



Public Health
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Canton City Health District

Canton City Health District

All

FINAL

POLICY AND PROCEDURE

SUBJECT/TITLE:	Building Maintenance and Janitorial Requests
APPLICABILITY:	All staff
CONTACT PERSON & DIVISION:	Jim Adams, Health Commissioner, Administration
ORIGINAL DATE ADOPTED:	03/11/2016
LATEST EFFECTIVE DATE:	03/11/2016
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 Health District (CCHD) employees must report all maintenance and janitorial issues as soon as a problem arises.

C. BACKGROUND

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

D. GLOSSARY OF TERMS

Maintenance Requestor: The person designated to report all maintenance and janitorial requests.

Back-up Maintenance Requestor: The back-up person designated to report all maintenance and janitorial requests when the maintenance requestor is off work or unavailable.

E. PROCEDURES & STANDARD OPERATING GUIDELINES

All requests for building maintenance and janitorial services, regardless of complaint type or affected area must be submitted to the Maintenance Requestor assigned by Administration. A Back-up Maintenance Requestor will be assigned by Administration for when the Maintenance Requestor is off or unavailable. The Fiscal Officer will e-mail staff with the name of the Maintenance Requestor and the Back-up Maintenance Requestor.

1. BUILDING MAINTENANCE REQUESTS

- a) If an employee notices a maintenance problem at the CCHD, immediately notify the employee's designated coordinator who will contact the Maintenance Requestor and the Back-up Maintenance Requestor. The maintenance request can be e-mailed or done verbally and should include the following:
 - i) List the area of maintenance issue.
 - ii) Describe in detail the maintenance problem.
 - iii) Explain if the problem is an urgent matter.
 - iv) Include the contact person for the request if the person making the request is not the contact person.
- b) Once the request is received, the maintenance request is e-mailed to the City of Canton Building Maintenance Director and his/her designee in the same day the request is received by the Maintenance Requestor or the Back-up Maintenance Requestor.



- c) The Maintenance Requestor or the Back-up Maintenance Requestor puts the request in the maintenance log. The log is located in the department of the Maintenance Requestor. The log must include the following:
 - i) The date the request was made.
 - ii) The person who made the request.
 - iii) The department of the request.
 - iv) How the request was received (i.e. through e-mail, verbally).
 - v) The description of the maintenance request.
 - vi) The date the maintenance request was sent over to the City of Canton Building Maintenance Department.
- d) If the request is not completed in one week, the person who made the request can check with the Maintenance Requestor or the Back-up Maintenance Requestor. An e-mail or telephone call is made by the Maintenance Requestor or the Back-up Maintenance Requestor to the City of Canton Building Maintenance Director for a follow up to the request.
- e) A follow-up e-mail or a verbal explanation is given to the person who made the request by the Maintenance Requestor or the Back-up Maintenance Requestor
- f) If a request is not completed in a timely manner, the Maintenance Requestor or the Back-up Maintenance Requestor can inform the Health Commissioner.

2. JANITORIAL REQUESTS

- a) If an employee notices a janitorial problem at the CCHD, immediately notify the employee's designated coordinator who will notify the Maintenance Requestor and the Back-up Maintenance Requestor. The maintenance request can be e-mailed or done verbally and should include the following:
 - i) List the area of janitorial issue.
 - ii) Describe in detail the janitorial problem.
 - iii) Explain if the problem is an urgent matter.
- b) Once the request is received, the janitorial request is written in the Janitorial Log Book kept in a central location where both the CCHD and the Janitorial Company can access it the same day the request is received Maintenance Requestor or the Back-up Maintenance Requestor. The log must include the following:
 - i) The date of the request.
 - ii) The requestor's name.
 - iii) The department of the request.
 - iv) The description of the janitorial request.
- c) If the request is not completed in two days, the person who made the request can check with the Maintenance Requestor or the Back-up Maintenance Requestor. A follow up request will be put in the Janitorial Log Book Maintenance Requestor or the Back-up Maintenance Requestor.
- d) A follow-up e-mail or a verbal explanation is given to the person who made the request by the Maintenance Requestor or the Back-up Maintenance Requestor.
- e) If a request is not completed in a timely manner, the Maintenance Requestor or the Back-up Maintenance Requestor can inform the Health Commissioner.
- f) The Janitorial Company contracted with the CCHD can also put in requests and or concerns in the Janitorial Log Book.
- g) The Maintenance Requestor must check the log every morning for any new entries from the night before. If the Maintenance Requestor is off from the CCHD or unavailable, the Back-up Maintenance Request person will check the Janitorial Log Book in the morning for any new entries.
- h) The Maintenance Requestor or Back-up Maintenance Requestor must follow up with all new entries posted by the staff of the Janitorial Company.

If an employee is unsure of whether the request is considered maintenance or janitorial, contact the employee's division designated coordinator who will contact the Maintenance Requestor or the Back-up Maintenance Requestor and that person can determine which kind of request it is.

F. CITATIONS & REFERENCES

n/a

G. CONTRIBUTORS

The following staff contributed to the authorship of this document:

1. Christi Allen, Executive Assistant

H. APPENDICIES & ATTACHMENTS

n/a

I. REFERENCE FORMS

n/a

J. REVISION & REVIEW HISTORY

Revision Date	Review Date	Author	Notes

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.