

TENANTS CONTACTING MAINTENANCE DURING NORMAL WORKING HOURS & AFTER HOURS - CHW

PROCEDURE [®]

DOCUMENT SUMMARY/KEY POINTS

- Normal Working Hours – 0630 to 1600 Monday to Friday
- Outside of these hours contact the AHNM and follow the below procedures.

CHANGE SUMMARY

- N/A new document

READ ACKNOWLEDGEMENT

- All maintenance staff/engineers, Security and AHNM should be aware of this document.
- The following tenants (leaseholders) should be aware of this document:
 - Starbucks
 - Bear Brassiere
 - Kidz Corner Cafe
 - Kids Safe
 - Chemist

This document reflects what is currently regarded as safe practice. However, as in any clinical situation, there may be factors which cannot be covered by a single set of guidelines. This document does not replace the need for the application of clinical judgement to each individual presentation.

Approved by:	SCHN Policy, Procedure and Guideline Committee	
Date Effective:	1 st March 2019	Review Period: 3 years
Team Leader:	Mechanical Engineer	Area/Dept: Maintenance

TABLE OF CONTENTS

1	Aim.....	2
2	Normal Working Hours.....	2
3	After Normal Working Hours.....	2
4	Action	3

1 Aim

To standardise the calls during normal working hours and 'out of hours' procedure for calling a Maintenance Engineer in order to assist with the service requirements of defective equipment or systems as required by tenants (leaseholders).

Maintenance will assist:

- Gaining the access for contractors organised by tenants (leaseholders) to the areas where the defective equipment or system is located
- Ensuring the companies are registered and up to date with required insurances and Safe Work Procedures
- Contractors completed induction for all planned works
- Urgent works please contact On-Call Engineer

2 Normal Working Hours

- Normal Working Hours – 0630 to 1600 Monday to Friday
- Call Maintenance Customer Service & Administration Co-ordinator
- The Customer Service & Administration Co-ordinator will contact the first contact point (Mechanical Engineer).
- If deemed to be no response the call will be escalated to the second contact point (Electrical Engineer).

3 After Normal Working Hours

- The following procedure to be used:
 - outside the above normal working hours
 - during weekends
 - during public holidays

1. The call is initiated by tenants (leaseholders) to the After Hours Nurse Manager (AHNM).
2. If the AHNM decides that the on-call Maintenance Engineer is to be contacted, the AHNM then contacts the hospital switchboard and requests that they contact the on-call Engineer. (Switchboard has a copy of the Engineers' on-call roster contact details.)
3. **Switchboard rings the On-Call Engineer firstly via their home or mobile phone number and advises them of the situation. If Switchboard is unable to contact the On-Call Engineer by phone, then contact is to be made via pager. Switchboard should allow for up to 15 minutes response time in case the Engineer is not in the vicinity of a phone. Depending on the situation, if there is no response, then an alternative On-Call Engineer is to be contacted by Switchboard.**
4. The On-Call Engineer then checks with the AHNM and together they determine what action is to be taken.

4 Action

If corrective maintenance is deemed necessary, then the On-call Engineer will contact the relevant contractor for advice with regard to the scope of works for the area of concern and direct them to come on site.

Security must be advised that an external contractor is coming on site and will contact them on arrival and on departure when work is completed.

The On-call Engineer is to attend site for those works deemed necessary to follow up either by themselves or with the pre-arranged contractor to meet him on site.

If On-Call Engineer is called in, an "After Hours Emergency Call Record" is to be completed (located on an excel spread-sheet) and reviewed by the Engineering Manager.

Prior to leaving the site, the On-Call Engineer should provide a maintenance brief to the AHNM in order for the next AHNM to be informed in case of a breakdown re-occurrence.

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