

WORK PROCEDURE: On-Call Procedure: Mechanical and Electrical			NUMBER: WP-74
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			SUPERSEDES: NEW

SCOPE

This work procedure is intended to indicate the protocols of on-call responsibilities for electrical and mechanical groups.

RESPONSIBILITY

Two tradespersons, or service mechanics, one electrical and one mechanical, will be on standby assignment at all times as outlined by the annual on-call schedule. An on-call rotation begins on Wednesday at 12:00 p.m. and concludes on the following Wednesday at 12:00 p.m. In the event a statutory holiday falls on Wednesday, the handover will take place at an agreed upon location the day prior at 12:00 p.m.

PROCEDURE

Western Special Constable Service (WSCS) or WES Controls receives requests for service or an alarm and contacts the operations leader phone (226-385-8197). The operations leader determines the appropriate response required and contacts the applicable on-call number (mechanical 519-521-5401 or electrical 519-521-5326). Upon arrival onsite, the on-call employee will report to WSCS in person, by phone, or radio confirming that you have arrived. WSCS will maintain contact with you throughout your time on site and at intervals of no greater than one hour. This is a safety consideration in the event you require assistance, please reference Working Alone Guideline WP-73. The on-call person will assess the problem and perform the following:

1. Correct and make repairs when possible or facilitate temporary repairs until the next working day when repairs are not possible or practical;
2. Determine if the malfunctioning equipment is essential; if it is not, render it safe until final repairs can be made; **or**
3. If necessary, call in another tradesperson or contractor who can make the repair and update the operations leader.
4. Prior to leaving the site report to WSCS the action that has been taken, the state of the repair, and any follow-up action that is required. Also, inquire about any other situations that may have been reported before leaving the site.
5. Complete a call-in report and submit to fm-callinreport@uwo.ca at the completion of each call. Managers and leads will action any follow-up work orders in a timely manner on the next business day.

RESOURCES:

1. WP-73 Working Alone Guideline
https://uwo.ca/fm/pdf/policies/work_procedures/WP-73_Working_Alone_Guideline.pdf