

VALLEYCARE
OLIVE VIEW-UCLA MEDICAL CENTER/HEALTH CENTERS
DEPARTMENT: FACILITIES
POLICY & PROCEDURE

NUMBER: 672
VERSION: 1

SUBJECT/TITLE: OFF HOURS AND WEEKEND RESPONSE

POLICY:

PURPOSE: To state the procedures for Facilities Division assistance during off hours, including weekends.

PROCEDURE: DURING OFF HOURS, INCLUDING WEEKENDS

1. All calls from the hospital requesting craft service will be reported to the B.E.A.S. Room at ext. 4100.
2. A General Maintenance Worker (G.M.W.) shall be scheduled during all off hours to address service calls. The assigned General Maintenance Worker will call ext. 4100 at the beginning of their shift, end of break time, and at the end of lunch. Other staff working on special assignments are to check in with the BEAS Room at the beginning of their shift.
3. If a "STAT" call should come in, the B.E.A.S. Room operator will have the location of the General Maintenance Worker or employees on special assignment, and will call requesting that the employee respond to the B.E.A.S. Room at ext. 4100 for instructions.
4. The B.E.A.S. Room operator will enter the request into the Facilities Service Call Program and issue a work order number to the caller.
5. The B.E.A.S. Room operator will keep a log of all calls to the B.E.A.S. Room listing:
 - a. Time of call
 - b. Name of caller
 - c. Who responded to the call
 - d. The time of the response
 - e. Outcome of response
 - f. Need for further work

THE FOLLOWING PROCEDURES ARE TO BE USED BY HOSPITAL

SUBJECT/TITLE: OFF HOURS AND WEEKEND RESPONSE

Policy Number: 672

Page Number: 2

EMPLOYEES REQUESTING EMERGENCY REPAIRS:

1. During normal working hours (7:00am to 4:30pm, Monday through Friday) employees shall call ext. 4900 to report the work order request.
2. During off hours, holidays, and weekends employees shall call ext. 4100 (The B.E.A.S. Room), state their name, and state their request.
3. In no case shall hospital staff page for assistance.

DEPARTMENTS: FACILITIES

DEFINITIONS:

References:	
Approved by: Robert Ross (Director, Facilities)	Date: 08/12/2009
Review Date: 07/12/2015	Revision Date:
Distribution: Facilities	
Original Date: 08/12/2009	