



Policy: PA.1004
Title: **Maintenance and Housekeeping Standards**
Department: CalOptima Health PACE
Section: Not Applicable

CEO Approval: /s/ Michael Hunn 03/06/2025

Effective Date: 10/01/2013

Revised Date: 03/01/2025

Applicable to: ☐ Medi-Cal
☐ OneCare
☒ PACE
☐ Administrative

I. PURPOSE

This policy outlines the procedures for the maintenance and cleanliness at the CalOptima Health Program of All-Inclusive Care for the Elderly (PACE) Center.

II. POLICY

- A. CalOptima Health PACE employees shall ensure all CalOptima Health PACE Centers are clean and safe for Participants and employees.

III. PROCEDURE

- A. Each CalOptima Health PACE Center shall be clean, safe, and in good repair at all times. Maintenance shall include provisions for cleaning and repair services which include, but are not limited to:
1. Cleaning of hard services, such as counters, tables, windows, walls, and floors to keep them free from accumulation of dirt;
 2. Cleaning of soft surfaces, such as rugs, upholstered furniture, and drapes to keep them free from an accumulation of dirt, stains, or odor;
 3. Maintenance of all interior and exterior surfaces;
 4. Maintenance of all buildings, fixtures, and equipment in operable condition;
 5. Maintenance of toilet, hand washing, and bathing facilities in operating condition and free of dirt;
 6. Maintenance of heating, air conditioning and ventilating systems in normal operating condition;
 7. Maintenance of all furnishings in good repair; and
 8. Maintenance of grounds in a safe and attractive condition.

- B. CalOptima Health PACE employees shall either employ or contract for staff to carry out preventive maintenance, in accordance with the provisions of this Policy and applicable local and state regulations.
- C. Maintenance employees shall clean surfaces and disinfect as necessary with proper disinfection and cleaning agents.
- D. Monitoring
 - 1. The CalOptima Health PACE Center Manager, or their designee, shall perform inspections to ensure cleanliness and regular maintenance of CalOptima Health PACE facilities.

IV. ATTACHMENT(S)

Not Applicable

V. REFERENCE(S)

- A. CalOptima Health PACE Program Agreement
- B. Title 22, California Code of Regulations (C.C.R.), §78507
- C. Title 42, Code of Federal Regulations (CFR), § 460.72

VI. REGULATORY AGENCY APPROVAL(S)

None to Date

VII. BOARD ACTION(S)

None to Date

VIII. REVISION HISTORY

Action	Date	Policy	Policy Title	Program(s)
Effective	10/01/2013	PA.1004	Maintenance and Housekeeping Standards Policy	PACE
Revised	10/01/2014	PA.1004	Maintenance and Housekeeping Standards	PACE
Revised	05/01/2016	PA.1004	Maintenance and Housekeeping Standards	PACE
Revised	04/01/2017	PA.1004	Maintenance and Housekeeping Standards	PACE
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Revised	03/01/2019	PA.1004	Maintenance and Housekeeping Standards	PACE
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Revised	04/01/2024	PA.1004	Maintenance and Housekeeping Standards	PACE
Revised	03/01/2025	PA.1004	Maintenance and Housekeeping Standards	PACE

IX. GLOSSARY

Term	Definition
PACE Center	The location designated by CalOptima Health PACE at which Participants shall receive PCP services.
Participant	An individual enrolled in the CalOptima Health PACE program.