiler	Daily Daily Daily Weekly	Check water temp & water pressure Check water level, blow sight glass, water feeder, and mud legs Check for oil leaks Boiler air pumps - check oil reservoir	Temp 120°-200°\ Pres 12 - 25 lbs. Check for proper level Blow out till water is clear Repair or report promptly Fill with special oil only
BUILDINGS:	Daily Daily Weekly	Check all windows & doors Check all fire & safety devices Check interior & exterior of building	Repair or report all damage Repair or report all problems Repair or report all problems
CIRCULATING PUMPS:	Daily Weekly Quarterly Quarterly	Check operation Lead - lag sequence\ rotate pumps Check couplings Lubrication	Running & pump discharge press. Manually switch pumps Not loose or slipping Oil & lube sparingly
ELECTRIC MOTORS:	Weekly Quarterly Quarterly	Check operation Lubricate Clean air over vents	They run, not noisy or overheating Oil & lube sparingly Clear all dirt from motor
EMERGENCY LIGHTS:	Weekly Weekly	Check emergency light operation Check battery water level	Repair or report all problems Add distilled water if needed
HOT WATER HEATERS:	Daily Monthly	Check water temperature Drain bottom of tank	Use gauge or thermometer Blow out till water is clear

EQUIPMENT	INTERVAL	MAINTENANCE CHECKS AND DUTIES	COMMENTS
LIGHTING:	Daily Weekly Weekly	Check all interior lights Check all exterior lights Check time clocks	Replace bulbs - ballasts as needed Replace bulbs - ballasts as needed Set correct time\ check pins
PLUMBING:	Daily Daily	Check all lavatory flush valves Check equipment operation	Work properly\ not running Work properly\ not dripping
REFRIGERATION EQUIPMENT:	Daily Daily	Check temp. on all refrigerated equipment Check equipment operation	(Record) Cooler temp. 40° - 45° F. (Record) Freezer temp. 0° - -5° F. Runs O.K.\ not short cycling
WATER COOLERS:	Weekly Annually	Check for cooling operation Clean condenser coils	Water temperature 40° - 45° F. Vacuum finned air coils

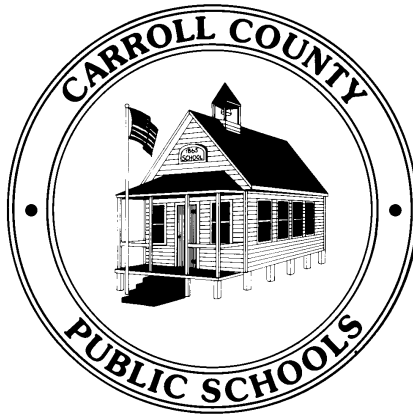
MAINTENANCE DEPARTMENT PROCEDURES MANUAL



BOILER AND PRESSURE VESSEL LOGBOOK

SECTION VII

BOILER AND PRESSURE VESSEL



LOG BOOK

***PLANT MAINTENANCE
48 Monroe Street
Westminster, MD 21157***

(410) 751-3199

PREFACE

Boiler and Pressure Vessel Log Book For Carroll County Public Schools

The purpose of this logbook is to provide a history of when each boiler and pressure vessel in each facility was last inspected and what the condition of each device was at the time of each inspection. This record will provide the Maintenance Department as well as the Boiler inspector with the history of each piece of equipment at a glance. This will also serve as an evaluation tool in determining that all violations or corrective action has been addressed after the boiler inspector's official notification to the Maintenance Department.

It will be the Building Supervisors responsibility to assure that the boiler inspector fills in the logbook each time an inspection is performed.

INSPECTOR= S NAME/ CO.	INSPECTION DATE	EQUIPMENT NUMBER	EQUIPMENT NAME	PRESENT CONDITION	COMMENTS

**CARROLL COUNTY PUBLIC SCHOOLS
MAINTENANCE DEPARTMENT**

48 Monroe Street
Westminster, Maryland 21157

James H. Parker
Supervisor

TELEPHONE: (410) 751-3199
FAX: (410) 751-3228

**BOILER AND PRESSURE VESSEL
INVENTORY LOG**

SCHOOL LOCATION _____ **DATE RECORDED** _____

EQUIPMENT TYPE (ie; Boiler, Chiller, Hot Water Heater, Air compressor & Steamer)

