



THIS IS TO CERTIFY THAT

**ARROWHEAD REGIONAL MEDICAL CENTER'S
Environmental Services**

**HAS BEEN REVIEWED AND UPDATED
AS NEEDED**

<u>Stephen Crowe</u>	<u>8-2-19</u>
Department Manager	Date
	Date
<u>W. Toh</u>	<u>8-2-19</u>
Wesley Toh	Date
Associate Hospital Administrator (if applicable)	Date
Chief Nursing Officer (if applicable)	Date
Chief Medical Officer (if applicable)	Date
<u>Curt Hagman</u>	<u>8/2/19</u>
Chief Executive Officer	Date
Curt Hagman	AUG 20 2019
Chair, Board of Supervisors	Date

ARROWHEAD REGIONAL MEDICAL CENTER
ENVIRONMENTAL SERVICES/ LINEN POLICY AND PROCEDURES MANUAL
 2019 Summary of Policy Revisions

Policy #	New	Major	Minor	Reviewed	Policy Title	Explanation (Major Only)
1000		X			Table of Contents	Revisions
1001				X	Approval Sheet	
1002				X	Environmental Services Mission	
1003			X		Organizational Chart	Updated
1004			X		Scope of Services	Staffing to Census
1005			X		Work Assignments	"Lead" has been added.
1006				X	Rules and Regulations	
1007			X		Key Control	"Lead" has been added.
1008				X	Bed Status	
1019				X	Storage and Moving of Beds	
2001				X	Job Description-Manager of Environmental Services	
2002				X	Job Description-Assistant Manager of Environmental Services	
2003				X	Job Description-Secretary I, Environmental Services	
2004				X	Job Description-Environmental Services Supervisor	
2005				X	Job Description-Environmental Services Custodian II	
2006				X	Job Description-Environmental Services Custodian	
2007				X	Job Description-Linen Attendant	
2008				X	New Employee Orientation and Training/ Department Specific Orientation Checklist	

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2009				X	Overtime	
2010				X	Doctor's Appointments	
2011				X	Leaving Work Early	
2012				X	Performance Evaluations (WPE's)	
2013				X	Continuing Education	
2014				X	Automated Time Systems Correction Slip (White Slip)	
2015				X	Medical Clearance Policy	
2016				X	Attendance and Tardiness	
2017				X	Disciplinary Action	
2018				X	Dress Regulations	
2019				X	Employee Photo Identification Name Tag	
2020				X	Employee Requests for Time Off	
2021				X	Harassment, Sexual (Either Sex)	
2022				X	Holiday Policy	
2023				X	Sick Leave Policy	
2024				X	Vacation Policy	
2025				X	Meal Periods and Rest Breaks ("Breaks")	
2026				X	Personal Telephone Calls To/From Employees	
2027				X	Communications Systems	
2028				X	Reporting for Duty	

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Policy #	New	Major	Minor	Reviewed	Policy Title	Explanation (Major Only)
2029	X				Office Assistant II	Add Job Description
3001				X	Environmental Services Performance Improvement Plan	
3002				X	Quality Monitors	
4001				X	Hazardous Materials and Waste Departmental Management	
4002			X		Hazardous Material & Waste Spills	Changed from MSDS to SDS
4003				X	Hazardous Materials and Waste Training	
4004				X	Internal Medical Waste Management Plan Handling Requirements	
4005			X		Hazardous Materials and Waste- Manager of Environmental Service's Responsibilities	Grammatical
4006			X		Hazardous Materials and Waste- Requests for SDS's	Grammatical
4007			X		How to Read a SDS	Grammatical
4008				X	List of Chemicals Not To Be Mixed	
4009				X	Handling of Radioactive Emergencies	
4010				X	Formaldehyde Spill Plan	
4022				X	Emergency Eyewash and Showers	
5001				X	General Cleaning and Sanitation	
5002				X	Handwashing (Hand Hygiene)	
5003				X	Infection Control	
5004				X	Personal Hygiene	
5005				X	Personal Protective Equipment	

