

<b>Manitoulin-Sudbury District Services Board POLICY &amp; PROCEDURES MANUAL</b>	
Section: I. Social Housing	Effective Date: December 1, 2010
Topic: I.7. Infrastructure & Asset Management	Replaces: New
Subject: 7.4. Emergency Work	
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## POLICY

Emergency work will be initiated to the extent of eliminating the emergency, so there is no risk to life, property or essential services.

## PROCEDURE

### **Criteria for an Emergency**

Emergency action is taken if any of the following are likely to occur:

- safety of life is endangered
- health hazard exists
- protection of public or private property
- loss of essential services
- financial loss will ensue if action is not taken

### **Types of Emergencies**

The following situations can be defined as an emergency:

- loss of heat, hydro or water
- roof failure
- water penetration through walls
- plumbing failures
- drainage blockage or breakage
- fire damage

This is not a complete list. Staff may come across other situations that can also be defined as emergencies.

### **Emergency Repairs**

Two types of emergency repairs can be made:

- Temporary or partial repairs required by an unforeseeable event.
- Permanent repairs, where time is of the essence and a successful tender cannot be called due to:
  - complexity of problem
  - possible complications
  - scarcity of qualified firms to carry out the work

### **Extent of Repairs**

In most emergency situations, action should be limited to temporary or partial repairs, sufficient to remove the emergency conditions.

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Once the temporary or partial repairs are complete, action should be taken towards making permanent repairs or completing the work, using normal procedures and authorizations. Major repairs or a more permanent nature are required in the following emergency situations only:

- structural fire damage in units
- water penetration
- major underground service line failures
- building structural failures

Normal tendering procedures need not be used in these emergencies.

### **Guidelines for Emergency Repairs**

Local management may initiate emergency work that would eliminate an immediate hazard to life or health. In emergency situations, the program Director or Manager is to be notified of the situation within 24 hours and the CAO is to be advised of actions taken within 48 hours.

Repairs are to be approved verbally and confirmed in writing as follows:

Amount	Position
Up to \$5,000	EMS Operations Manager, Finance Supervisor, Social Housing Program Supervisor
Up to \$15,000	Directors of Social Services, EMS, and Finance, Manager of Information Systems, Supervisor Infrastructure & Asset Management
Up to \$50,000	CAO
Over \$50,000	Chair or Vice Chair of the Board