



Maintenance Department

Department Handbook

“No job is beneath you. Every role has a purpose. Every purpose has dignity.”

— *Unknown*

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Welcome

► Welcome to the Abilities, LLC Maintenance Department.

We are glad you are here. The work you do every day keeps people safe, comfortable, and cared for in the most practical and essential way. Every person we support deserves to live in a space that is functional, safe, and maintained with pride. That starts with you.

This organization values every role, and yours is no exception. Clear is kind, and so is showing up with your skills, your integrity, and your commitment to doing things the right way. We are building something real here, and you are part of it.

► Introduction

This handbook contains the policies and standards that govern the Maintenance Department at Abilities, LLC. It applies to all Maintenance Department employees: Maintenance Technicians, any Seasonal/Temporary Maintenance Technicians, and the Maintenance Director.

This handbook works alongside the Abilities, LLC Employee Handbook. The Employee Handbook covers universal policies that apply to every employee regardless of department. This handbook covers everything specific to working in Maintenance. You are expected to know and follow both documents.

If you have questions about anything in this handbook, talk to the Maintenance Director.

This handbook is a living document. Abilities, LLC reserves the right to update, revise, or replace policies at any time. When policies change, you will be notified and asked to acknowledge the update. Employment at Abilities, LLC is at will. This handbook is not a contract of employment.

CHAPTER

1

Department Operations

This chapter covers the Maintenance Department's policy foundation, values, tiered support framework, financial controls, contractor requirements, work order management, and individual move coordination.

M1.1 Policy Statement & Purpose

Abilities, LLC is committed to maintaining safe, functional, and compliant environments for all individuals supported, employees, and visitors. The Maintenance Department is a critical operational and safety function within the agency and plays a direct role in protecting health, safety, dignity, and continuity of services.

As a Missouri Department of Mental Health (DMH) Tiered Support Agency, Abilities, LLC approaches maintenance needs using graduated levels of response based on urgency, risk, and impact. Maintenance operations are expected to be proactive, responsive, and escalated appropriately when conditions threaten safety, accessibility, regulatory compliance, or service delivery.

This policy is grounded in the agency's core values of Integrity, Community, and Empathy.

► Department Structure

- The Maintenance Department is led by the Maintenance Director.
- Maintenance Technicians report directly to the Maintenance Director.
- The Maintenance Director reports to the Director of Residential Operations (DRO) for all ISL related and vehicle repair matters.
- The Maintenance Director reports to the Executive Director for facilities level decisions, including building matters, vehicle replacement, major construction, and renovations.
- The Director of Residential Operations reports to the Executive Director.

► Values & Ethical Expectations

Integrity: Perform work correctly, document it honestly, and use agency funds, tools, vehicles, and equipment responsibly. Safety issues, mistakes, or damage must be reported promptly rather than ignored or hidden.

Community: Maintenance work supports people's homes, not just buildings. Work cooperatively with other departments, respect that ISLs are individuals' living spaces, and communicate clearly about timelines, limitations, and disruptions.

Empathy: Recognize how maintenance work impacts individuals supported and staff. Perform duties with professionalism, patience, and awareness. Feedback and coaching are part of the job and are intended to support growth and success.

► Tiered Support, Coaching & Accountability

Abilities, LLC is a Tiered Support Agency. The Maintenance Department follows a coaching based, supportive approach to performance management that prioritizes guidance, feedback, clarification, and skill development.

Employees are expected to make a good faith effort to follow department policies and procedures. When mistakes occur, the agency prioritizes coaching, retraining, and support. If concerns persist despite support, or if behavior demonstrates willful disregard for safety, policy, or ethical expectations, additional corrective steps may occur in accordance with agency policy.

M1.2 Tiered Support Framework for Maintenance Operations

As a DMH Tiered Support Agency, Abilities, LLC applies tiered support principles to all maintenance operations. Maintenance services are delivered at escalating levels based on risk, urgency, and impact.

