



# Facilities Ancillary Services Best Practice

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## Kitchen Gas Pilot Lights

### INTRODUCTION (Purpose and Importance)

To prevent kitchen gas and fire incidents, this Best Practice will clarify for the occupants how to decide whether they can light pilot lights or if they should call security. It is intended for this Best Practice to be included into the users' orientation process, and for reference by the other parties.

This Best Practice is broken into multiple segments: **USERS**, **SECURITY**, **FACILITIES RECEPTION** (regular working hours), and **FACILITIES MANAGER ON-CALL** (non-working hours).

Appendix A highlights the designated responsibilities and the training procedure to be used.  
Appendix B is a list of future upgrades or features to make the procedure easier and safer.

### USERS:

- STUDENTS and VISITORS are not to access the Gas Reset Panel, and instead must contact a staff, faculty, or security member.
- If large areas of pilot lights are out (ie. the entire kitchen after a power outage):
  - o Locate a staff who has been trained on relighting the pilot lighting or ask your supervisor for assistance. Staff who have been trained can use Appendix A as a guide. Untrained staff are not to attempt the lighting of the pilot lights.
  - o If nobody is trained or available:
    - Call security at the number posted on the signage; **250.740.6600**
    - Share information: contact name, cell or other number, location of outage, time of outage, urgency (ie. 2-3 hours is OK, or next working day) and any information which could help determine WHY the gas valve is off.
    - Turn all affected gas valves to 'off'.
      - DO NOT attempt to reset the main gas valve.
- If small areas or single pilot lights are out, as experienced in day-to-day operations:
  - o Turn the gas dial to OFF for the affected pilot lights.
  - o Follow the equipment manual procedure for lighting the pilots. If you don't know or are uncomfortable with the procedure, contact your supervisor for assistance.
    - DO NOT turn the gas dial to LOW or HIGH when the pilot light is out. This can cause serious incidents.



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### SECURITY:

1. Receive a call from a user about a bank (or kitchen) of pilot lights out or gas not working.
  - a. Collect information: user's name, cell or other number, location of outage, time of outage, and any information which could help determine WHY the gas valve is off.
  - b. Remind the users to turn 'off' any gas dials affected by the outage, as this will improve the response time of the responder. This is an optional step for security, as it only serves to save time for the pilot lighter.
2. If regular working hours:
  - a. Call Facilities and relay all information to dispatch an in-house trained responder if available.
    - i. If an in-house trained responder is not available, Facilities will call a contractor to attend site and will provide the ETA directly to the user.
  - b. Security can stand-down as this is in Facilities' hands.
3. If not during regular working hours:
  - a. Call the Facilities On-Call Manager and relay all information to dispatch an in-house trained responder if available.
    - i. Text or email the user's name and contact info to the manager called.
  - b. Create a basic incident report and email to the manager for them to complete.
  - c. Security can stand-down as this is in the Manager's hands. The contractor may contact security at a later time for specific assistance.

### FACILITIES RECEPTION (regular working hours):

1. Receive a call from security about a bank (or kitchen) of pilot lights out or gas not working.
  - a. Collect information: user's name, cell or other number, location of outage, time of outage, and any information which could help us determine WHY the gas valve is off.
2. Try to contact our in-house trained responder.
  - a. If the responder doesn't respond within fifteen minutes, or is unavailable to investigate within an hour, transfer the information in 1a and responsibility to any manager in the office and let him/her know.
    - i. Worst-case, if no trained in-house staff and no manager is available, call down the following list and relay the info in 1a to someone who answers and has a reasonable response time:
      1. Dave@DJ Gas (250-713-6496), Arts Plumbing (250-390-2606), and Archie Johnston (250-754-2232) have 'gas-fitter' staff who can light them without training.

### FACILITIES MANAGER ON-CALL (non-working hours):

1. Receive a call from a security about a bank (or kitchen) of pilot lights out or gas not working.
  - a. Collect information: user's name, cell or other number, location of outage, time of outage, and any information which could help us determine WHY the gas valve is off.
2. Contact in-house trained responder.
  - a. If he or she doesn't respond within fifteen minutes, or is unavailable to investigate within two hours, call a contracted gas-fitter.
    - i. Dave@DJ Gas (250-713-6496), Arts Plumbing (250-390-2606), and Archie Johnston (250-754-2232) have staff with this credential.



