



**Black&McDonald**

# LONG-TERM CARE FACILITY SERVICES

**Black & McDonald is an integrated, multi-trade service provider that safely delivers high quality construction, facilities management, and technical solutions.**

We are a sustainability-focused turnkey service provider, committed to leading our industry in the design and delivery of more sustainable operational models. That's why we've embedded energy conservation and sustainability best practices into our everyday operations, projects and facilities.

As part of our integrated approach, we assess key factors such as resource consumption, asset performance and waste production trends, and provide our clients with customized solutions that reduce cost and environmental impact over the long term.



**Black & McDonald**



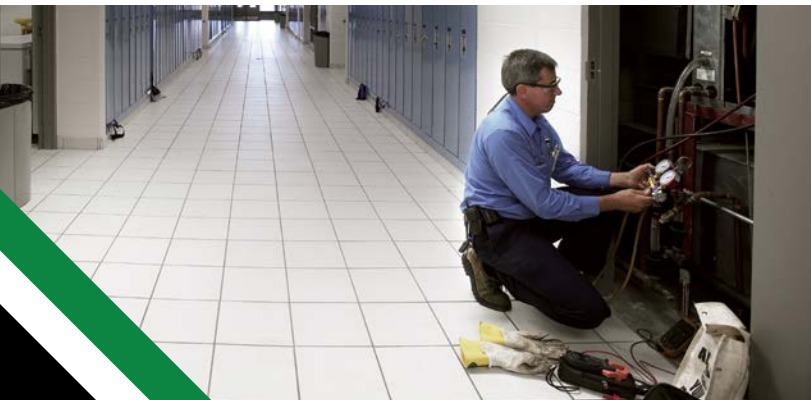
# Our Approach to Long-Term Care

- We understand that your facility is both a home and a high-performing health care facility.
- We have extensive experience conducting work and interacting with occupants within care and other critical environments, and appreciate sensitive needs such as indoor air quality, noise management, and infection control and prevention.
- We understand that the safety, well-being and experience of residents is of primary importance, and that their ability to enjoy their surroundings must not be impeded by operational requirements.
- We employ passionate people who care about our business and our clients. Our personnel are highly skilled, experienced and supported to ensure their training is at the forefront of industry standards.
- We implement proven processes and procedures to accommodate every client requirement and ensure that all service is delivered on time, within budget, and in a safe and effective manner.
- We are an organization that promotes innovation and technology to enhance service delivery, energy conservation and asset management, and works with our clients to implement the right tools to help them achieve their goals.
- We are a flexible and scalable service partner, and can ramp up or down according to our clients' requirements.
- We bring the values of trust, openness and integrity to all the clients and facilities we serve.



# Facility Management & Operations

- We are an integrated, multi-trade Facility Management Solutions provider, with a current portfolio of over 60 million square feet.
- Our ability to self-perform on the majority of technical services ensures quality and consistency.
- We provide complete building solutions to clients in the residential, commercial, institutional and industrial markets, including:
  - Facilities Management
  - Building Operations & Services
  - Energy & Sustainability Services
  - Asset Management & Lifecycle Planning
  - 24/7/365 Call Centre Hub
  - Project Delivery Services
  - Managed Services & Strategic Procurement
- We are committed to providing comprehensive, innovative and site specific solutions, and ensuring seamless integration of services into client culture.





# Single Source Performance & Management

## Self-Performed Services

- Facility Management & Operations
- Electrical & Mechanical Systems
- HVAC
- Plumbing
- 24/7/365 Help Desk
- Fire & Life Safety Systems

## Managed Services

- Food Services
- Janitorial
- Landscaping
- Security
- Snow & Ice Removal
- Pest Control

## Professional Services

- Energy Management
- Waste Management
- Building Automation
- Utilities Management
- Air Quality
- Lifecycle & Asset Management





# Energy & Sustainability

We integrate sustainable solutions into all our services and processes. We work with our clients to implement energy conservation best practices, which have the dual outcome of reducing our clients' costs and lowering environmental impacts. Our customizable energy management and sustainability solutions range from energy management to waste diversion planning and implementation to retrofit projects.

## Proud members of:



# Modernization & Innovation

We promote a transition to smarter buildings that provide enhanced services and experiences to stakeholders, and superior asset management capabilities to owners and operators. Through the implementation of the latest software and analytics tools, we use data and technology to help our clients make better decisions that lead to better outcomes for residents and facilities.





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