► Tier 1: Universal / Routine Maintenance Support

Proactive and preventive supports intended to reduce risk before escalation occurs. These include, but are not limited to:

- Preventive maintenance tasks and scheduled inspections
- Routine repairs and general upkeep
- Routine life safety readiness activities (posted plans, labeling, kit readiness)

- Grounds maintenance and seasonal preparation

► Tier 2: Targeted Maintenance Support

Implemented when emerging issues, repeated concerns, or moderate risk conditions are identified. Examples include, but are not limited to:

- Broken or loose door handles
- Toilet or plumbing issues
- Flooring that is lifting, damaged, or creating a trip hazard
- Appliance malfunctions
- Window or screen damage
- Light fixture or electrical fixture problems
- Damage intentionally caused by an individual

► Tier 3: Intensive / Emergency Maintenance Support

Required when conditions present an immediate or imminent risk to health, safety, or service delivery. These require immediate response and may involve after hours work. Examples include:

- Catastrophic ISL damage
- Utility outages
- Water leaks or flooding
- Vehicle accidents impacting operations
- Compromised heating or cooling during extreme weather
- Severe weather response (including storm, snow, and ice response)

M1.3 Financial Authority, Purchasing & Spending Controls

► Debit Card & Fuel Card

- Maintenance employees are issued a debit card from F&C Bank for maintenance related purchases. This card is for agency business use only.
- For all fuel purchases, employees must use their company issued WEX Fleet credit card. Personal cards and the F&C debit card must not be used for fuel.

► Purchase Limits & Required Approvals

- Maintenance Technicians are not authorized to make any single purchase exceeding \$500.00 without prior approval from the Maintenance Director.
- Requests for additional funds beyond the monthly allocation must be submitted to the Executive Director.

► Financial Documentation & Recordkeeping

- Maintenance personnel are required to retain all receipts, invoices, bids, and related purchasing documentation.
- All purchasing documentation must be entered into the Maintenance Department's ledger in accordance with agency financial recordkeeping policies.
- Documentation must be complete, accurate, and submitted in a timely manner to support reconciliation, auditing, and compliance requirements.

M1.4 Contractors, Bidding & Vendor Use

► Competitive Bidding Requirements

- Work requiring outside contractors must follow competitive bidding practices.
- A minimum of three (3) bids must be obtained prior to hiring a contractor.
- Bids must be clear, detailed, and itemized, explicitly listing all labor, materials, and services required.
- The Executive Director may waive the three bid requirement if the Maintenance Department is unable to find enough contractors willing to bid on the work.

► Approved Contractor List

The Maintenance Department maintains an approved contractor list. This list is currently housed in Monday.com under Maintenance > Contractors. Monday.com use ends 12/31/2026. Effective 1/1/2027, the approved contractor list moves to Google Sheets in the agency's Google Shared Drive.

- Maintenance personnel are expected to use the approved contractor list whenever possible before seeking new or unlisted contractors.
- When feasible, preference should be given to local contractors.
- Use of unlisted contractors may occur due to availability, specialty services, or emergency conditions, but all approval, bidding, and documentation requirements still apply.

► Do Not Use Contractor List

The Maintenance Department also maintains a Do Not Use contractor list. Contractors are placed on this list when they have demonstrated a pattern of failure in one or more of the following areas:

- Failure to communicate effectively with the agency
- Failure to complete jobs in a timely manner
- Failure to complete jobs correctly or with acceptable quality of work

The Do Not Use list is maintained alongside the approved contractor list and must be consulted before engaging any contractor. This list moves to Google Sheets along with the approved list effective 1/1/2027.

M1.5 Maintenance Operations & Work Orders

Abilities, LLC currently uses Monday.com as the system for submitting, tracking, and documenting maintenance work orders. Monday.com use ends 12/31/2026. Effective 1/1/2027, all work order tracking moves to Google Sheets in the agency's Google Shared Drive.

- ISL Management employees are required to submit maintenance requests through the designated work order system.
- The Maintenance Department is responsible for reviewing work orders as they come in, entering notes, updating statuses, and communicating delays or escalations.
- Work orders must be marked Done/Complete once fully addressed.

M1.6 Individual Moves & Relocations

The Maintenance Department is responsible for coordinating and completing physical moves associated with agency operations, including individuals moving into the agency, individuals moving out, and inter agency relocations.

The Maintenance Department is permitted to engage a professional moving company when necessary due to volume, distance, or limited personnel availability. Use of a moving company must follow competitive bidding practices. Prior approval from the Executive Director is required before hiring or committing agency funds.

CHAPTER **2** **Your Employment in Maintenance**

This chapter covers how inclement weather affects the Maintenance Department and what is expected of Maintenance employees when severe weather occurs.

M2.1 Paid Time Off

PTO rules governing how time off is used, approved, banked, cashed out, and paid at separation are in the Abilities, LLC Employee Handbook. The accrual rates below apply specifically to Maintenance Department employees.