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- b. Notify the responder to contact security if they need access or assistance in locating the issue, and also notify them that they should provide you with an update when they come across any issues or are finished lighting all the pilots.
  - c. The responder should stay on-site for minimum twenty minutes to assure there is no leaking gas smell after, and that all pilots were actually lit.
3. Once an ETA is acquired, update the user at the contact info provided by security so they can make any necessary arrangements. If security is on-site, the manager may choose to communicate through security.
4. After work is complete and the responder provides the report or details, the manager will complete the incident report that security has emailed him or her and will submit it as per usual.

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## Appendix A – Responsibilities and Training

### Responsibilities:

- Culinary supervisors will **initially** be trained with a **licensed gas-fitter** present who is familiar with the systems, using this Best Practice and the Pilot Light Floorplans as reference material. This will only be done one time (except for by special request), after-which the responsibility will be with the **Culinary** supervisors or management to perform the training.
- **Culinary** groups are responsible for performing the training thereafter, and for managing a database of who has received the training and when they received it. Staff are to be included in training for pilot lights **annually** to remain on the Trained Staff database, even when they are familiar with the systems.
- **Culinary** groups are responsible for documenting specific pilot lighting procedures in regards to unique equipment. These documents should be shared with Facilities, kept with the hardcopy Best Practice, and maintained regularly to assure they are up-to-date.
- **Facilities** staff may attend the training either [to be qualified and added to the trained list], or [for quality assurance that the Best Practice is being met]. Facilities should be invited at least once annually to attend the training.
- **Culinary** groups are responsible for keeping the Pilot Light Floorplans updated as there are changes to the kitchens (layout, equipment, etc).

### Training Plan:

1. Large area of pilot lights are off in **[B185]** or **[B300 upper-West]** kitchens:
  - a. Follow the Pilot Light Floorplan and assure all **gas dials are turned to OFF** (typically clockwise or horizontal).
    - i. Double check that all pilot light and gas dials are set to OFF. If you can't locate one, ask other staff or your supervisor.
      - If there are any changes to the pilot light equipment which isn't reflected on the Pilot Light Floorplan, please sketch it on the plan and report it to your supervisor to assure that it gets updated. Facilities should also be notified of the change to update their base documents.
  - b. B185:
    - i. Check **Breaker** Panel K2 to assure that Breaker 3 is turned ON.
    - ii. If [**ventilation** is off]:
      1. Rotate the Ventilation Dial in the cabinet above the Gas Reset button clockwise to Hand-On, and wait a few minutes for the ventilation to come on before continuing. Turn this back to Auto after lighting all the pilot lights.
    - iii. Locate the gas panel in the cabinet near the steamer. Press the **Reset** button.
      1. Salamanders, star-top burners, griddle, and char grillers have no pilot gas safety. They will slowly leak gas, but will not make a hissing sound.
    - iv. Immediately walk around the kitchen and listen/smell for signs of **gas leaking**.
      1. If there is a hissing sound or strong egg smell, quickly find the source and shut it off.



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2. After turning off the source of the leak, continue the walk around to assure there are no other leaks.
  3. Wait 5 minutes to let the leaked gas vent off completely before continuing. There should be no residual gas smell. Walk around a few times in this waiting period to be absolutely certain there is no leaking gas.
    - If unable to locate the gas smell or hissing sound, turn OFF the gas supply by manually cranking the main gas valve (in the gas panel, near the gas reset button) to 90°. Call security to implement the 'pilot light call chain'.
  - v. Follow the equipment manual procedure for **lighting** the pilots. If you don't know or are uncomfortable with the procedure, contact your supervisor for assistance. Refer to the Pilot Light Floorplan to assure all lights are lit.
    1. Except for the noted case below, DO NOT turn the gas dial to LOW or HIGH when the pilot light is out. This can cause serious incidents.
      - When the gas has been out for a while, air may mix into the gas lines and prevent the Burners from lighting right away. Read this entire point before trying it yourself.
    2. With a torch held on the Burner pilot light, stand back and turn the gas to high.
    3. As soon as you see flame wicking, return the gas dial to Pilot. Be patient.
  - vi. Light salamanders, star-top burners, griddle, and char grillers **first** because they have no pilot gas safety and will slowly leak gas. **Keep your body well-back** from these when lighting, especially with the Salamanders, as the collected gas may light suddenly. Only deep fryers and wok have safety valves, and should be lit LAST (if at all).
    - Steamer – Switch left ON, then hold right switch until 'woof' sound.
    - Garland grill – Each of the 3 pilots can be lit through the right holes underneath, or more easily from above under the front coals
    - Grill – Through the top
    - Flat top – Through the oval holes
    - Stovetop – Light the centre of the two burners where the gas comes out.
    - Salamander – Waft the air to test for gas collection. **STAND BACK AND AROUND CORNER** as these tend to light violently. Light the pilots.
    - Deep Fryer (optional) – Hold pilot button, light the pilot, and keep holding the pilot button. Turn on after a few seconds.
    - Wok – Hold red button, light pilot under wok.
  - vii. After lighting Burner pilots, turn the Burners on to confirm that they work.
  - viii. Finally, if you turned the ventilation dial in the cabinet above the Gas Reset Button to Hand-On, rotate it back to Auto.
- c. B300 Upper:
- i. If [**ventilation** is off]:



