

# Maintenance and Janitorial

Health Canada (FNIHB) facilities management makes annual inspections of building, The office manager keeps records of equipment and vehicles for maintenance purposes and replacement assessments. Our objective is to provide proper maintenance and supervision of all assets and facility, to ensure they are in good repair and to extend their useful life. Health Clinic provides on-going orientation and training of Health Clinic Janitorial staff.

The janitorial staff is responsible for following the maintenance management plan that outlines the cleaning of health clinic. The objective is to maintain the building in good standard and includes interior and exterior cleaning of all surfaces; furniture replacement and perform other miscellaneous maintenance tasks throughout the health clinic. This assures our employees, clients and visitors a clean, healthy, comfortable and satisfying work placement environment. Work orders are done for minor maintenance repairs.

## Operations and Maintenance Manual of the James Smith Health Center (JSHC)

### *Introduction to JSHC Operation & Maintenance Manual*

#### **1. Objectives JSHC Operations & Maintenance (O&M)**

The objectives of our O&M activities are to:

- maintain the clinical functionality of our facility
- maintain a safe and secure health care environment for all staff, clients and visitors
- ensure sustainable and socially responsible facility operations.

## **2. Purpose of Manual**

The purpose of the JSHC Operations & Maintenance Manual<sup>1</sup> is to guide our Maintenance/Janitorial staff in the competent completion of their duties by providing: 1) specific instructions on undertaking O&M activities and 2) schedules which outline when and how these activities will be accomplished.

## **3. Goal of Manual**

The goal of this manual is provide current and future employees with the knowledge and direction required to achieve the goals of JSHC O&M. In order to assist in this, our manual presents: 1) descriptions of required O&M activities, including techniques and best practices and 2) the necessary schedules which must be maintained to achieve our goals.

## **4. Lay-out of Manual**

Our O&M Manual is divided into the following Chapters:

- 1. Cleaning and Custodial Care**
- 2. Maintenance**
- 3. Fire Safety Plan**
- 4. Storage and Space Management**
- 5. Waste Management**

Each of these chapters provides:

- a) Orientation to the subject matter- the purpose of which is to educate new JSHC janitorial staff to O&M procedures and expectations.
- b) Best Practices for O&M implementation when available.
- c) O&M forms. These forms, also included in the O&M Working Supplement, will be utilized by O&M staff to document and report on work done. The Working Supplement will be updated as required.

---

<sup>1</sup> This manual was based upon materials provided by FNIH in the *A Guide to Developing and Implementing an Operations and Maintenance Plan for Your Health Facility, Autumn 2011.*

## 5. TERMINOLOGY AND KEY TERMS

In this manual several terms are taken to have specific meanings, as identified below.

|   |  |
|---|--|
| Essential Systems/<br>Essential Equipment | Core building systems and equipment that are essential to the operation of a facility. Essential systems include conventional building structural, architectural, mechanical (plumbing, heating, and ventilation), electrical and life safety systems and their associated equipment and components. Specialized medical equipment and other program support equipment are not considered essential systems; these are the responsibility of Programs. |
| Facility Staff                            | Anyone conducting work activities in the facility, including health care providers and support staff.  |
| Health Care Staff                         | Medical, nursing and auxiliary personnel involved in providing client care or the provision of health services in the facility.  |
| Must /Shall/<br>Should                    | “Must” indicates a recommendation that is essential to meet currently accepted standards, based on recommendations in literature.<br><br>“Shall” indicates a mandatory requirement, based on legislation or national standard.<br><br>“Should” indicates an advisory recommendation that is highly desirable and is to be implemented whenever possible, but is not mandatory.   |
| Program Support Equipment                 | Non-standard or specialized building systems, equipment and components whose primary purpose is to support clinical operations in the facility. <i>Note that O&amp;M considerations of Program Support Equipment are outside the scope of this manual.</i>   |