► **Accrual Rates**

Role	Accrual Rate
Maintenance Director	160 hours per year (flat annual grant on January 1, prorated in first year)
Maintenance Technician	8 hours per month, banked weekly at 1.84 hours per week

Grandfathering: Effective June 1, 2026, any current Maintenance Technician earning a different PTO accrual rate retains their current rate. This rate is grandfathered and will not be reduced.

M2.2 Holidays

Maintenance employees receive all paid holidays listed in the Abilities, LLC Employee Handbook. All agency recognized holidays are paid days off for Maintenance Department employees. Holiday pay rates are calculated in accordance with the universal holiday pay policy in the Employee Handbook.

M2.3 Google Chat & Communication

Maintenance employees are members of the Residential Chat, which includes RPMs, the Director of Residential Operations, and the Executive Director. This is the primary communication channel for all matters related to ISL homes and anything maintenance related that affects them.

All communication about houses, repairs, maintenance needs, and anything that affects the people we support must go in the Residential Chat. No side conversations. No personal texts. No informal channels. If it is about a house or the people in it, it goes in the chat.

This applies to all Maintenance employees at all times. The agency does not support secrecy or concealment in care related communication. Documented communication in the agency chat protects the individuals we support, protects you, and keeps the whole team informed.

M2.4 Inclement Weather & the Maintenance Department

When severe weather hits, the Maintenance Department does not close. Maintenance employees are considered essential and are expected to respond to weather related needs as part of their role. This section outlines what that looks like.

Inclement weather activates the Maintenance Department. Office closure policies that apply to other departments do not apply to Maintenance employees.

► Maintenance Expectations During Severe Weather

Maintenance employees are expected to respond to weather related needs as they arise, including but not limited to:

- Snow removal and ice management at ISL homes and the agency office
- Salt application to driveways, walkways, and entry areas
- Checking on ISL homes for storm damage, flooding, or utility issues
- Responding to heating or cooling failures during extreme weather
- Ensuring vehicles are operational and accessible

► Prioritization During Weather Events

ISL homes are always the first priority during weather events. The agency office is addressed after all ISL properties have been serviced. Within ISL homes, prioritize:

- Homes with individuals who use wheelchairs or require wheelchair accessible vehicles
- Properties with long or difficult driveways or access points
- Any home where staff have reported unsafe conditions

► Winter Supply Readiness

No later than November 1st of each year, the Maintenance Department must ensure all ISL homes and agency vehicles are stocked with:

- Ice scrapers
- Road salt or ice melt
- Any associated winter safety supplies necessary for safe access and vehicle operation

► After Hours Weather Response

Snow removal, salt applications, and emergency weather response frequently occur outside of normal business hours. Maintenance employees are expected to respond when called. Each qualifying after hours weather response is compensated in accordance with the After Hours Response policy in Chapter 9.

M2.5 Physical Requirements of Maintenance Work

Maintenance work is physically demanding. All Maintenance Department employees are expected to be physically capable of performing the duties of the role. The following requirements apply to the Maintenance Department as a whole.

► Physical Demands

- Lift, carry, push, and pull up to 75 pounds independently
- Team-lift heavier items as required
- Crawl, kneel, crouch, bend, twist, reach, and lie on back or side
- Work on hands and knees and in awkward positions
- Enter crawl spaces, attics, mechanical rooms, and other confined or restricted spaces
- Work under sinks, behind appliances, and inside tight spaces
- Climb ladders and work at height in accordance with agency ladder safety requirements
- Stand and walk for extended periods and perform sustained physical labor throughout the workday
- Work outdoors in all weather conditions, including heat, cold, rain, snow, and ice
- Operate vehicles, tools, and equipment safely
- Drive agency vehicles including while towing trailers

Maintenance employees must be physically able to assess conditions firsthand. This is not a role where physical demands can be delegated or avoided. If you have questions about whether you can meet these requirements, speak with the Maintenance Director before accepting or continuing in the role.

M2.6 Vehicle Assignment & Use Policy

Some Maintenance Department employees are assigned a company vehicle as part of their job duties. The vehicle may be parked at the employee's private residence. Employees with an assigned vehicle are required to sign a separate Vehicle Assignment Agreement. This handbook section and that agreement work together — both apply.

