



## Facility Maintenance Report April 2026

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### **Workforce Wellness**

Over the past several months, the Maintenance department has experienced some staffing challenges that have impacted overall workload and daily operations. An unexpected change in staffing resulted in a period where the department was operating with only one full-time staff member. Support was provided by Lucas Dormer, who joined at the beginning of April and has been a helpful addition as we work to stabilize staffing levels.

Throughout much of the winter, the department remained understaffed, which has required prioritization of critical work orders and increased flexibility to maintain essential services. While this has created periods of added stress, overall team morale has remained positive, with a continued focus on teamwork and maintaining facility operations.

Looking ahead, staffing levels are expected to improve with two new hires scheduled to start next month. Andy Edfelt will be joining as a Facility Maintenance Technician, and Garison Brooks will be coming on as a Residential and Industrial Electrician. These additions will not only help balance workload but will also allow us to explore developing an internal electrical training program, with the intent to strengthen long-term departmental capabilities.

Currently, the primary challenge continues to be staffing levels; however, with upcoming hires and continued support, the department is in a good position to improve both workload balance and overall workforce wellness moving forward.

### **Community Engagement**

While Maintenance does not traditionally have a high level of direct community engagement, our team plays an important role in shaping the overall experience for those who enter our facility. Through daily interactions with patients, visitors, and community members, we contribute to a welcoming, safe, and well-maintained environment. Our focus remains on ensuring the facility is clean, functional, and accessible, which supports a positive impression and encourages community trust in our organization. We regularly coordinate with other departments to address facility needs that impact patient and visitor experience, and we respond promptly to concerns to maintain a high standard of service. A continued challenge is the limited opportunity for community outreach due to the nature of our work; however, we remain committed to supporting a facility environment that reflects pride, professionalism, and community care.

### **Patient Centered Care**

Patient safety and comfort remain a top priority for Maintenance. Our team works behind the scenes to ensure the facility is consistently clean, safe, and fully functional for patients, residents, and visitors. Recently, several maintenance projects were completed to improve the overall care environment, particularly in patient

and resident areas. This included rebuilding two air handling units in the attic to improve airflow and system reliability, as well as updating the hydronic heating systems serving those units to ensure consistent and adequate heating throughout the winter months. These upgrades have helped stabilize temperatures and improve comfort in critical care areas.

In addition to larger projects, the department continues to address a wide range of day-to-day maintenance needs that directly support patient care. This includes timely response to work orders, repairs to lighting, plumbing, doors, and life safety systems, and proactive preventative maintenance to reduce disruptions. Close coordination with clinical and support departments allows us to prioritize issues that impact patient experience and resolve them quickly. While much of this work occurs behind the scenes, it plays an important role in maintaining a safe, comfortable, and dependable care environment.

A continued challenge is balancing project work with routine maintenance demands while operating with limited staffing; however, the team remains committed to maintaining high standards that support quality patient care

## **Facility**

This winter was particularly demanding, with extended cold periods and a significant amount of snowfall. Snow removal efforts kept us consistently busy, especially with the added responsibility of maintaining the new WERC building parking lot. Despite the harsh conditions, we were able to keep the facility adequately heated throughout the cold snaps, largely due to the successful repairs completed on the two air handling units and their associated heating systems prior to winter.

The WERC building experienced some challenges during this time, specifically with the first-floor heating unit. This unit failed multiple times due to a recurring refrigerant leak. As the unit was still under warranty, Mount Baker Mechanical was brought in on two separate occasions to complete repairs. Since those repairs, the building has otherwise been operating well.

The main facility is continuing to show signs of aging, with multiple failures occurring across several critical infrastructure systems, including domestic hot and cold-water lines, the hydronic heating system, and sewage and drain lines. While these issues are becoming more frequent, we always respond quickly to each situation to minimize downtime and maintain operations.

Looking ahead, we have several projects planned. With the upcoming addition of a facility electrician, we are in a good position to take on more in-house electrical work. Upcoming efforts include rebuilding the backup boiler, performing major maintenance on the main generator switchgear, and continuing the rebuild of the main air handling unit heating systems, along with a number of other ongoing maintenance and improvement projects.

## **Financial Wellness**

We've been focusing on more long-term planning when it comes to our department budget and overall resource use. One of the main ways we're doing this is by bringing more of our projects in-house whenever possible. To support that, we've been investing in more specialized tools and equipment. While that does come with a higher upfront cost, the goal is for those purchases to pay for themselves over time by reducing the need for outside contractors and allowing us to complete more work internally.

We are also in the process of adding staff, which will impact next year's budget. However, this should also improve our ability to keep work in-house and stay ahead of maintenance needs, which can help control costs in the long run.

Overall, I believe we have been managing our budget well. We continue to look for opportunities to be more efficient with our time and resources while still maintaining the facility at a high level.

**Submitted by:** Wolf Brooks

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