UNIT DESCRIPTION (TYPE) _____

If Modular (No. Of Modules) _____

UNIT CAPACITY (Output in BTU/ HR) _____

Primary Voltage _____ **Secondary Voltage** _____ **Control Voltage** _____

UNIT IDENTIFICATION

Manufacturer = s Model# _____ **Year Built** _____

ASME # _____ **Nat. Bd #** _____

UL# _____ **AGA #** _____

State I.D. # _____

BURNER

Manufacturer _____ **Model** _____

UL or AGA # _____ **Serial#** _____

FUEL TYPE _____

UNIT MANUFACTURER

Name _____

Address _____ **Zip** _____

Telephone _____ **FAX** _____

STEAM

Max W.P. _____ **psig**

Min Safety Valve Cap. _____ **PPH**

HOT WATER

Max W.P. _____ **psig**

Max temp. _____ **deg. F**

Min Safety Relief Valve Cap. _____ **PPH or Btu**

MAINTENANCE DEPARTMENT PROCEDURES MANUAL



VEHICLE – FLEET MANAGEMENT

SECTION VIII

VEHICLE MAINTENANCE

The motor vehicle maintenance shop is located in the same structure as the Plant Maintenance Department. All vehicles assigned to Plant Operations, Plant Maintenance, Food Services, Purchasing and Facilities are maintained by two full-time automotive mechanics.

The primary maintenance tasks performed by the automotive technicians are state vehicle inspections, oil changes and lubrication, brake service, engine tune-ups, minor driveline repairs, and minor body repairs. All major overhauls and extensive repair work are performed by outside contractors.

The Lead Automotive Mechanic maintains detailed records on all Board of Education owned motor vehicles documenting total mileage, dates of service, emissions testing and major repairs performed. This information will be used for future vehicle evaluations and to determine the need for replacement vehicles based on age, condition and total mileage.

Projections for replacement of motor vehicles are coordinated through the Supervisor of Plant Maintenance and the Lead Automotive Mechanic.

The vehicle's assigned operator performs the washing and cleaning of each vehicle.

PLANT MAINTENANCE	VEHICLE - FLEET MANAGEMENT PROCEDURES
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Contact: Supervisor of Plant Maintenance	751-3199
Supervisor of Purchasing	751-3060
Supervisor of Transportation	751-3229

INVENTORY:

Maintenance of the Fleet Inventory records shall be split between the Supervisor of Maintenance and the Supervisor of Transportation.

The Supervisor of Maintenance shall be responsible for maintaining fleet records for all vehicles except those assigned to the Pupil Transportation Department, Pupil Services and Physical Education. These include all Maintenance vehicles as well as passenger cars assigned to the Director of Facilities, the Plant Operations staff, the School Construction staff, the Facilities Planner and Technology Services.

The Supervisor of Transportation shall be responsible for maintaining fleet records for all Board of Education owned buses and all vehicles assigned to the Pupil Transportation Department. These include buses, staff cars, and pool cars.

Vehicles should appear on the inventory of the designated cost center.

PROCUREMENT SPECIFICATIONS:

Individual cost centers are responsible for budgeting for additional and replacement vehicles. Specifications shall be prepared by the Supervisor of Transportation for all school buses and by the Supervisor of Maintenance for all other vehicles in cooperation with the Supervisor of Purchasing. Specifications for all types of vehicles except buses will be maintained by the Supervisor of Plant Maintenance and updated as necessary. All vehicle bids must be reviewed by either the Supervisor of Transportation (for buses) or the Supervisor of Maintenance (for all other vehicles) prior to release of bid.

PURCHASE AND DELIVERY:

The Supervisor of Purchasing and either the Supervisor of Transportation or the Supervisor of Maintenance will determine recommendation of bid award collectively. Once a bid is awarded, the Supervisor of Purchasing shall confirm with the cost center administrator that funds are available and generate the purchase requisition. The Supervisor of Purchasing shall be the designated point of contact for the vendor.

Upon notification by the vendor that the vehicle is ready for delivery, the Supervisor of Transportation (for buses) or the Supervisor of Maintenance (for all

other vehicles) will be notified. Pick up and inspection of the vehicle will be accomplished by the assigned supervisors.

After the vehicle is inspected to assure that all bid specifications are satisfied, the vehicle will be released for assignment to the designated cost center.

TAG AND TITLE:

Tag and title work will be accomplished by the Supervisor of Transportation (for buses) and the Supervisor of Maintenance (for all other vehicles). The Director of Administrative Services shall keep all titles on file.

DISPOSAL:

Vehicles shall be disposed of by trade in to the vendor in accordance with the bid or sold at public auction. The determination as to the disposal method most advantageous to the Board of Education shall be made by the Supervisor of Purchasing in cooperation with the Supervisor of Transportation (for buses) and the Supervisor of Maintenance (for all other vehicles).

REPLACEMENT:

Cost center administration should budget for replacement vehicles when one or more of the following applies:

A. Passenger Vehicles

- The vehicle is eight (8) years old
- The vehicle has 80,000 miles or will have in the upcoming budget year.

