



SOP No	1.009
Effective Date	10.01.2013
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## ENTERING PRIVATE AREAS / RESTROOMS

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### **1 PURPOSE**

1.01 This procedure establishes guidelines for staff requiring entering a restroom, lounge, locker room, shower room, or area designated for the opposite sex in the course of performing assigned work.

### **2 EXPECTATIONS**

2.01 All FD&O staff will be aware of posted signs and other designations of private areas.

### **3 RESPONSIBILITIES**

3.01 Each individual employee will follow the procedures below when entering a private area.

### **4 PROCEDURES**

4.01 Have the room checked and cleared by a person preferably from FD&O if possible. You may ask a person exiting if there is anyone else still in the restroom.

4.02 Always announce yourself prior to entering the room, "Hello, Maintenance, Is there anyone in here?" Flashing the light and knocking on entry door can help get an occupants attention.

4.03 Always check for occupants when actually entering. Due to language, culture, hearing difficulties, or head phone use, your announcement may not be acknowledged.

4.04 Restrooms and locker rooms will need to be clearly marked "Closed for Maintenance" while work is being conducted by an FD&O Technician. Please use a manufactures sign or supplied posting form (no hand-made postings). Make sure to identify and post the closest available restroom facilities.

4.05 If someone refuses to leave, do not confront the individual(s). Wait outside (as appropriate), post closed signage and begin work when they exit.

4.06 If someone comes into the facilities despite the official posted signage you are to secure your work area and leave the room as soon as possible. Do not confront the individual(s), wait outside (as appropriate) and resume work when they exit. If it is unsafe for anyone to enter, advise the person of the danger and call your Appropriate Administrator to advise them of the situation.

4.07 IF you are experiencing difficulty with an occupant or your need to enter is urgent to mitigate a dangerous situation, call UPD for assistance and then wait for their arrival.

4.08 Report all extended delays to yours to your Supervisor / Lead promptly as appropriate.



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- 4.09 Make sure you document all incidents such as extended delays, difficulty with occupant(s), etc. on your Tech Report.
- 4.10 Not responding to a routine or emergency service call, due to restroom in use at time of service call does not constitute a valid reason for non-entry of restroom to perform maintenance service.