► Permitted Use

- Authorized agency business purposes
- Limited personal or incidental use, including routine daily activities such as commuting or school drop-off on the way to or from work

► Personal Use Restrictions

Even when incidental personal use is permitted, the following restrictions apply:

- No towing or hauling for personal purposes without prior approval from the Maintenance Director
- No out of state travel without prior approval
- No personal travel with family members without prior approval
- No unlawful or unsafe personal use

Violation of these restrictions may result in revocation of vehicle privileges and disciplinary action.

► Company Trailer

The agency maintains a company-owned trailer that may be used with assigned vehicles for authorized work purposes. Employees agree to:

- Use the trailer only for agency-related work
- Ensure the trailer is properly hitched and secured before transport
- Use functioning trailer taillights at all times. Hauling is prohibited if lights are not fully operational.
- Immediately report any damage, incident, or safety concern involving the trailer

► Fuel

Employees with an assigned vehicle are issued a WEX Fleet fuel card for that vehicle under a separate card agreement.

- The fuel card covers fuel for normal business use and incidental personal use
- For extended or non-routine personal travel, the employee must replace fuel used with personal funds

► Tools, Materials & Equipment

The vehicle may contain agency-owned tools, materials, and supplies, as well as employee-owned personal tools used for work purposes. Employees agree to secure all tools and materials and keep the vehicle locked when unattended.

The agency provides insurance coverage for the vehicle and up to \$10,000 in coverage for work-related tools in the event of theft, subject to insurer requirements. The agency is not responsible for personal items unrelated to work.

► **Driving, Care & Maintenance Responsibilities**

The employee agrees to:

- Follow all traffic laws, including posted speed limits
- Maintain the vehicle in a clean, sanitary, and odor-free condition, free of excessive trash
- Complete routine vehicle maintenance, including oil changes, tire rotations, filters, windshield wipers, and other standard service
- Ensure seasonal tire changes are completed: snow tires installed each November, snow tires removed each April
- Immediately address and report maintenance issues, as vehicles are essential to Maintenance Department operations
- Immediately report all accidents, damage, incidents, or safety concerns

Smoking, vaping, or use of illegal substances is prohibited in agency vehicles at all times.

► **Insurance, Ownership & Return of Property**

The employee is responsible for always carrying current proof of agency insurance and vehicle registration in the vehicle.

The vehicle, trailer, and all agency-owned tools and equipment remain the sole property of the agency and may be revoked at any time. All agency property must be returned immediately upon request, role change, or termination of employment.

CHAPTER

3

Facilities & Preventive Maintenance

M3.1 Home Preventive Maintenance

Preventive maintenance at Individual Supported Living (ISL) homes and the agency office is essential to ensuring safe living environments, regulatory compliance, and uninterrupted service delivery. Preventive maintenance activities should not be deferred unless operationally necessary and appropriately documented.

► **Required Preventive Maintenance Activities**

The Maintenance Department must complete and track the following at all ISL homes and the agency office:

- HVAC filters must be changed every 30 days.

- Fire extinguishers in agency vehicles and ISL homes must be inspected monthly by the Maintenance Department, initialed, dated, and documented.
- Smoke detectors in ISL homes must be tested quarterly on a rotating schedule by the Maintenance Department and documented.
- All fire extinguisher and smoke detector records are logged in the Smoke and Fire Detector Log located in Google Shared Drive > Maintenance.

M3.2 Compliance Tracking & Documentation

Smoke detector and fire extinguisher check records are maintained in the Smoke and Fire Detector Log located in Google Shared Drive > Maintenance. The Maintenance Department is responsible for completing and logging all checks. The QAP reviews these records for completion and audit purposes. The Executive Director pulls records as needed for audits and licensing.

► Responsibility Summary

Item	Responsible Party
Fire extinguishers in agency vehicles	Maintenance Department
Fire extinguishers in ISL homes	Maintenance Department
Smoke detectors in ISL homes	Maintenance Department
Log location	Google Shared Drive > Maintenance
Record review for completion	QAP
Record pull for audits/licensing	Executive Director

CHAPTER 4 Vehicle Fleet Management

M4.1 Fleet Records & Inspections

The Maintenance Department is responsible for maintaining agency owned vehicles in a manner that ensures safety, organization, reliability, and regulatory compliance. Vehicles are critical operational assets and must be kept in good working order and ready for use at all times.