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5006				X	Exposure to Blood or Body Fluids	
5007				X	Improper Disposal of Sharps	
6001				X	Environmental Services Safety	
6002				X	Body Mechanics	
6003				X	Electrical Safety	
6004			X		Equipment Safety & Condition	Address all equipment
6005				X	Equipment Safety Preventive Maintenance Operator	
6006				X	Emergency Preparedness- Response for Environmental Services and Linen	
6007				X	Clean Linen Cart Delivery & Retrieval	
6008				X	Disaster Phone list	
7001				X	Linen Room- Scope of Services	
7002				X	Linen Room Cleaning	
7003				X	Storage, Collection and Transportation of Linen	
7004				X	Infection Control- Linen	
7005				X	Cleaning of Laundry Transport Cart	
7006				X	Handling Clean Linen	
7007				X	Handling Soiled Linen	
7008				X	Linen Distribution	
8001				X	Cleaning Cart Set-Up	

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8002				X	Cleaning Behavioral Health Unit	
8003				X	Cleaning Cardiopulmonary Department	
8004				X	Cleaning Sterile Processing Department	
8005				X	Cleaning Clinical Laboratory	
8006				X	Cleaning Dining Room	
8007				X	Cleaning Elevators	
8008				X	Cleaning Emergency Department	
8009				X	Cleaning Exterior Entrance Areas	
8010				X	Cleaning Interior Entrance Areas	
8011				X	Cleaning Examination and Treatment Rooms	
8012				X	Cleaning Labor and Delivery	
8013				X	Cleaning Linen Room Cleaning	
8014				X	Cleaning Locker Rooms	
8015				X	Cleaning the Morgue	
8016				X	Cleaning Nurses' Stations	
8017				X	Cleaning Offices	
8018		X			Cleaning Patient Room – Discharge/ Transfer	Procedure change
8019				X	Cleaning Patient Room – Occupied	
8020				X	Cleaning Madaes Columns	

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8021				X	Cleaning Pharmacy Department	
8022				X	Cleaning Radiology Department	
8023				X	Cleaning Rehabilitation Services Department	
8024				X	Cleaning Restroom	
8025				X	Cleaning Stairwells	
8026				X	Cleaning the Surgery Department	
8027				X	Supply Room Cleaning	
8027.1			X		Terminal Cleaning in Surgery Department	Grammatical
8028				X	Baseboards	
8029				X	Blinds	
8030				X	Carpet Cleaning	
8031				X	Cubicle Curtain and Drapery Cleaning	
8032				X	Damp Dusting	
8033				X	Doors and Door Jambs	
8034				X	Dust Mopping	
8035				X	Floor Finishing & Sealing	
8036				X	Floor Sealing	
8037				X	Floor Stripping	

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8038				X	Furniture Cleaning	
8039				X	Cleaning Glass and Plexiglas (Pictures, Mirrors)	
8040				X	Light Fixture	
8041				X	Paper Towel Dispensers	
8042				X	Soap Dispensers	
8043				X	Soiled Linen Room Cleaning	
8044				X	Utility Room Cleaning	
8045				X	Spay Buffing Floor	
8046				X	Stainless Steel or Metal Cleaning	
8047				X	Toilet Tissue Dispensers	
8048				X	Vacuuming	
8049				X	Vent Cleaning	
8050				X	Cleaning Walls and Ceilings	
8051				X	Waste Container Cleaning	
8052				X	Water Fountains	
8053				X	Wet Mopping	
8054				X	Wet Vacuuming	
8055				X	Window Cleaning	

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8056				X	Cleaning Newborn Nursery and NICU	
8057				X	Cleaning the Delivery Rooms	
8058				X	Cleaning Pediatric Cribs	
8059			X		(Solid) Soiled Waste Removal from the MOB Bldg.	Grammatical
8060			X		(Solid) Soiled Waste Removal from the Hospital	Grammatical
8061				X	Cleaning Ice Machines	
8062				X	Cleaning Cardiac Catheterization Lab Department	
8063				X	Cleaning Refrigerators	
8064				X	Cleaning and Arranging the Unoccupied Patient Unit	
8065				X	Cleaning Portable Commodes	
8066			X		How to Make an Unoccupied Bed	Grammatical
8067				X	Clean the Tunnel	
8068				X	Clean Microwave Ovens	
8069				X	Cleaning Corridors	
8070		X			Cleaning Plaster Traps	Retired
8071				X	Cleaning Telephones	
8072				X	Cleaning Gray 12 & 16 Bushel Carts	
8073				X	Cleaning Lobbies and Waiting Rooms	

