# ORANGE COUNTY SOCIAL SERVICES AGENCY ADMINISTRATIVE POLICIES AND PROCEDURES MANUAL

Subject: Reporting Facility Problems, Maintenance & Repair Needs Number: E 3
Approved: Date: 02/29/08

### I. PURPOSE

To establish guidelines for Social Services Agency (SSA) staff for reporting facility problems, unsafe conditions, and environmental extremes that result in operational disruptions or discomfort of building occupants.

## II. POLICY

On-site Managers or designees have the initial responsibility of reporting facility-related problems, complaints, and environmental extremes in building sites. SSA Facilities Services staff has the responsibility of resolving these problems. Each SSA location will designate at least one on-site Manager or designee to report problems and coordinate corrective actions with SSA Facilities Services Section. SSA Facilities Services Section will keep a reference list of all SSA facility locations, which will include the names and telephone numbers of all designated on-site Managers.

### III. PROCEDURE

## A. General

Individuals who become aware of facility or building-related problems shall report them directly to the on-site Manager or designee, who will then report the problems to the appropriate Facilities Services Analyst. (Reports related to high ambient temperature in work areas are initiated as shown in III.E below).

For a life threatening emergency requiring immediate ambulance, police, fire, or other rescue response, the first person aware of the emergency shall initiate a call for help by dialing "911" or confirm that a "911" call has been made (9-911 from Centrex or OCNET locations). If the emergency stems from interaction between County staff and public/clientele or other security-related issues, the on-site Sheriff's Special Officer (SSO) shall be contacted for assistance, or the local law enforcement agency in the absence of the on-site SSO. Following this notification, the on-site Manager and SSA Facilities Services Analyst shall immediately be notified of the emergency. Depending on the circumstances and type of emergencies, additional notifications may be made as necessary.

- B. Process for Reporting Facility-Related Problems in Leased Facilities
  - If the SSA Facilities Services Analyst determines that the correction of the complaint appears to be within the responsibility of the facility lessor, (s)he shall notify the lessor through channels established by the lease. If lessor is not responsive, the deficiency shall then be reported to SSA Real Property Services for follow-up. The designated SSA Facilities Services Analyst shall evaluate the immediate need for action and follow up as needed to remedy the problem. This follow-up may, if appropriate, include additional action by SSA Real Property Services.
- C. Process for Reporting Facility-Related Problems in County-Owned Facilities

  The on-site Manager or designee shall report problem to SSA Facilities Services Analyst to remedy the situation. SSA Facilities Services Analyst shall evaluate and follow up on the situation as needed; this may include contacting staff in the Orange County Public Works Department when appropriate.

- D. In any of the instances described above in Sections B and C, for leased or County-owned facilities, the SSA Facilities Services Analyst shall notify CEO/Risk Management Safety Officer, if appropriate.
- E. Reporting Discomfort in Work Areas Due to Environmental Extremes
  - 1. When inside air temperature exceeds 74 degrees or is under 68 degrees, or employees complain of environmental discomfort, the on-site Manager may take any of the following steps:
    - a. Determine which areas are experiencing the warm/cold temperatures.
    - b. Notify Building Analyst at SSA Facilities Services Section.
    - c. Determine if the air conditioning/circulation unit appears to be operating properly. If it is not, contact SSA Facilities Services Analyst to have it repaired as stated above in Section III.B and C as necessary.
    - d. Distribute any fans available on-site, if experiencing heat.
    - e. Contact SSA Facilities Services Analyst and request additional fans as needed.
    - f. Attempt to temporarily relocate employees to more comfortable areas within the facility.
  - 2. When air temperature exceeds 80 degrees or drops under 68 degrees and the steps in E.1 above are taken, the on-site Manager shall take any of the following steps after receiving approval from appropriate Division Director.
    - a. Encourage employees to dress in cooler/warmer clothing while maintaining an appropriate professional appearance to the extent possible if the temperature problem is expected to occur for a number of days (extreme circumstances, such as power failures, repair and parts orders, etc.).
    - b. Schedule longer or adjust break periods in the middle of the afternoon in order to mitigate the effects of the problem.
    - c. Attempt to reschedule employees to reduce work hours spent during the hottest/coolest part of the day.
    - d. Attempt to temporarily relocate employees to other facilities.
    - e. Allow employees who report feeling ill to leave work.
  - 3. When inside air temperature exceeds 85 degrees or drops under 68 degrees and the steps in E.1 and E.2 above are taken, the on-site Manager shall consult with the Regional Managers who would be responsible to consult with Division Director of designee to determine letting affected staff go home or conduct field work as appropriate. The Facilities Services Analyst shall contact the Division Director or designee to confirm the temperature and advise her/him of other necessary information in order to make the decision.