



<b>POLICY AND PROCEDURE</b>	
SUBJECT/TITLE:	Building Maintenance and Janitorial Requests
APPLICABILITY:	All staff
CONTACT POSITION & DIVISION:	Fiscal Manager, Administration
ORIGINAL DATE ADOPTED:	03/11/2016
LATEST EFFECTIVE DATE:	05/29/2020
REVIEW FREQUENCY:	Every 5 years
BOARD APPROVAL DATE:	n/a
REFERENCE NUMBER:	800-013-P

**A. PURPOSE**

The purpose of this policy is to describe the procedure for building maintenance and janitorial requests.

**B. POLICY**

All Canton City Public Health employees must report all maintenance and janitorial issues as soon as a problem arises.

**C. BACKGROUND**

Canton City Public Health (CCPH) utilizes the City of Canton Building Maintenance department when maintenance issues arise that a CCPH employee cannot complete. CCPH contracts with a Janitorial Company for all janitorial needs. The Janitorial Company cleans CCPH five times a week.

**D. GLOSSARY OF TERMS**

**Maintenance email:** The email address, [maintenance@cantonhealth.org](mailto:maintenance@cantonhealth.org), which is a CCPH internal e-mail address monitored by designated VS/Admin employee(s).

**E. PROCEDURES & STANDARD OPERATING GUIDELINES**

All requests for building maintenance and janitorial services, regardless of complaint type or affected area must be submitted through an online form (link below).

1. MAINTENANCE REQUESTS
  - a) If an employee notices a maintenance problem at the CCPH, the employee shall immediately submit the maintenance request. If the employee works for a division with a designated coordinator, then the employee shall immediately notify their designated division coordinator of the problem, who will submit the maintenance request.
  - b) All maintenance requests will be submitted online through the link listed below in 3.
  - c) Once the request is received, the designated VS/Admin employee will log the request in the maintenance log and e-mail the request to the City of Canton Building Maintenance Director or his/her designee in the same day the request is received.
  - d) Once the request has been fulfilled (i.e. problem fixed by Building Maintenance), the person who has knowledge that the request was fulfilled/completed will e-mail [maintenance@cantonhealth.org](mailto:maintenance@cantonhealth.org) stating that the request was fulfilled/completed and what date it was fulfilled/completed on. The designated VS/Admin employee is responsible to update the maintenance log with the completion status/date as the information is received.
  - e) If a request is not fulfilled/completed in a timely manner, the designated VS/Admin staff contact the City of Canton Building Maintenance Department to follow-up on the request.



- a. “Timely manner” is dependent on the severity of the issue. For instance, if there is a cabinet that needs moved, this is a low level severity and is not expected to be completed for several weeks. But if there is a water leak, this is an emergency level severity and is expected to be done within hours and no later than by the next day.
- b. The severity of the issue category (Emergency, Normal or Low) is collected as part of the request.
- f) If a request is still not fulfilled/completed in a timely manner after the initial VS/Admin staff follow-up, the designated VS/Admin staff can inform the Health Commissioner, who can contact the City of Canton Building Maintenance Department.

## 2. JANITORIAL REQUESTS

- a) If an employee notices a janitorial problem at the CCPH, the employee shall immediately submit the janitorial request. If the employee works for a division with a designated coordinator, then the employee shall immediately notify their designated division coordinator of the problem, who will submit the janitorial request.
- b) All Janitorial requests will be submitted online through the link listed below in 3.
- c) Once the request is received, the designated VS/Admin employee writes in the Janitorial Log Book kept in a central location where both CCPH and the Janitorial Company can access it the same day the request is received. The Janitorial Company will then mark in the Janitorial Log Book that they acknowledge receipt of the request and will fulfill the request.
- d) The Janitorial Company contracted with CCPH can also put in requests and or concerns in the Janitorial Log Book.
- e) The designated VS/Admin staff must check the Janitorial Log Book every morning for any new entries from the night before from the Janitorial Company.

## 3. LINK FOR MAINTENANCE AND JANITORIAL REQUESTS

<https://forms.office.com/Pages/ResponsePage.aspx?id=2vJsyYnET0Cq0UZvZCM8uu22xdYhQwBKM-u3THBwTBIUNIBLR1IXRzg3Q1M4NkNNM1FBU0tGRVRSi4u>

This link will also be on Share Point and listed under the “Employee Information” section of the website.

Information collected on this form includes: Date of request, name of requester, type of request, severity, location the issue is at, and description of the issue.

All maintenance and janitorial requests are automatically sent to [maintenance@cantonhealth.org](mailto:maintenance@cantonhealth.org) when the online request form is submitted. If any CCPH employees have any maintenance/janitorial questions or need to follow up on a maintenance/janitorial request, they shall communicate to the maintenance e-mail. The maintenance e-mail will be monitored by the designated VS/Admin employee who will complete any necessary follow-up with Building Maintenance or Janitorial Company.

## F. CITATIONS & REFERENCES

n/a

## G. CONTRIBUTORS

The following staff contributed to the authorship of this document:

1. Christi Allen, Fiscal Manager

## H. APPENDICES & ATTACHMENTS

n/a

## I. REFERENCE FORMS



N/A

**J. REVISION & REVIEW HISTORY**

Revision Date	Review Date	Author	Notes
05/29/2020	05/29/2020	Christi Allen	Revamped the entire policy.

**K. APPROVAL**

This document has been approved in accordance with the “800-001-P Standards for Writing and Approving PPSOGFs” procedure as of the effective date listed above.