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8074				X	Sweep of Nursing Floors and Public Areas	
8075				X	Cleaning Construction Areas	
8076				X	Cleaning Auditorium and Conference Rooms	
8077				X	Cleaning Pillars and Columns	
8078		X			Operation of Wrangles 27 & 33 Front Brush Variable Speed Automatic Floor Machine	Retired
8079		X			Operation Of Lestronic II Automatic Battery Charger	Retired
8080		X			Operation of 2500 BP Burnishing Machine	Retired
8081		X			Operation of Colt 1450 with Front Mount Squeegee	Retired
8082		X			Operation of 20" & 1" Front Brush Variable Speed Automatic Floor Machine	Retired
8083		X			Operation of Mini edger Polisher/Scrubber	Retired
8084		X			Operation of Host, Liberator Extractor Vacuum System	Retired
8085		X			Operation of Eliminator 2000 High Pressure Washer	Retired
8086		X			Operation of Marshall 14" & 18" Vacuum	Retired
8087		X			Operation of Outlaw Back Pack Vacuum	Retired
8088		X			Operation of 20" Thoroughbred Buffer	Retired
8089		X			Operation of 1500 Electric Charger	Retired

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Policy #	New	Major	Minor	Reviewed	Policy Title	Explanation (Major Only)
8090		X			Operation of Grouthog	Retired
8091		X			Operation of Pacer 30 Vacuum	Retired
8092		X			Operation Merit 13"	Retired
8093		X			Operation of Designer 4 Wet/Dry Vacuum	Retired
8094		X			Operation of Pony 20 SCA	Retired
8095				X	Mattress Management	
8096				X	Cleaning Computer Room Floor	
8097				X	Cleaning of Isolettes	
8098				X	Cleaning Nursery Open Cribs	
8099				X	Operation of Stock Chaser	
8100				X	Cleaning Baby Changing Tables	
8101			X		Bed Control Policy	Procedure change
8102				X	Definition of Policing	
8103		X			Operation of Advance Reel Cleaner	Retired
8104		X			Operation of Hydro Retriever 2800 & 3200 ride On Auto Scrubber	Retired
8105		X			Operation of Sanitec Sterilization Unit	Retired
8106		X			Operation of Advance Advolution Ride On Burnisher	Retired

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8107		X			Operation of Aqua Max- Battery Operated Carpet Extractor	Retired
8108		X			Operation of Aqua Clean- battery Operated Carpet Extractor	Retired
8109		X			Operation of Advance Adhancer Ride On Auto Scrubber	Retired
8110			X		Terminal Cleaning of Isolation Patient Room- Discharge/ Transfer	REFERENCES
8111			X		Terminal Cleaning of Occupied Isolation Patient Rooms	REFERENCES
8112		X			Motor Scrubber (MODEL- MS1000/ MS1000SH)	Retired



ARROWHEAD REGIONAL MEDICAL CENTER
Department Policies and Procedures

POLICY NO. 2028 Issue 1

SECTION:	PERSONNEL	SUB SECTION:	N/A
SUBJECT:	JOB DESCRIPTION, OFFICE ASSISTANT II - ENVIRONMENTAL SERVICES		

APPROVED BY:

Environmental Services/Linen Manager

I. SUMMARY

Provide secretarial support to the Medical Center Environmental Services/Linen Manager, Assistant Manager and Secretary I.

Performs journey-level clerical work. Expected to perform a variety of clerical duties with only occasional instruction or assistance. The majority of work assignments, work processes, priorities and decisions are well defined.

