
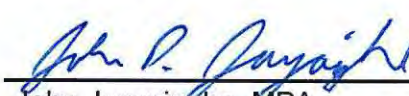




SANTA BARBARA COUNTY
DEPARTMENT OF
Behavioral Wellness
A System of Care and Recovery

**Departmental
Policy and Procedure**

Section	Facilities/Safety	Effective:	10/10/2018
Sub-section			
Policy	Maintenance Requests	Last New policy Revised:	
Policy #	16.004		
Director's Approval	 _____ Alice Gleghorn, PhD	Date	10/22/18
Deputy Director's Approval	 _____ John Jayasinghe, MPA	Date	10/22/18
Supersedes:	New policy	Audit Date:	10/10/2021

1. PURPOSE/SCOPE

- 1.1. To establish standards and procedures for maintenance requests to address repairs, safety hazards, and other maintenance needs.

2. POLICY

- 2.1. All maintenance requests must be submitted through a Facilities Work Order electronic form. Maintenance requests will be processed within two (2) business days.
- 2.2. Emergency work orders to address health and safety hazards will be reported and addressed immediately.

3. NORMAL WORK ORDER PROCEDURE

- 3.1. Go to the Santa Barbara County Intranet (sbchome.co.santa-barbara.ca.us) and select the Facilities Work Order link.
- 3.2. Click on the Submit Service Request link. Enter a contact name, email, and phone number and the location where the maintenance is needed.
- 3.3. In the description box, provide as much information as possible, including the exact nature of the issue and any time-sensitivity or priority information.
- 3.4. If the request is approved, it is then routed to the nearest Facilities Supervisor. The Supervisor will enter the request and confirm receipt of the request.

4. EMERGENCY WORK ORDER PROCEDURE

- 4.1. Situations that are a health and safety hazard and may harm individuals or damage property are to be reported to General Services by calling (805) 681-4703 or the Department of Behavioral Wellness Facilities Manager by calling (805) 252-2411.
 - 1. Health and safety hazards include, but are not limited to, broken water pipes, overflowing toilets, broken windows, and exposed electrical wires.
- 4.2. Hazardous waste or spills will be reported to the designated building Safety Representative and/or Team Supervisor.
 - 1. Isolate the hazardous waste or spill using hazard cones or signage. Restrict access to the affected area by directing individuals to other parts of the building and locking doors.
 - 2. Contact the Big Green Cleaning Company by calling (805) 692-1000 for immediate clean-up.
- 4.3. To request emergency assistance after hours, call (805) 896-2204 (North County) or (804) 896-2916 (South County).

ASSISTANCE

Ernest Thomas, Behavioral Wellness Facilities Manager

REFERENCE

California Code of Regulations
Title 9, Section 1810.435(b)(2)

Department of Health Care Services – Mental Health Plan
Exhibit A, Attachment 1, Section 4.L.4

REVISION RECORD

DATE	VERSION	REVISION DESCRIPTION

Culturally and Linguistically Competent Policies

The Department of Behavioral Wellness is committed to the tenets of cultural competency and understands that culturally and linguistically appropriate services are respectful of and responsive to the health beliefs, practices and needs of diverse individuals. All policies and procedures are intended to reflect the integration of diversity and cultural literacy throughout the Department. To the fullest extent possible, information, services and treatments will be provided (in verbal and/or written form) in the individual's preferred language or mode of communication (i.e. assistive devices for blind/deaf).