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1. Push the Ventilation Override button near cooler 230 door and wait a few minutes for the ventilation to come on before continuing
- ii. Locate the gas panel cabinet on the South end of the West-most equipment line. Press the **Reset** button.
  1. Salamanders, star-top burners, griddle, and char grillers have no pilot gas safety. They will slowly leak gas, but will not make a hissing sound.
- iii. Immediately walk around the kitchen and listen/smell for signs of **gas leaking**.
  1. If there is a hissing sound or strong egg smell, quickly find the source and shut it off.
  2. After turning off the source of the leak, continue the walk around to assure there are no other leaks.
  3. Wait 5 minutes to let the leaked gas vent off completely before continuing. There should be no residual gas smell. Walk around a few times in this waiting period to be absolutely certain there is no leaking gas.
    - If unable to locate the gas smell or hissing sound, turn OFF the gas supply by manually cranking the main gas valve (in the gas panel, near the gas reset button) to 90°. Call security to implement the 'pilot light call chain'.
- iv. Light salamanders, star-top burners, griddle, and char grillers **first** because they have no pilot gas safety and will slowly leak gas. **Keep your body well-back** from these when lighting, especially with the Salamanders, as the collected gas may light suddenly.

Only deep fryers and wok have safety valves, and should be lit LAST (if at all).

  - Steamer – Switch left ON, then hold right switch until 'woof' sound.
  - Garland grill – Each of the 3 pilots can be lit through the right holes underneath, or more easily from above under the front coals
  - Grill – Through the top
  - Flat top – Through the oval holes.

The Montague flat-top/griddles are the most difficult to light, and may require a long-necked flexible lighter. Most of the other pilots are best lit by holding a torch on them while depressing the pilot button (if one exists).
  - Stovetop – Light the centre of the two burners where the gas comes out.
  - Salamander – Waft the air to test for gas collection. **STAND BACK AND AROUND CORNER** as these tend to light violently. Light the pilots.
  - Deep Fryer (optional) – Hold pilot button, light the pilot, and keep holding the pilot button. Turn on after a few seconds.
  - Wok – Hold red button, light pilot under wok.
- v. After lighting Burner pilots, turn the Burners on to confirm that they work.
- vi. Ovens all have safety pilots. Montague ovens have a plate under the range door which rotates forward (the top part of the plate needs to be pulled) to reveal the pilot hole. Both Montague and Baker's Pride desk ovens have red buttons which need to be held while lighting the pilot. This can take a while depending on how much air has mixed with the gas lines.



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2. Large area of pilot lights are off in **[B300 lower]** kitchen:
  - a. This area must be lit by a Facilities staff, since a ladder and ceiling access is needed. Please call security to implement the call-out procedure.
3. Large area of pilot lights are off in **[B300 upper-East]** kitchens:
  - a. Some unknowns exist in this system, which can be discovered and documented during an outage. Please call Security to implement the call-out procedure.



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### Appendix B – Further Developments and Improvements (Culinary groups)

#### To work on immediately:

- Add heat-resistant stickers to all appliances to show how many pilot lights exist on that fixture, and to outline any non-typical lighting instructions.
- Assess condition of gas intensity knobs and replace if necessary.
- Assess the stickers showing when a gas intensity knob is OFF/ON/PILOT. Calibrate if necessary.

#### Future equipment and modernizations:

- Upgrade existing pilot equipment so they all have safety pilots. These will prevent users from using the HIGH or LOW gas setting when they feel impatient with the pilot light, and will reduce the risk of incident.