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| **Policy Name:** | **Maintenance** | **Date Revised:** | **3/2020** |
| **Purpose:** | **Protocol for Ensuring On-going Facility Maintenance and Adequate Operational Standards** | **Board Approval:** |  |

**Policy:**

It is the policy of Greater New Beginnings Youth Services, Inc. to ensure all furniture, fixtures and equipment of the physical plant are always in ready and reliable condition and adhere to regulatory standards. Physical plant and security equipment inspections will be conducted to ensure Greater New Beginnings Youth Services, Inc. is secure, operational and well maintained. Administrative inspections will occur and be documented at least weekly.

**Definitions:**

1. **Preventive maintenance (Planned)** – scheduled repair work, ensuring that all employees know when they need to repair, update or fix equipment.
2. **Unplanned-** Repair of unscheduled breakdown of equipment
3. **Weekly Site Safety Checklist and Work Request–** A Site Safety Checklist and Work Request formis completed weekly. Thereafter, a copy is submitted to GNB Maintenance crew and retained in a designated binder. To obtain the greatest effectiveness work request are reported weekly and tracked for completion date.
4. **Emergency Repairs** – A repair that compromises the health, safety, security, and welfare of staff and residents. The situation will cause serious damage to the property structure or systems if not repaired within twenty-four (24) hours. If a staff member is unsure whether a situation is an emergency, he or she will consult with his or her supervisor. If a supervisor is not available, the employee will use his or her best judgment to make the decision.
5. **Routine** – These are non-emergency work orders seeking maintenance service. It is the policy of Greater New Beginnings Youth Services, Inc. to complete these work requests within seven (7) days. By following this procedure, Greater New Beginnings Youth Services, Inc. believes it can achieve both good responsiveness and a maintenance system that completes the most important work first and in the most cost-effective manner. It should be noted in some instances if the item that was broken or damaged needs to be custom ordered it may take longer than seven days based on store and contractor availability. If this is the case Greater New Beginnings Youth Services, Inc. will show documentation that everything was done in good faith and every attempt made to meet time requirement.

**Procedure:**

1. Prioritization of work
   1. The work priorities adopted by Greater New Beginnings Youth Services, Inc. exemplify its philosophy of delivering maintenance services. This priority system ensures that the most important maintenance work is done at a time it can be performed most cost-effectively. The maintenance priorities of Greater New Beginnings Youth Services, Inc. are the following:
      1. Emergency Repairs
      2. Resident Requests
      3. Preventive Maintenance
      4. General Cleaning
      5. Inspections
      6. Miscellaneous
   2. Placing planned maintenance work ahead of resident work requests does not indicate that resident requests are unimportant. It emphasizes the importance of maintaining control of the maintenance work by performing scheduled routine and preventive work first. By doing so Greater New Beginnings Youth Services, Inc. will decrease on-demand work and maintain the property in a manner that will keep and comply with all standards.
   3. The Facility Manager shall conduct informal inspections of the facility at least weekly and be available to hear problems and opinions of students and staff related to the physical plant, security and the programs and services within the facility.
2. Scheduled Preventative Maintenance
   1. Greater New Beginnings Youth Services, Inc. includes in this work category all tasks that can be anticipated and put on a regular timetable for completion. This shall include:
      1. Pest Extermination
      2. Landscaping and Grounds
      3. Painting (Interior)
      4. Building Exterior
      5. HVAC
      6. Vehicles
      7. Floors
      8. Carpet
      9. Filters and Screens
      10. Fire and Emergency Devices (i.e. fire extinguishers)
3. Process Indicator Documents
   1. Greater New Beginnings Youth Services, Inc. has the following documents demonstrating compliance to the outlined standards:
      1. Documented Facility Inspection
      2. Chore List
      3. Work Orders
      4. Service Logs and Invoices



Weekly Site Safety Checklist and Work Request

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| **Checked (√)** | **NA** | **Safety Topic** | **Comments On Follow-up** |
|  |  | Always check the environment for cleanliness, hazards, and repairs needed. |  |
|  |  | Grounds (exterior) are clean and free of debris and risk. |  |
|  |  | Interior/Exterior of home is in good condition and risk are posed to residents or staff.  Walls: \_\_\_\_\_\_\_\_\_\_\_\_\_  Doors: \_\_\_\_\_\_\_\_\_\_\_\_\_  Stairs: \_\_\_\_\_\_\_\_\_\_\_\_\_  Windows: \_\_\_\_\_\_\_\_\_\_  Railings: \_\_\_\_\_\_\_\_\_\_\_\_  Cabinets: \_\_\_\_\_\_\_\_\_\_\_  Dressers: \_\_\_\_\_\_\_\_\_\_\_  Beds: \_\_\_\_\_\_\_\_\_\_\_\_\_\_ |  |
|  |  | Safety Binders are updated for:  Smoke Detectors \_\_\_\_\_\_\_\_\_  Carbon Monoxide Detectors \_\_\_\_\_\_\_\_\_\_  Resident Sign-In \_\_\_\_\_\_\_\_\_\_  Vehicle Check \_\_\_\_\_\_\_\_\_\_  Bedroom Check \_\_\_\_\_\_\_\_\_\_  Temperature Log \_\_\_\_\_\_\_\_\_  Incident \_\_\_\_\_\_\_\_\_\_\_\_ |  |
|  |  | Expired Food in Refrigerator and Freezers Disposed Of |  |
|  |  | Bedroom supplies, window coverings, hangers for closets, pillows, sheets, mattress covers and note boards in order (neat, clean, etc.) |  |
|  |  | All chemicals used are logged in the SDS Safety Binder and are Up-to-Date |  |
|  |  | Fire Pulls, Alarms, Extinguisher Check Tag, and Lighting on the Porch are Operable & Complete |  |
|  |  | Garbage Bins are emptied on regular pick-up dates. |  |
|  |  | Recycling and Compost Bins are emptied on regular pick up dates. |  |
|  |  | Monthly Weight Checks of Residents Complete |  |
|  |  | General Health of Residents is Good |  |
|  |  | First Aid Kits are in place, in good condition, fully stocked and accessible |  |
|  |  | Emergency Supplies are present in all company vehicles in good condition, fully stocked and accessible |  |



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| Work Order Request | |
| Date Completed Site Assessment: |  |
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| Site Assessment Completed By: |  |
|  |  |
| Date Work Order Submitted: |  |
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| Corrective Action Made / Date: |  |
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