► Fleet List & Recordkeeping

The Maintenance Department must maintain a current fleet list. This list is currently housed in Monday.com. Monday.com use ends 12/31/2026. Effective 1/1/2027, fleet tracking moves to Google Sheets in the agency's Google Shared Drive. At a minimum, the fleet list must include the following for each vehicle:

- Vehicle make, model, year, and color
- Vehicle Identification Number (VIN)
- License plate number
- Assigned or primary storage location

► Inspections & Registration

- Maintenance personnel must support vehicle inspections as needed to ensure compliance with annual or bi annual registration requirements.

► Preventive Fleet Maintenance

The Maintenance Department is responsible for ensuring all agency owned vehicles receive routine preventive maintenance in accordance with manufacturer recommendations, including but not limited to:

- Oil changes, fluid checks and replacements, and filter replacements
- Tire rotations and replacement of windshield wipers
- Routine safety and performance checks

Preventive maintenance must be completed on schedule and must not be allowed to lapse. Maintenance issues that impact vehicle safety, reliability, or compliance must be addressed promptly.

M4.2 Vehicle Safety Equipment

All agency vehicles must be equipped with the following at all times:

- A fire extinguisher (Maintenance is responsible for monthly inspection, initialing, dating, and documentation of all vehicle and ISL home fire extinguishers)
- A first aid kit
- Proof of current vehicle insurance
- Copy of current registration

CHAPTER

5

Tools, Equipment & Storage

M5.1 Tool Ownership, Labeling & Use

The Maintenance Department may use both agency owned and personally owned tools while performing maintenance duties.

- All tools used for maintenance work must be clearly labeled to identify ownership (agency owned vs. personally owned).
- Personally owned tools remain the responsibility of the employee and are not considered agency assets.
- The agency is not responsible for loss or damage to personally owned tools.

Agency owned tools and equipment are considered agency assets and are subject to all inventory and recordkeeping requirements outlined in this policy.

M5.2 Storage Areas

The Maintenance Department is responsible for maintaining all designated maintenance storage areas, including:

- Maintenance supply closet located at the Office
- Mechanical area located at the rear of the Office
- Outdoor equipment storage area for the salt hopper, snow plow, and associated seasonal equipment. A dedicated storage structure for this equipment is forthcoming.

All storage areas must be organized, safely stored, and free of unnecessary clutter or excessive accumulation. Only tools, equipment, and supplies that are reasonably expected to be used should be stored.

M5.3 Inventory Requirements

All hard (non disposable) goods purchased by the agency with a purchase cost of \$20.00 or more must be entered into inventory. Disposable or consumable items (e.g., screws, nails, filters, cleaning supplies, lubricants) are not subject to inventory tracking.

► Hard Goods Subject to Inventory Tracking

Hard (non disposable) goods include, but are not limited to:

- Power tools
- Appliances
- Equipment
- Durable maintenance items
- Yard or grounds equipment
- Specialty tools
- Furniture or fixtures purchased for agency use

► Required Inventory Record Elements

At a minimum, inventory records must include:

- Item name and description
- Purchase amount and date
- Storage location or assigned location

Inventory records must be kept accurate and reflective of the actual condition and location of items.

► Annual Inventory Review

The Maintenance Department must complete a full physical inventory review annually during the month of May. The review must verify presence and location of all inventoried items, confirm records are accurate, and identify any missing, damaged, or obsolete items. Discrepancies must be corrected.

► Inventory Disposal & Status Changes

When an inventoried item is disposed of, removed from service, or no longer in use, the inventory record must be updated to reflect the item status, reason for disposal, and date of disposal. Disposed items remain listed in inventory records with updated status for historical and audit purposes.

CHAPTER

6

Keys & Access Control

M6.1 Key Management

The Maintenance Department is responsible for maintaining secure, organized, and complete key access for all agency properties and vehicles to ensure continuity of operations, emergency response capability, and regulatory compliance.

► Key Marking & Identification

All agency keys must be clearly marked and etched for identification. Keys must be labeled in a manner that allows for quick identification without compromising security.

► ISL Key Management

The Maintenance Department must maintain a complete and current set of keys for each Individual Supported Living (ISL) home. Required keys include, but are not limited to:

- Front door and primary entry keys
- Medication cabinet or medication storage keys
- Narcotic storage keys, if applicable
- Any additional keys required for secured areas within the home

► Agency Vehicle Keys

The Office Key Storage Box must contain a copy of every agency vehicle key. If a vehicle currently has only one key, it is the Maintenance Department's responsibility to have a second key made. No agency vehicle should be without a spare key on file.

