

OREGON STATE HOSPITAL

PORTLAND – SALEM

POLICIES AND PROCEDURES

SECTION 3: Environmental Support Services

POLICY: 3.001

SUBJECT: **Requesting Emergency and Maintenance Service and Facility Improvements**

POINT PERSON: MIKE BROWN
PHYSICAL PLANT MANAGER

APPROVED: GREGORY P. ROBERTS
SUPERINTENDENT



DATE: January 30, 2012

I. POLICY

The Facility Services Department shall approve and coordinate all repairs, alterations, and improvements to campus buildings and equipment.

II. DEFINITIONS

- A. "Emergency Service" means repairs that require immediate attention to protect lives or property. Examples include broken water pipes, smoke smells, broken windows, overflowing toilets or sinks, etc.
- B. "Maintenance Service" means minor repair, maintenance, or replacement of existing equipment. Examples include burned out lights, broken furniture, washing machine, lock, etc.
- C. "Facility Improvements" means installation of completely new service, equipment, or system; for example: new air conditioning in a room. Also, expanding existing service, equipment, or system; for example: adding more light fixtures to a room.

III. PROCEDURES

- A. Maintenance Requests and Facility Improvement Requests in both Salem and Portland shall be sent to the Facilities Department via the electronic computer system. A link to the Computerized Maintenance Management System (CMMS) is located on the I:drive at I:\PUBLICATIONS\PHYSICAL PLANT WORK ORDER. Departments which are not connected to the system can call maintenance repairs at Facilities via telephone #503-945-2845, or mail the request in using the form MHD-OSH 14422.

B. Emergency repairs in Salem shall be reported directly to the Facilities Department via the telephone for immediate response. In Portland, staff shall call the on-campus facilities staff to respond to the emergency. Maintenance Service or Facility Improvements should be submitted through the work order request process located on the I:drive at I:\PUBLICATIONS\PHYSICAL PLANT WORK ORDER.

C. Each work request shall be prioritized as follows:

<u>Priority</u>	<u>Title</u>
1	Fire and life safety (projects that affect the fire and smoke alarm systems and patient, visitor, and staff safety)
2	Patient needs
3	Staff and visitor needs
4	Building repair

Projects shall be accomplished in order of their priority. The Facilities Department Director or representative shall prioritize projects within priority 1 (fire and life safety). For the other three priorities, the Facilities Department shall accomplish projects according to the date received at the Facilities Department on a first-in, first-out basis.

D. In Portland, the Program Nursing Supervisor has a list of agencies to call to make repairs at the facility.

E. The Facilities Department shall call the requesting department when needed and review the work request with the contact person. If needed, the Facilities Department shall schedule the work with the requesting department to minimize interruptions.