II. DUTIES AND RESPONSIBILITIES

- A. Collects, enters, processes, sorts, and tabulates information according to departmental processes and procedure. At higher classification levels, processes involve a wide range of procedure, research and discretion.
- B. Answers telephones, takes and relays messages and/or receives visitors. Screen and direct mail and phone calls.
- C. Schedule appointments and set up meetings when required for the department, individuals and groups; notifies attendees and prepares meeting material(s); record meeting results.
- D. Sign for or date stamp mail and materials received.
- E. Provides general information, instruction and assistance regarding programs and services to the public and other employees; answers questions regarding specific departmental procedures and practices; provides information over the telephone and makes appointments.
- F. Prepares/ compiles letters, memoranda, reports, case histories, invoices, statements, permits, records reports, bills, receipts, schedules appointments, orders, notices and statistical data other documents related to the area assigned.
- G. Requests and accepts records and other information from a variety of sources. Inputs and

maintains data into various database programs; posts information from various reports and documents to appropriate records. Audit and verifies documents and other records for a variety of purposes to include accuracy, legality, consistency. Accuracy, format and conformance to policy/procedure.

- H. Operates a variety of office equipment such as computer terminals, calculators, fax, copier, information and image management systems, copiers, sorters, viewers and other office machines to enter and retrieve data, procedure and/ or process, materials to include correspondence, memoranda, reports, numeric data, requisitions, and statements.
- I. Maintains manual and computerized alphabetical, numerical or subject matter files; sorts and files correspondence, bills, invoices, requisitions, demands, contracts, permits, applications, work orders, purchase orders, inter-office memoranda and a wide variety of other documents, records and similar media; pulls material from files; purges files as needed or scheduled.
- J. Receives and issues receipts for a variety of fees to include taxes, services payments; distributes payments to proper code area; estimates and computes payments required to redeem delinquencies.
- K. Makes mathematical calculations; assembles, tabulates and compares financial and other data; compiles a variety of data to include statements, claims, reports and payroll data.
- L. Allocates found to correct accounts and reconciles differences.
- M. Assist in training of other staff member as needed.
- N. Stores and distributes office supplies; keeps a record of supplies needed, received and issued; compares bills and invoices against order sheets or purchases orders and against receiving records; May confer with vendors. Order a variety of supplies, equipment and other items; may log. Check and record the receipt and delivery of various purchases.
- O. Prepares, transcribes, composes, types or assembles information into proper form from outlined instruction or established procedures including letters, forms, records and reports from rough drafts, marginal notes or verbal instructions including dictation; types bills, receipts, lists. Schedules, orders, notices and statistical data.
- P. Receives, sorts and distributes mail.
- Q. Perform related duties as assigned or requested.

III. POSITION QUALIFICATIONS

Minimum Experience: Option 1: Six (6) months full-time experience office clerical experience gained at San Bernardino County office/department. Duties must include a variety of office clerical tasks, including, public contact, computer usage, typing, filing, answering the telephone and data entry.

Option 2: One (1) year of fulltime work experience performing clerical functions in an office environment. Duties must include a variety of office clerical tasks, including, public contact, computer usage, typing, filing, answering the telephone and data entry.

Typing: 40 w.p.m.

IV. PHYSICAL DEMANDS

Continuous sitting. Occasional walking, standing, bending, squatting and turning. Requires fine manipulation in both hands. Reach or work continuously below shoulder level, and occasionally above shoulder level. Occasionally lift and carry 10 lbs. or less. Carry 10 lbs. or less up to 100 yards.

V. WORKING CONDITIONS

Exposed to chemicals.

REFERENCES: **Regulatory Standards**

ATTACHMENTS: **N/A**

APPROVAL DATE:

<u>N/A</u>	<u>Policy, Procedure and Standards Committee</u>
	<u>Epidemiology, Infection Control Committee</u> Applicable Administrator, Hospital or Medical Committee
<u>8/1/19</u>	<u>Patient Safety & Quality Committee</u> Applicable Administrator, Hospital or Medical Committee
<u>8/2/19</u>	<u>Wesley Toh, Associate Hospital Administrator</u> Applicable Administrator, Hospital or Medical Committee
<u>8/2/19</u>	<u>William L. Gilbert, Hospital Director</u> Applicable Administrator, Hospital or Medical Committee
<u>8/20/19</u>	<u>Board of Supervisors</u> Approved by the Governing Body

REPLACES: **N/A**

EFFECTIVE:

REVISED: **7/18/19**

REVIEWED: **7/18/19**