► Office Key Storage Box

The Maintenance Department is responsible for maintaining the Office Key Storage Box, which must contain copies of all relevant agency keys. All keys must be clearly marked and etched, organized consistently, and kept current to reflect active homes, vehicles, and facilities.

CHAPTER
7 **Grounds & Seasonal Operations**

M7.1 **Grounds Maintenance Responsibilities**

The Maintenance Department is responsible for lawn care, snow removal, and ice management at all agency owned or agency maintained properties. Snow and ice removal prioritization is covered in Chapter 2 (Inclement Weather).

M7.2 **Seasonal Staffing**

The Maintenance Department is permitted to hire one part time employee, not to exceed 24 hours per week, between April and September to support lawn care and seasonal maintenance demands.

► **Process**

Human Resources is responsible for posting the job advertisement, managing the application process, scheduling interviews, notifying the Maintenance Director of scheduled interviews, and coordinating orientation and initial training for the selected applicant. After the temporary Maintenance Technician completes orientation, training continues with the Maintenance team.

CHAPTER
8 **Equipment Safety**

M8.1 **Powered Equipment Safety**

The Maintenance Department maintains and operates a variety of agency owned equipment, including but not limited to: ride on mower, snow plow, salt hopper, weed eaters, blowers, edgers, trimmers, chain saws, and additional maintenance and yard equipment as required.

► **Powered Equipment Rules**

- Powered equipment must be operated only by employees trained by the Maintenance Director, or by a Maintenance Technician explicitly authorized by the Maintenance Director to train others.

- Eye and hearing protection is mandatory when operating powered equipment. Required PPE is provided by the agency.
- Any PPE that is broken, damaged, or no longer effective must be replaced immediately and must not continue to be used.
- Equipment must be inspected prior to use and must not be operated if damaged or unsafe.
- Guards and safety features must not be removed or bypassed.

M8.2 Ladder & Roof Safety

► Ladder Safety

Ladder safety is a non negotiable safety requirement. There are no exceptions.

- When ladders are used for any maintenance activity, a spotter is required at all times.
- Ladders must be used in accordance with OSHA safety principles, including proper placement, stable footing, and three points of contact.
- Ladder use must not exceed the ladder's rated height or load capacity.

Note: Commonly used residential step stools intended for normal household use do not qualify as ladders for purposes of this policy.

► Roof Work Restrictions

- Any work involving a pitched roof must be referred to and completed by a qualified contractor.
- Any roof related work that would typically require a tie off, harness, anchor point, or fall protection system must not be performed by Maintenance personnel and must be contracted out.

Violation of ladder safety requirements that results in injury may result in immediate termination. Ladder safety violations are considered serious safety violations and will be addressed accordingly.

CHAPTER 9 After Hours Response

M9.1 After Hours Maintenance Response

► Definition

After hours is defined as any time worked on a weekend, during a paid office holiday, or between the hours of 7:00 PM and 7:00 AM.

► Emergency Response Expectations

Maintenance personnel may be required to respond after hours for emergencies, including but not limited to:

- Catastrophic ISL damage
- Vehicle accidents
- Water leaks or flooding
- Utility outages
- Compromised heating or air conditioning during extreme weather
- After hours snow removal, ice management, or salt application

After hours responses may occur more frequently during winter months due to snow removal and salt applications.

► Compensation & Timekeeping

Each qualifying after hours response will result in a \$100 bonus paid on the applicable pay period's payday. Maintenance personnel must clock all hours worked after hours.

CHAPTER

10

Emergency Preparedness

M10.1 Emergency Evacuation Plans & Safety Labeling

► Emergency Evacuation Plans

The Maintenance Department is responsible for creating emergency evacuation plans for each ISL home and the agency office. Evacuation plans must clearly identify:

- Primary and secondary exit routes
- Tornado safe areas or shelter locations
- Fire evacuation routes
- Designated outdoor meeting locations, when applicable

Evacuation plans must be clearly labeled, posted in visible locations, and maintained in legible and current condition.

► Safety and Infrastructure Labeling

The Maintenance Department is responsible for clearly labeling critical infrastructure in all ISL homes and agency facilities, including:

- Water heaters, HVAC systems, and mechanical closets
- Electrical breaker panels and main water shut off locations
- Fire extinguishers

Labels must be clear, durable, and placed for quick identification during routine operations and emergencies.

