



Professional Apartment Caretaker

Overview

Gain the skills required to succeed as a professional residential caretaker. Become proficient in the areas of property management, tenant and caretaker relations, customer service, the Residential Tenancies Act, safety and due diligence, fire prevention, and emergency response.

> This program is designed to train experienced caretakers and individuals wishing to enter the field of residential maintenance.

> Red River College offers this program in partnership with the Professional Property Managers Association.

> This program is available via classroom delivery.

Program Outline

- Building and Grounds, Minor Maintenance/Repair - **C**
- Customer Service in Property Management - **C**
- Fire Prevention, Emergency Response and Safety - **C**
- Nonviolent Crisis Intervention® Training Program - **C**
- Safety, Responsibility, Diligence and WHMIS - **C**
- Tenant-Caretaker Communications - **C**
- Understand and Apply the Residential Tenancies Act - **C**

**Legend: C/D - Classroom or Distance Delivery | C - Classroom Delivery
D - Distance Delivery**

Other Information

Continued Certification Requirements

Once you have obtained your certificate, you will be required to achieve 5 credits of courses/seminars every 12 months in order to retain your certificate. These “continuing education” credits can be achieved by attending various recognized courses or seminars offered throughout the year as outlined at the PPMA website (www.ppmamanitoba.com). Be sure to check their website or call them (204.957.1227) to see what is offered. They will provide all necessary details.

All PPMA course/seminar attendance credits are awarded based on the following criteria:

Course/seminar Length_____	Continuing Education credits granted_____
>7 hours	3
=> 4 hrs but <= 7 hrs	2
=> 1 hr but < 4 hrs	1

The following Red River College (RRC) seminars are currently recognized as suitable for obtaining credits towards the continuing education required for continued certification under the current PPMA/RRC joint Professional Apartment Caretaker Program:

RRC Course Code	Course Name	Classroom hours
PDEV-1251	Work Habits for Success	6
SAFE-1260	Workplace Safety and Health	7
PDEB-1983	Conflict Management	7
SEMR-9002	Managing & Supervising Young Workers	8
SEMR-9096	How to Provide Exceptional Customer Service	8
SEMR-9254	Conflict Resolution	8
SEMR-9322	Workplace Conflict Resolution	8

All of the aforementioned seminars should be confirmed directly with RRC as to availability, schedule, etc. PPMA does not take responsibility for RRC information or offerings.

Graduation Requirements

When you have completed all the required seminars, be sure to apply for your certificate. Call 204.694.1789 or 1.866.242.7073. This is a joint certificate with Red River College and the Professional Property Managers Association (PPMA). The PPMA will issue the certificate and can be reached at 204.957.1227 or by email at: ppma@mts.net or visit their website at www.ppmamanitoba.com

Employment Potential

Career Options:

- Caretaker
- Residential Maintenance
- Building Caretaker

Program Content

	COURSE NAME	COURSE HOURS
APMT-1001	Building & Grounds Maintenance & Repair	8
APMT-1002	Customer Service in Property Management	8
APMT-1003	Tenant Caretaker Communications	8
APMT-1004	Understand Apply Residential Tenanc Act	8
SAFE-1038	Fire Prevention Emer Response & Safety	8
SAFE-1444	Safety, Responbilty, Diligence & WHMIS	8
SEMR-9078	Nonviolent Crisis Intervention (r) Training Program	14

Course Descriptions**APMT-1001 Building & Grounds Maintenance & Repair****Course Description**

Participants will come away from this workshop with an understanding of basic and advanced cleaning techniques: floor care, cleaning equipment, types of floors and methods of cleaning. Basic building maintenance will also be discussed: pest control, grounds keeping, plant care, safety and health issues, and security.

APMT-1002 Customer Service in Property Management**Course Description**

This seminar is aimed at serving and keeping tenants. Areas that will be covered are: art of listening, attitudes and your job, tenant feedback, conflict resolution, developing rapport, establishing tenant rapport, handling complaints, making a favourable impression, motivation, PMA (positive mental attitude), and self assessment.

APMT-1003 Tenant Caretaker Communications**Course Description**

Hone your tenant-caretaker communications skills. Develop effective listening techniques and improve verbal and non-verbal communication skills. This workshop also includes information on pertinent property management documents and reports, including leases, condition reports, incident reports and work orders.

APMT-1004 Understand Apply Residential Tenancy Act

Course Description

Topics covered include the Residential Tenancies Act, the Residential Tenancies Branch and what it does, types of residential properties, why people rent, duties and responsibilities of a property manager, contract law, leases and residential tenancy agreements, tenant selection,

SAFE-1038 Fire Prevention Emer Response & Safety

Course Description

The Fire Prevention Branch of the Winnipeg Fire Paramedic Service will train the professional caretaker to prepare effective and properly documented fire safety plans. These plans contain measures to control fire hazards in a building, ensure a safe and orderly evacuation of a building in case of fire and assure effective utilization of fire protection systems and equipment in a building.

SAFE-1444 Safety, Responsibility, Diligence & WHMIS

Course Description

This seminar will address the subject of "Safety and Due Diligence". Examine the behaviors that may lead to complacency in the workplace which can endanger the safety of personnel. It emphasizes the responsibility of supervisory and management personnel and potential legal issues. Topics include: accountability, causes of accidents, hazard recognition and accident prevention, and the development of a safety audit and checklist. You will also receive an introduction to governing legislation and requirements of W.H.M.I.S. in the workplace. Gain knowledge of appropriate labelling, MSDS's and compliance.

SEMR-9078 Nonviolent Crisis Intervention (r) Training Program

Course Description

The *Nonviolent Crisis Intervention (R) Program* is a safe, non-harmful behaviour management system designed to aid human service professionals in the management of disruptive and assaultive people, even during the most violent moments. It has been developed by the Crisis Prevention Institute, a training organization devoted to training staff in the safe management of potentially violent individuals.

Other Information

You will receive a certificate in Nonviolent Crisis Intervention upon successful completion.

Contact Information

If you require further information contact:

School of Continuing and Distance Education (C+DE)

C116-2055 Notre Dame Ave

Winnipeg, MB R3H 0J9

Phone: 204.694.1789 or 1.866.242.7073

Fax: 204.633.6489

E-mail: cde@rrc.mb.ca

PPMA – Professional Property Managers Association

P.O. Box 2279, Station Main

Winnipeg, MB R3C 4A6

Phone: 204.957.1224

Fax: 204.957.1239

E-mail: ppma@mts.net