OR

B. Trucks and other vehicles--

- The vehicle is ten years old.
- The vehicle has 100,000 miles or will have in the upcoming budget year.

AND

- C. The maintenance expenditure experience exceeds \$3,000 annually or
- \$.09/mile sedans
 - \$.13/mile full size vehicles
 - \$.15/mile light trucks
 - \$.45/mile dump trucks

This experience includes repair parts, labor and oil.

- School buses must be replaced in accordance with the provisions of the Code of Maryland Regulations.

MAINTENANCE DEPARTMENT PROCEDURES MANUAL



TRAINING PROCEDURES

SECTION IX

EMPLOYEE TRAINING PROCEDURES

TRAINING PROGRAMS:

All new employees will be given an overview of expectations and procedures by Administration. They will then be placed with experienced technicians who will initially train the employee in the proper methods of job performance as required by the Maintenance Department. After consultation with the training technicians and a review of work accomplishments, it will then be decided by Administration if the new employee will be assigned tasks with minimal or no supervision as may be required by their job classification.

Department meetings shall be held on a routine basis in order to update employees of any policy or procedural changes. Suggestions from personnel to enhance operations are encouraged at any time.

In order to diversify worker skills, all Maintenance employees will be offered training on any currently stocked or newly acquired tool or equipment. Training will be mandatory for those personnel who in the course of their job would be required to use the aforementioned. Efforts will be made to have a representative from the supplying company give initial training and any follow up that may be necessary.

Advanced OEM training shall be offered as needed in order to stay abreast of industry standards.

The Training Supervisor shall maintain a record of all training classes i.e., subject, attendees, date and instructor.

When possible specific Maintenance personnel will accompany outside contractors on site in order to evaluate and gain knowledge of installations or repairs made on CCPS property.

Maintenance teams that are pertinent to a new construction walk thru shall meet with the Maintenance Supervisors as soon as possible. These forums will be used to share knowledge of the new equipment or sequence of operation and to voice any concerns that may need to be transmitted to the Construction Department.

All Maintenance employees shall attend annual in-service training offered by CCPS.

Possible employee advancement or job description could require obtaining a government license or certification. The Department will make efforts, if requested, to insure that the employee is prepared for any such occasion.

The Department shall maintain contacts with private and government entities to insure that information concerning any code or major operational changes are referred to the proper trade.

TRAINING PROCEDURES:

During the interview process, it is ascertained that the individual is knowledgeable and skilled in the industry standards for the applied position.

INITIAL TRAINING

- Work hours
- Breaks and lunch
- Responsibilities of specific trade
- Reporting procedures
- Time card
- Uniforms
- Safety
- Call outs/overtime
- Snow removal

FIELD ORIENTATION

- Ride along w/experienced technician
- Location of schools and relative equipment
- Safety
- Completion of Work Orders

MANDATORY INSERVICE TRAINING

(Provided by Carroll County Public Schools)

Safety Training:

- Use of aerial platform
- Blood borne pathogens
- Hazardous chemicals – proper use of and disposal
- Lockout/Tagout procedures
- Proper use of protective devices, i.e., earplugs, mask, etc.

Human Resources:

- Sexual harassment
- Child abuse
- Alcohol and drug abuse
- Benefits

CONTINUEOUS TRAINING

Continuous training is provided relative to employee's specific job. All employees are encouraged to participate in order to enhance their skills in other trades for the purpose of expanding their job knowledge.

Existing and New Equipment:

- Operation
- Maintenance
- Safety

Monthly Meetings held by Maintenance Supervisor:

- Training Supervisor will update employees on scheduled and upcoming training
- Training Supervisor will maintain a record of all training classes given by the Maintenance Department. These logs will contain the type of training, personnel involved and dates.

Preventive Maintenance:

- Provide procedures and timelines to Building Supervisors
- Maintenance technician will perform tasks that are above and beyond the scope of the Building Supervisor
- Maintenance technician will ensure that the Building Supervisor has a basic knowledge for equipment operation

O.E.M. Training (Original Equipment Manufacturer)

- Will be offered in order to keep employees up to industry standards given by the manufacturer either off site or in-house.
- Sequence of operation
- Troubleshooting
- Maintenance
- Safety

Training Measurement:*Ongoing employee feedback:*

- Solicit input after training
- Coaching and follow-up performed as needed
- Safety stressed

Maintenance Supervisor audits:

- Quality of work
- Timelines for the work
- Safety habits
- Equipment care and usage
- Recommend remedial training if necessary

Quarterly Newsletter:*Published to update Carroll County Public Schools personnel on:*

- Maintenance Department accomplishments
- Act as a reminder for procedural changes, i.e., parts requisitions, work order submissions, etc.