M10.2 Emergency Kits

The Maintenance Department is responsible for maintaining emergency preparedness kits in every ISL home and the agency office.

► Required Emergency Kit Contents

Each emergency kit must include, at minimum:

- Flashlights and extra batteries
- Battery powered or hand crank weather radio
- Bottled water and non perishable food items
- Emergency blankets and whistle or signaling device
- Dust masks or face coverings
- Toilet paper, hand sanitizer, and paper towels
- Duct tape, plastic sheeting, notepad and pen

► Kit Use Restriction Label

Each emergency kit must have a clearly visible label on the lid instructing staff not to use the kit except during a true emergency, and to notify the Maintenance Department immediately if any supplies are used, missing, or damaged.

► Inventory, Inspection & Restocking

- Emergency kits in ISL homes must be checked annually by April 1st in preparation for severe weather season.
- Each kit must contain a written inventory list of required contents.
- Supplies must be restocked or replaced as needed to ensure kits remain complete and usable.

The Maintenance Director is responsible for ensuring emergency kits are maintained, documented, and ready for immediate use.

CHAPTER

11

Clothing Allowance & Training

M11.1 Annual Clothing & Footwear Allowance

Maintenance Technicians receive the following annual clothing and footwear allowance:

- \$500.00 annually designated for required work pants and boots

- Five (5) long sleeve work shirts and five (5) short sleeve work shirts

► Footwear Requirements

- Steel toe boots are required while performing maintenance duties.
- Grounded boots are preferred but not required.
- A quality pair of appropriate work boots typically costs \$150.00 or more.
- The Maintenance Director may be consulted for footwear recommendations.

► Allowance Timing & Conditions

- Allowance funds are loaded onto Maintenance F&C debit cards on or by February 1st of each year.
- New Maintenance Technicians become eligible for the allowance after completing their first 90 days.
 - During the first year, the allowance is prorated based on the employee's date of hire.
- If an employee chooses not to purchase the required items, the allowance is not paid out as cash or reimbursed.

M11.2 Maintenance Specific Training Requirements

Universal training requirements that apply to all Abilities, LLC employees are covered in the Employee Handbook. This section covers training requirements specific to the Maintenance Department.

► Powered Equipment Authorization

Maintenance employees must be trained and authorized by the Maintenance Director before operating any agency owned powered equipment. This includes but is not limited to the ride on mower, snow plow, salt hopper, chain saw, and all power tools. Authorization must be documented.

► Ladder Safety Training

All Maintenance employees must receive ladder safety training before using any ladder on the job. Training must cover proper placement, load ratings, three points of contact, spotter requirements, and the situations that require a contractor rather than Maintenance staff. Training must be documented.

► Vehicle & Trailer Operation

Maintenance employees who operate agency vehicles or tow trailers must be confirmed competent by the Maintenance Director before doing so independently. Trailer backing, load securing, and safe towing practices must be demonstrated. Competency must be documented.

► Ongoing & As Assigned Training

Additional training may be assigned as new equipment is acquired, safety concerns are identified, or operational needs change. Maintenance employees are expected to complete all assigned training in a timely manner.

CHAPTER

12

Audit Readiness

M12.1 Biennial Audit Preparation & Ongoing Readiness

Abilities, LLC undergoes a biennial audit (e.g., January 2028, January 2030, January 2032, and continuing on the same cycle). The Maintenance Department plays a key role in audit readiness and is expected to maintain compliance throughout the year, not just before an audit.

► Maintenance Department Audit Responsibilities

- Ensure vehicle fire extinguisher records (initialed, dated, documented monthly) are accurate, complete, and current in Google Shared Drive > Maintenance.
- Maintain ISL homes and agency facilities in an audit ready physical condition, including addressing routine repairs, cosmetic issues, and safety concerns.
- Prepare homes and facilities so they reflect ongoing upkeep, not last minute corrective work.
- Ensure all inventoried equipment records are current and accurate.
- Ensure all keys are marked, etched, and accounted for in the Office Key Storage Box.
- Ensure evacuation plans are posted, current, and legible in all ISL homes and the agency office.
- Ensure emergency kits are stocked, labeled, and documented.

Audit readiness is an ongoing expectation. Maintenance tasks, documentation, and repairs must be completed consistently throughout the year rather than deferred until an audit is approaching.

► Annual Policy Review

The Maintenance Director will review this departmental handbook annually and submit recommended additions or revisions to the Executive Director by the last business day in February each year.