

MAINTENANCE PROTOCOL POLICY

Maintenance Representative: James Bazoff - 763-442-9459 | jamesbazoff@rmweltyinc.net

Purpose

As is stated in R&M Welty, Inc.'s job descriptions: "[employees are] expected to participate in the daily upkeep of the house which could include any of the following at any given time: mowing the lawn, maintaining the yard, shoveling snow, cleaning windows, doing dishes, cleaning bathrooms, laundry, mopping floors, cooking, shampooing carpets, or anything else deemed appropriate or necessary to maintain the home".

Overall, staff are responsible for the general upkeep and maintenance of our homes and the surrounding property. This includes normal household upkeep items such as changing filters and vents, filling water softeners, testing smoke detectors, etc. It also includes small maintenance repairs such as small leaks, tightening hinges, fixing toilet chains, small clogs, replacing light bulbs, small furniture repairs, etc. This is not an exhaustive list by any means, there may be many circumstances that come up at any given time that would be considered the staff's responsibility. Staff may be instructed to handle small repair items around the home if they are able, or if they can be easily instructed on how to do so.

If the House Manager is unsure if an item would be considered staff responsibility or maintenance's responsibility, they may contact their supervisor for assistance on this decision.

Procedure

If it is decided that the issue requires assistance from our Maintenance Representative, please refer to the following procedure.

Emergency Maintenance Items:

Issues such as: no heat, major electrical outage, back up of sewer, major plumbing leak, damage that is a safety concern for per(s) served or staff, or damage that could lead to irreparable damage.

Emergency Maintenance Procedure:

In the event of a maintenance emergency, staff on duty should contact their House Manager and the Site Supervisor or Clinical and Program Director. The Site Supervisor or the Clinical and Program Director will then contact our Maintenance Representative. Emergency maintenance issues will be handled as soon as possible based on the situation.

If the Site Supervisor, Clinical and Program Director, or Maintenance Representative cannot be reached, please contact the appropriate vendor on the emergency contact list.

Non-Emergency Maintenance Items:

Issues that affect the general operation or the appearance of the house but would not be considered a maintenance emergency. Basically, anything that can wait a day or two before being repaired as it would not jeopardize the safety of the persons served or the staff. Examples include broken furniture, small faucet or shower leaks, clogged drains including sink/toilet/dishwasher, and non-working appliances such as a dryer.

Non-Emergency Maintenance Procedure:

If something in the house or on the property needs to be repaired, the following protocol should be followed:

1. Report any maintenance concerns to your House Manager.
2. The House Manager will decide if the issue is considered staff responsibility, or if it is an issue that can be fixed by home service plus (if your site has it), or if the issue requires contacting our Maintenance Representative. (House Managers can discuss this with the Clinical and Program Director if they are unsure).
3. If the issue is decided to be staff responsibility or can be fixed by home service plus (if your site has it), the House Manager will take care of it in a timely manner.
4. If it is decided that the Maintenance Representative needs to be contacted:
 - a. Except in cases of emergency, the House Manager should be the one to contact maintenance. Therefore, you need to speak with your Manager, if you have not already, and inform them of the issue.
 - b. The Manager of the home will then contact our Maintenance Representative.
 - c. Again, except in cases of emergency, all calls should be made during regular business hours. If it is not during regular business hours, and it is not an emergency, then you should wait to call until regular business hours resume.
 - d. Either speak to him, or leave a voicemail stating: your name, your house, your phone number, and the details of your request.
 - e. After calling, the House Manager should also send him an email and CC the Clinical and Program Director.
 - i. Title the subject of your email "Maintenance Request - Your site name - Date".
 - ii. In the body of your email, you should state that you are following up on your phone conversation, or voicemail, from x date at x time.
 - iii. Restate the maintenance concern.
 - iv. Example: "Hey James, I am just reiterating the maintenance concern I had called you about on [date] and [time]. Again, the issue is _____ and _____ site. Please let me know when you will be available to take care of this concern".
 - v. Do NOT use any identifying information of the persons served (site only). If the maintenance issue relates directly to a person served, simply state that the issue affects

the person served you mentioned in your call.

- f. Allow time for maintenance to be scheduled and completed by the maintenance contact or an outside service.
 - i. Urgent items for each site will be prioritized first
 - ii. Less urgent items may take more time to complete.
- g. Once the concern has been taken care of, you should write the date of completion on the filed print out of your request.
- h. If the maintenance item is not being conducted in a timely manner (time varies based on the urgency of the issue), then the House Manager should contact the Clinical and Program Director and inform them of this.