

Big Bend Community Based Care Policy & Procedure

Series:	1400: Building and Facilities Management	
Policy Name:	Building Maintenance	
Policy Number:	1404	
Origination Date:	02/02/2009	Revised: Board meeting of 12/13/2018
Regulation:	CFOP 50-12 HSRM 70-3	

Policy

It is the policy of Big Bend Community Based Care, Inc. (BBCBC), to ensure that appropriate resources are directed toward meeting the requirement of proper operations and maintenance of the agency's facilities.

Procedure

- A. Liaison.** In order to establish effective communication, each employee will have access to a helpdesk e-mail address at <mailto:maintenance@bigbendcbc.org>. In the event of any building or safety issue the person may request a work-order using this e-mail address. The work-order will be acknowledged through the e-mail and will be routed to the appropriate department for follow-up.
- B. General Cleaning.** General cleaning of BBCBC's facilities is attended to via a contracted janitorial service. This service is responsible for the provision of routine cleaning such as, emptying of trash receptacles, vacuuming, cleaning of restroom areas, and completion of similar duties.

Employees are required to maintain their own work areas in a clean manner and are expected to attend to minor cleaning requirements individually as the need arises, for example an employee who identifies that liquid is on the floor presenting a slip and fall scenario will immediately locate a mop and remedy that situation.

- C. Routine Maintenance.** Routine maintenance of facilities is managed by the IT/Facilities Manager. This includes maintenance arranging for and performing maintenance of building and grounds, agency equipment, replacement of light bulbs and switches, maintenance of outside lights. Work will be scheduled and completed as a result of work requests submitted by departmental liaisons or as indicated through regular maintenance audits of facilities and grounds.

When appropriate, maintenance issues covered within the scope of property leases entered into by BBCBC will be referred to the landlord immediately. The IT/Facilities Manager will be responsible for ensuring that referred issues are attended to within an appropriate time frame.

Big Bend Community Based Care Policy & Procedure

D. Emergency Maintenance Services. For emergency maintenance services the IT/Facilities Manager should be contacted immediately through the use of the helpdesk email address system.

1. Examples of emergency requests include the following:
 - a. Faulty heating or air conditioning;
 - b. Broken or leaking pipes;
 - c. Leaking roof;
 - d. Utility interruptions (water /gas /steam/ electrical);
 - e. Plumbing problems (rest rooms, etc.);
 - f. Lighting levels (two or more lights out in space);
 - g. Broken windows;
 - h. Emergency keying or duplicating;
 - i. Unsafe area - floods or other hazards.

E. Maintenance Audit. On a monthly basis, each building, area, department or facility will be thoroughly inspected for safety and/or maintenance issues that require attention. At a minimum, the maintenance audit will include the:

1. General inspection of work areas;
2. Evaluation of the area for potential safety violations;
3. Inspection of lights for burned out bulbs;
4. Inspections of windows and doors and locks to ensure the properly close and secure;
5. Inspection of receptacles and electrical equipment to ensure safe and proper use of outlets, extension cords or other similar devices;
6. Inspection of fire exits.

F. Maintenance Records. The IT/Facility Manager will compile and maintain a list of all maintenance activities requested and performed. This list will be used to track and monitor agency responsiveness to maintenance issues and to ensure that all reported issues are attended to in a timely manner. At a minimum the maintenance record will include:

1. Nature and location of problem or issue;

Big Bend Community Based Care Policy & Procedure

2. Date the maintenance issue was referred or noted;
3. Date of initial action to resolve the issue;
4. Recommendation or actions taken to resolve the issue at the initial action;
5. Necessary follow-up actions taken to resolve issue (if applicable);
6. Date the maintenance action was completed;
7. Recommended training or follow-up action to be taken by the agency (for instance, is additional training necessary to limit future problems).

Maintenance records and associated recommendations will be presented to the safety committee on a quarterly basis for review and action.