

NWF Health Network Policy & Procedure

Series: 1400: Building and Facilities Management

Policy Name: Building Maintenance

Policy Number: 1404

Origination Date: 02/02/2009 **Revised:** Board meeting of 04/25/2024

Policy

It is the policy of NWF Health Network (NWFHN), to ensure that appropriate resources are directed toward meeting the requirement of proper operations and maintenance of the agency's facilities.

Procedure

- A. Liaison. Each building will have a designated liaison who will be responsible for submitting an email in the event of any safety or building issues being identified. The email will be submitted to the following email address: facility@nwfhealth.org. The email will be acknowledged with a follow-up response within 24 hours of receipt.
- B. General Cleaning.
 1. General cleaning of NWFHN'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.
 2. 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.
 1. Routine maintenance of facilities is managed by the Facilities Manager. This includes but not limited to, maintenance arranging for and performing maintenance of building and grounds, agency equipment, replacement of light bulbs and switches, and maintenance of outside lights. Work will be scheduled and completed as a result of work requests submitted to facility@nwfhealth.org or as indicated through regular maintenance audits of facilities and grounds.
 2. When appropriate, maintenance issues covered within the scope of property leases entered into by NWFHN will be referred to the landlord immediately. The Facilities Manager will be responsible for ensuring that referred issues are attended to within an appropriate time frame.
- D. Emergency Maintenance Services. For emergency maintenance services, the Facilities Manager should be contacted immediately via email to facility@nwfhealth.org. Examples of emergency requests include the following:
 1. Faulty heating or air conditioning;
 2. Broken or leaking pipes;

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3. Leaking roof;
 4. Utility interruptions (water /gas /steam/ electrical);
 5. Plumbing problems (rest rooms, etc.);
 6. Lighting levels (two or more lights out in space);
 7. Broken windows;
 8. Emergency keying or duplicating;
 9. 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 by the Facility Manager. 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 they 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 Facilities 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;
 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).
 8. Maintenance records and associated recommendations will be presented to the safety committee by the Facility Manager.