



BOH Organization Guide:#6 Scheduling Inspections

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.

Scheduling Inspections and Witnessing

Scheduling Options – ideally choose one method only:

- Fees:** remind Applicant that minimum/base fees should be paid when scheduling or before the inspection date.
- Paper Application Only to BOH.**
- Online Only.**
- Call or Email:**
 - BOH Office only, call or email.
 - BOH Inspector, with permission of the BOH and Inspector
 - Alliance Health Agent, with permission of the BOH and Agent

Scheduling Policies

- Scheduler maintains a list of the Inspector/Agents contact information
- Scheduler maintains a copy of the current BOH Fee Schedule
- Scheduler should note the request in the **Daily Log**
 - Name
 - Contact information, including phone number and email
 - Site location
 - Requested dates/times
- Minimum Fee should be paid when scheduling; before the inspection date

Logs and Records

Work Logs

- Each person doing work for the BOH should keep a Daily Log of major actions, issues, inspections, miles driven, pending work requests, etc.
- Only use a BOH email for all work-related issues; all emails are public record.

Files

- Files are public record. Reasonable access required. Fees can be charged.
- Files/documents may not be destroyed without State Sec. permission.
- Create a separate file folder for each property and business regulated by the BOH. Assessors may print labels.
- File by Address: all property related items like Title 5, wells, housing
- File by Name: all businesses like restaurants, fairs, installers/haulers
- Attach to the front of current work files an **Active File Checklist**
 - Start date
 - Current Item/Issue/Complaint
 - Application date
 - Plan date;
 - Fee amt./date
 - Person assigned to review/date
 - Inspection/Witness Date
 - Missing items list
 - Follow up date
 - Resolution
 - Unique permit #/date issued; expiration date
 - C of C date issued/expiration: (Expiration Dates: Title 5 Inspection/CoC, 2 yrs. unless pumped in 3rd yr.; DWCP, 3 yrs., may be renewed for fee; Temp Food up to 6 mo.; Food, Camps, Wells up to 1 year, may be renewed for an additional fee.
- Local Regulations File** stamped by Town/City Clerk, arranged by type/name.
- Minutes File** for posted Agenda and approved, signed Minutes by date
- Information File** on all core BOH duties by name (Food; Title 5; Housing; Pools; Camps; Wells; Beaches; Misc.)
- Complaints File:** original complaint must be logged in a bound book or date stamped computer file. Complaints may be anonymous. Investigation must begin within 24 hours.