

MAKKOVIK INUIT COMMUNITY GOVERNMENT

Work Order Policy

Intent

Makkovik Inuit Community Government is committed to fulfilling the service requirements of the government and citizens of the Municipality, and recognizes the need to establish a communication system to ensure the Public Works Department and other appropriate Service Departments are notified of work requirements in and about the community of Makkovik which are in addition to work identified in the budgetary process. Accordingly, this policy has been developed to define a Work Order System, to facilitate the transfer of information from all facets of the Municipality, including elected officials, ratepayers, Municipal employees and members of the general public, for requested and emergent work to be performed within the Municipality.

Policy and Procedure

1. Numbered Work Order Forms shall be made available from Chief Administrative Officer for distribution.
2. Requests for work shall be recorded on the Work Order Forms, including telephone and written requests from ratepayers and members of the public, outstanding or emergency work identified by work crews and other Municipal personnel.
3. All requests must include the following information:
 - a. Location
 - b. Name and contact information of person or organization requesting work
 - c. A description of the work required
 - d. Date request is received.
4. Each department head shall review all relevant work orders for their respective departments, and shall ensure that approved work orders are distributed to the appropriate person for action. All rejected/refused work order requests shall be submitted directly to the Chief Administrative Officer for entry into the Work Order Report with no further action taken.
5. The department head shall record the following information on the work order upon completion of the work:
 - a. Work Start Date
 - b. Work Completion Date
 - c. List of Materials and Equipment Used
 - d. Total Equipment Hours
 - e. Total Labour Hours.

This information shall be submitted in the completed form to the department head for review and processing.

6. When work is received it is assigned to one of three priority levels. Within each priority level work is assigned primarily on a first-in, first-out basis, subject to location or availability of equipment, Town Forces, and day to day operations.

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Priority 1 – Emergencies

Emergencies must be addressed immediately.

A written report in the form of the Work Order Completion shall be submitted to the CAO/Clerk the first work day immediately following the emergency.

Emergency situations include but are not limited to (fire, main line freeze up, main line breaks, major services line breaks, hydrant breaks, spring washout, gate valve breaks, pump failure, reservoir damage (low water level), damaged manhole covers or overflowing creating a public hazard, road sanding (extreme conditions), snow clearing (extreme conditions).

Priority 2 – Council Requests

This refers to other council work to be completed within regular hours other than day to day operations of council. Council work and basic operations take priority over business and residential request. Once all priority one and two work orders are filled out and handed back to the office then proceed to priority three work orders.

Priority 3 – Business and Residential Requests

This refers to work requested by businesses and local residents and may include homeowners, Torngat Housing, Torngat Fisheries, NL Hydro, Aliant, etc. This work may be completed after hours providing the client is willing to cover overtime charges on equipment and other workers called back to work.

7. All work orders, including pending and completed, shall be entered into a work order report to be reviewed by the Municipal Council on a regular basis.
8. For the purpose of invoicing in a timely manner, any completed work orders must be returned to the Town Office **within a week from the date the work has been completed** . Ex: If a work order is completed on Tuesday, it must be submitted to Town Office by the following Tuesday for invoicing.
9. To avoid conflict of interest, should an town employee submit a work order, he/she cannot complete this work; another town employee who is able to perform the work must complete the work order, and sign off on it.
As well, a town employee cannot complete or sign off on a work order for a immediate family member or close relative. "Family member" shall refer to: sister, brother, mother, and father. "Close relative" shall refer to: Uncle, Aunt, nephew or niece.

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10. The mobilization and shut down of equipment must be done before the end of regular hours unless permission to work overtime is approved by the Chief Administrative Officer.

Acknowledgment and Agreement

I, (Employee Name), acknowledge that I have read and understand the Municipal Work Order Policy of Makkovik Inuit Community Government. I agree to adhere to this policy and will ensure that employees working under my direction adhere to this policy. I understand that if I violate the rules of this policy, I may face legal, punitive, or corrective action, up to and including termination of employment and/or criminal prosecution.

Name: _____

Signature: _____

Date: _____

Witness: _____