

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

NUMBER: 670
VERSION: 1

SUBJECT/TITLE: **CALL-BACKS**

POLICY:

SCOPE

Electrical, Plumbing, A/C/Steam, and Lock Shops will establish schedules whereby each qualified employee is assigned a weekly rotation of stand-by/call-back duty.

The supervisors of the respective shops and/or designated journeymen will rotate Supervisor On Duty (S.O.D.) duties on a weekly basis. For the Bio-Medical Shop, the working supervisor, or his designee, is the only shop member on stand-by/call-back duty.

Individuals holding payroll titles of Manager, Facilities Operations and Crafts will rotate the assignment of Manager On Duty (M.O.D.) duties on a weekly basis.

Payment for assignments is in accordance with negotiated Memorandum Of Understanding (M.O.U.) and County code.

DOCUMENTATION

Each supervisor will prepare the schedule for his shop. A master schedule will be prepared and distributed at least four (4) months in advance. Revisions will be in writing and communicated to everyone impacted by the change(s). Approved leaves including vacation, jury duty, and bereavement may cause rotation to be changed or loss of rotation. Efforts will be made to consider scheduled leaves when the schedule is established.

ADMINISTRATION

Accountability for this policy lies with the Director of Facilities. This policy is subject to an annual review of cost effectiveness, efficiency, and overall benefit to *ValleyCare* Olive View-UCLA Medical Center.

PURPOSE:

To state Facilities Division's policy and procedures for calling back Facilities' employees when emergencies arise outside of normal working hours.

PROCEDURE:

This procedure is followed outside of normal working hours whenever the General Maintenance Worker on duty is unable to correct a service need that has been reported to the B.E.A.S. Room Operator.

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1. The B.E.A.S. Room Operator notifies the S.O.D. and discusses the service request (notification is by telephone and/or paging). If unable to reach the S.O.D. within ten (10) minutes, the B.E.A.S. Room Operator shall contact the M.O.D. by telephone and/or page.

Certain situations are considered critical and will result in the employee being called who can arrive in a relatively short period of time (30 minutes or less). These limited special emergencies include freeing individuals from stuck elevators, restoring power following an outage and other condition which could impact patient or employee welfare, life, or safety.

Whenever possible, the individual on the call schedule will be summoned. If that individual resides outside of the 30-minute radius, someone closer to the hospital will be called. Within this limited category, employees residing within the prescribed radius will be called on a rotating basis. While the S.O.D. has full responsibility for selecting the individual called, it is the management's intent that such call-backs be assigned fairly and equitably while ensuring public and patient safety.

If special skills or technical knowledge are required, the S.O.D. may use his discretion to summon the most qualified journeyman to fulfill the service request. This decision may result in the call-back schedule not being used. Every effort will be made to allot such assignments fairly and impartially.

2. If the emergency does not require an "immediate" response, the S.O.D. calls the journeyman of the craft required to make the repair(s). If he cannot be reached by telephone, the journeyman is paged.
3. The duty journeyman will respond by paging the S.O.D. The S.O.D. will then telephone the journeyman or request the B.E.A.S. Room Operator to call the journeyman.
4. If, after arrival at the hospital, the journeyman finds he is unable to make the repair(s) or needs assistance, he will telephone the S.O.D. from the B.E.A.S. Room.
5. The S.O.D. will follow-up with the journeyman to ensure repairs are completed. The S.O.D. will call the Nursing Administrator or Administrative Officer, if

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DEFINITIONS:

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References:	
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