



# BOH Organization Guide: #5 BOH Policies

## Board of Health and Local Health Department Standard Operating Procedures (SOP)

This **Checklist** highlights many of the steps needed currently to organize a Massachusetts Board of Health. The checklist is designed to be used in tandem with the **BOH SOP and Appendices**. BOXES CAN BE CHECKED WITH the CURSOR.

<input type="checkbox"/> <b>Policies – to consider</b>
<input type="checkbox"/> <b>Assignments and Duties</b> <ul style="list-style-type: none"><li><input type="checkbox"/> Policies Folder/Duties List kept, ensuring BOH/staff know BOH policies, duties, responsibilities and any limits to authority.</li><li><input type="checkbox"/> Policies can be suspended to achieve maximum feasible compliance or to mitigate manifest injustice.</li><li><input type="checkbox"/> Designate 1 Person to sign Permits/Certificate of Compliance (CoC) such as: Health Agent; BOH Chair: BOH Clerk.</li><li><input type="checkbox"/> Designate persons with access to BOH files such as: Health Agent/Inspector, BOH, BOH Clerk, another Town Employee.</li><li><input type="checkbox"/> BOH Members doing inspections are considered Inspectors/Agents acting on behalf of the BOH.</li><li><input type="checkbox"/> Health Agents/Inspectors may be paid a monthly wage for services vs fees per inspection; reduces potential conflicts.</li></ul>
<input type="checkbox"/> <b>BOH Fee Schedule</b> <ul style="list-style-type: none"><li><input type="checkbox"/> Fees Schedule will be approved annually by the BOH. Fee schedules may require approval by the Selectboard/Mayor/Manager. Consult the Town/City Charter or Bylaws.</li><li><input type="checkbox"/> Minimum estimated fees should be pre-paid when the Application is submitted, or inspection/witnessing is scheduled.</li><li><input type="checkbox"/> Additional Fees may be owed, depending the fee schedule/ time spent. Remainder of payment due within 30 days.</li><li><input type="checkbox"/> Inspectors/Agents do not accept cash fees. Cash accepted at Town Hall.</li><li><input type="checkbox"/> Receipts are always given for cash payments.</li><li><input type="checkbox"/> Inspectors/Agents do not collect fees in the field.</li></ul>
<input type="checkbox"/> <b>Public Access to BOH Files</b> <ul style="list-style-type: none"><li><input type="checkbox"/> Public access to files will be supervised at all times.</li><li><input type="checkbox"/> Original Documents may not leave Town Hall. Most documents essentially kept forever. Permission needed to destroy.</li><li><input type="checkbox"/> A fee based on the lowest cost employee with access may be charged for researching/copying files (Fee Schedule).</li><li><input type="checkbox"/> Public may need to complete a Document Application Request Form to request documents.</li></ul>
<input type="checkbox"/> <b>Process for Issuing Permits</b> <ul style="list-style-type: none"><li><input type="checkbox"/> All permit applications reviewed/approved by designated, trained, certified, knowledgeable person before permit issued.</li><li><input type="checkbox"/> Designate a backup person to sign permits/CoC.</li><li><input type="checkbox"/> Minimum Standards for issuing a permit.<ul style="list-style-type: none"><li><input type="checkbox"/> Application (1 electronic; 1 paper) submitted signed; minimum fees paid.</li><li><input type="checkbox"/> At the discretion of the permit issuer, a full application may not be required for a simple septic pipe repair or change to a menu, though review and inspection fees may be charged.</li><li><input type="checkbox"/> All files are public record, except medical information and ongoing investigations.</li><li><input type="checkbox"/> Plans/drawings signed &amp; received (1 electronic copy; 1 paper copy).</li><li><input type="checkbox"/> All essential sections are properly completed.</li><li><input type="checkbox"/> Knowledgeable Person-in-Charge is listed.</li><li><input type="checkbox"/> Affidavit signed attesting that no back taxes/fees are owed.</li><li><input type="checkbox"/> Workman's' Comp Insurance attached, or Affidavit signed that none required.</li><li><input type="checkbox"/> Application reviewed and approved by Health Agent/RS/trained inspector.</li><li><input type="checkbox"/> Any required variances/upgrade approvals approved by Agent/BOH as per BOH policy.</li><li><input type="checkbox"/> Authorized person issues permit number, notes on # on Permit Log, adds expiration date, signs, sends out.</li><li><input type="checkbox"/> Any changes noted in property file folder. All copies of Application/Permit/CoC put in To-Be-Filed Box.</li></ul></li></ul>
<input type="checkbox"/> <b>Process for Issuing Certificates of Compliance (CoC)</b> <ul style="list-style-type: none"><li><input type="checkbox"/> All fees must be paid, and a Permit issued, if required</li><li><input type="checkbox"/> All required paperwork, letters and certifications must be received.</li><li><input type="checkbox"/> Title 5 Cert. of Compl. (CoC) requires approval letters from the engineer, installer, as-built ties and a BOH inspection report.</li><li><input type="checkbox"/> All documents must be reviewed/approved by Health Agent/Inspector; Property/Owner is in substantial compliance.</li><li><input type="checkbox"/> CoC issued, signed, sent. Copy placed in To-Be-Filed Box to be put in the Facility Folder.</li></ul>
<input type="checkbox"/> <b>Other Policies</b> <ul style="list-style-type: none"><li><input type="checkbox"/> HIPPA does not apply to BOH unless paying/providing medical services, though all medical information is to be confidential.</li><li><input type="checkbox"/> Personal medical information is never discussed in an open BOH meeting as it then becomes public record.</li><li><input type="checkbox"/> BOH/staff are mandatory reporters for evidence of child/elder abuse.</li><li><input type="checkbox"/> Property owners are always the Responsible Party with few exceptions. Tenants or neighbors who have contributed to a violation may also be held responsible and ordered to remediate.</li></ul>