


CHAPTER: 8	SECTION: 3	SUBJECT: Environment of Care
TITLE: <b>Maintenance of Building</b>		
EFFECTIVE DATE: 12-15-95	REVISED/REVIEWED DATE: 9/7/99; 11/19/02; 6/7/05, 2/28/08, 2/14/11, 1/26/12, 3/25/13, 3/17/14, 3/17/15, 4/21/16, 4/7/17, 7/13/18, 9/10/19; 10/01/20; 05/01/21, 01/03/23	
ISSUED AND APPROVED BY:   <p style="text-align: center;">EXECUTIVE DIRECTOR</p>		

- I. PURPOSE:**  
To establish policy and procedure concerning maintenance of Community Mental Health of Ottawa County (CMHOC) buildings.
- II. APPLICATION:**  
To all CMHOC operated programs, county owned facilities, or facilities leased by CMHOC from non-county landlords.
- III. DEFINITIONS:**  
Not Applicable.
- IV. POLICY:**  
It is the policy of CMHOC to provide building maintenance to include housekeeping, renovations, major and minor repairs, and regularly scheduled upkeep of mechanicals as well as to plan for long term facility needs.
- V. PROCEDURE:**
  - A. Housekeeping:
    - 1. Housekeeping services for all CMHOC facilities are provided by the building management.
    - 2. The Building Designee and/or Building Manager serves as CMHOC’s liaison between the housekeeping service staff and/or the County's Facilities and Maintenance Department.
    - 3. Building management or the cleaning service is responsible for routine housekeeping activities, and for special, in-depth cleaning services as negotiated between that cleaning staff and CMHOC/Ottawa County Administration.
    - 4. The person(s)/agency contracted for housekeeping/cleaning is responsible for insuring that the facilities are maintained in a clean and hygienic manner using only those products which have been approved as safe for use in a public access facility and for evaluating the overall effectiveness and need for change in the practices of the contractor. CMHOC is responsible for advising the contractor of deficiencies noted in

the cleaning services provided and for monitoring the situation to insure problem resolution.

5. Any deficiencies in housekeeping are reported to CMHOC, County housekeeping contractor, or Facilities & Maintenance Department by the Building Designee and/or Building Manager.
6. The staff at all CMHOC facilities is responsible for maintaining their work areas in a neat and safe manner, and for cleaning any personal dishes (i.e., cups, silverware) used during the day immediately after use. Trash and recycling is to be stored in appropriate containers.
7. CMHOC or Ottawa County Purchasing & Facilities Department shall arrange for appropriate cleaning of all CMHOC sites via contract with an outside cleaning company.
8. The Building Designee and/or Building Manager shall monitor the results of the cleaning company/ staff/users on an ongoing basis to assure high standards of cleanliness and hygiene are maintained.

**B. Building Renovation or Major Repair:**

1. The Executive Director of Community Mental Health of Ottawa County or his/her designee shall submit written requests to the landlord, describing the nature of renovations or repairs.

**C. Minor Repairs:**

1. The Building Designee and/or Building Manager shall submit written work requests (orders) to the landlord or the County's Building and Grounds staff for all but emergency repairs.
2. Each building manager will post a list of emergency contacts in the event emergency repairs are required. This list will contain contacts as provided by the County's Facilities Department.

**D. Complaints:**

1. All complaints about the response of the Facilities & Maintenance staff will be directed to the Building Manager for resolution and follow-up.
2. The Compliance Manager/Health and Safety Coordinator or Contract Manager may be contacted if adequate resolution cannot be achieved by the Building Manager.

**VI. ATTACHMENT:**

None Applicable

**VII. REFERENCE:**

CARF Behavioral Health Standards Manual  
County of Ottawa contracts