

MAINTENANCE AND REPAIR CALLBACK EMERGENCY REPAIRS

SOP 138-60

VA Northern Indiana
Health Care System

Service Line(s):
Engineering

Signatory Authority:
Chief of Engineering

Effective Date:
December 31, 2022

Responsible Owner:
Engineering

Recertification Date:
December 31, 2027

1. PURPOSE AND AUTHORITY

a. The purpose of the Maintenance and Repair Callback Emergency Repairs SOP is to state policy, to assign responsibilities, and to provide procedures for engineering maintenance and repair callback emergency repairs during non-administrative duty hours, Monday-Friday, 3:30 p.m. to 7:00 a.m., weekends, and holidays.

b. It is the policy of Engineering Service that emergency repairs will be made in a timely manner to minimize any adverse impact on direct patient care, to correct immediate safety hazards, and to preclude equipment and structure damage.

2. PROCEDURES

a. Initial Call.

(1) Initial calls for emergency repairs are placed by the AOD.

(2) The AOD will determine if building service equipment (BSE) is needed for life support, an immediate hazard to patients or staff is present, or damage will occur to a building if a problem is not immediately repaired. In the following order, the respective campus's AOD will:

(a) Ensure the caller or AOD enters a Facility Management (FM) Maximo service request at the time of placing the call or immediately following the call.

(b) Make a call to Engineering maintenance on the portable, hand-held radio, if on duty, to assess and correct the problem.

(c) If the AOD cannot correct the problem, and they determine the urgent circumstances warrant the authorization of overtime to permit repair during non-administrative duty hours, the AOD will:

(1) Ft Wayne Campus

a. The AOD will contact the boiler plant operator (BPO) at ext. 61362. The AOD will reply with all pertinent information to the boiler plant operator duty (BPOD).

b. The BPOD will utilize the "Call Back" call log to contact the appropriate Engineering maintenance staff personnel. The "Call Back" log will be kept in compliance of the AFGE Master Agreement article 21 section 4 and will be made available to the AFGE upon request.

c. Once the BPOD makes the initial call, they will make note of who they contacted and what the response was in the BP Call-In logbook. If there is no response from the call or the maintenance staff personnel cannot come in, the BPOD will proceed to the next person on the list.

d. Once there is a response and someone is coming in to look at the issue a note will be made in the log. If the BPOD goes through the list of available techs and gets no response, they will proceed to call the appropriate shop supervisor, then the Maintenance & Operations Foreman, then the Chief Engineer.

e. Responding maintenance staff personnel will contact BPOD on arrival to let them know they are on site and then respond accordingly to the issue. Once issue has been taken care of, maintenance staff personnel will notify the BPOD the issue has been taken care of and they are leaving station. Any issue reported after that, the call back for the BPOD will start with the next person on the list.

f. Note: The AOD will contact the snow removal contractor as needed. The snow removal contractor will provide the work slip to the AOD before leaving the facility. The AOD will then provide the work slip to the engineering department.

a. The AOD will contact the Marion boiler plant operator (BPO) at ext. 73216 or cell phone number 765-667-9376.

b. The BPO will call the immediate shop supervisor, who will determine what personnel to call. If unable to contact the shop supervisor, the BPO will call the appropriate maintenance staff personnel who they believe can correct the problem. After having contacted the maintenance staff personnel, they will again attempt to contact the shop supervisor.

c. Note: The Marion BPO will directly contact the Locksmith from the information provided by his or her direct supervisor.

d. If unable to contact the shop supervisor, the BPO will contact the Maintenance & Operations Foreman, then Chief Engineer and then the Assistant Chief Engineer.

(3) When maintenance staff personnel arrive at the facility, they will notify the BPOD of their arrival to let them know they are on site and then respond accordingly to the issue. Once issue has been taken care of, maintenance staff personnel will notify the

BPOD the issue has been taken care of and they are leaving station. Any issue reported after that, the call back for the BPOD will start with the next person on the list

(4) The AOD, Boiler Plant Operator, or maintenance shop supervisors are responsible for notifying the Chief of Engineering when a major utility failure occurs during non-administrative hours.

b. **Point of Contact.** Engineering maintenance shop supervisors, or point of contacts are as follows:

(1) Ft. Wayne:

(a) Locksmith, Carpentry, Painting, Maintenance Mechanics, Electric, and Grounds: refer to callback cascade

(b) HVAC, Refrigeration, Boiler Plant: refer to callback cascade

(2) Marion:

(a) Transportation, Motor Vehicle Shop: Tina Aguilar

(b) Plumbing, Boiler Plant, Machine Shop: Michael Turner

(c) Electric, HVAC, Refrigeration: Matthew Schamber

(d) Grounds, Locksmith, Carpentry, Painting: Chadrick Hasty

3. ASSIGNMENT OF RESPONSIBILITIES

a. **Chief Engineer.**

(1) Chief Engineer is responsible for ensuring compliance with this policy.

b. **Engineering Supervisors.**

(1) Engineering Shop Supervisors are responsible for ensuring that the appropriate personnel are trained and capable of implementing this policy

c. **Engineering Employees**

(1) Boiler Plant Operator on Duty has access to the Engineering Call Back List, and must identify which shop roster needs to be contacted, call through the roster of workers making note of response from call (e.g. no answer, answered, unable to come to station, etc.), if no response from technicians then contact shop supervisor, if no answer then contact M&O Supervisor, if no answer then contact Chief Engineer.

(2) Engineering maintenance staff personnel once on station must contact the Boiler Plant Operator on Duty to let them know they have arrived, respond to the issue and

address it accordingly. If more assistance is needed, they must call any of the following that is needed: another maintenance staff personnel, Supervisor, or Boiler Plant Operator on Duty to contact other maintenance staff personnel or Supervisor.

b. **MAS**

(1) Service Chief is responsible for ensuring compliance with this policy

(2) AODs must relay pertinent information of issue or emergency to Boiler Plant Operator on Duty.

2. DEFINITIONS

a. **Emergency repairs:** a condition which requires emergency action during non-administrative duty hours

3. REFERENCES

a. VANIHCS Medical Center Policy No. 138-08, Engineering Maintenance and Repair Requests.

b. Master Agreement AFGE/VA 2011

4. REVIEW

a. This SOP is to be reviewed annually and recertified every five years and including when there are changes to be made according to a VHA Notice or Directive.

5. RECERTIFICATION

a. This SOP is scheduled for recertification on or before the last working day of December 2027– 5 years from effective date. In the event of contradiction with national policy, the national policy supersedes and controls.

6. SIGNATORY AUTHORITY

X

Jacob Morrical
Chief, Engineering Service Marion Campus

X

Sarah Farlow
Chief, Engineering Service Fort Wayne Cam...

NOTE: *The signature remains valid until rescinded by an appropriate administrative action.*

DISTRIBUTION: All Supervisors (138)