

**MAINTENANCE WORK REQUESTS
(Juvenile Hall)**

- AUTHORITY:** Administrative Directive
California Code of Regulations, Title 15, Section 1510
- RESCINDS:** Procedure Manual Item 3-2-307, dated 08/12/13
- FORMS:** Request for Maintenance Surplus (F057-6201)
Surplus Inventory Sheet
- PURPOSE:** To establish a standard method of reporting the need for repair and/or maintenance of Juvenile Hall buildings, grounds and equipment to remove equipment.

I. GENERAL INFORMATION

- A. All staff assigned to Juvenile Hall must be alert to and report any damage to or malfunction of any building or equipment, or maintenance needs. Staff are not allowed to make any repairs for any craft trade issue or allow **youth** to make repairs, unless pre-approved by Administration.
- B. A description of each project requested will be entered into the FACOPS system, by the IPT assigned to maintenance, with the Orange County Public Works (OCPW) number for tracking, budget monitoring, or matching invoices to work performed.
- C. Juvenile Hall will be notified by OCPW to report four (4) different statuses of all maintenance requests.
1. SUBMITTED – indicating that the request was submitted over Internet web site.
 2. RECIEVED – indicating that the request was received by their Internet web site.
 3. APPROVED – the project was reviewed and the work has been authorized to commence.
 4. STATUS – (pending) if a project goes uncompleted, this will give an update on the project.

II. INSTRUCTIONS:

- A. To complete the JHMR Form:
1. OCPW REQ #

The OCPW request number is to be written in the space provided. The "receiving" document from OCPW will be routed to the appropriate unit, which contains the OCPW request number.

2. UNIT REQ #

Circle (either 1, 2 or 3) the number of times the specific project has been requested.

3. Put an X in the box that identifies your request (mark one).

a. ROUTINE MAINTENANCE REQUEST

Refers to any maintenance or repair needed in the facility related to the existing building or equipment. This request must have a signature on:

Supervisor's approval line.

b. WORK REQUEST (ALTERATIONS & IMPROVEMENTS)

Alterations and improvements refer to any modification or improvements to a facility or equipment. This request must have a signature on:

Supervisor's approval line.

c. SHERIFF'S COMMUNICATIONS REQUEST 714-704-7999, EMERGENCIES, AFTER 4:30PM & ON WEEKENDS CALL 714-628-7008

Refers to any maintenance or repair needed in the facility related to the existing building or equipment serviced by the Sheriff's Communications Department, (i.e., Touch screen monitors and related computers, etc). This request must have a signature on:

Supervisor's approval line.

d. EMERGENCY REPAIRS – (CONDITIONS DANGEROUS TO HEALTH, SAFETY OR SECURITY) CAN ONLY BE CALLED BY AN SJCO/ADMINISTRATOR AT (714) [REDACTED] or [REDACTED]. AFTER 4 PM & WEEKENDS CALL (714) [REDACTED]

Emergency repairs will be responded to immediately with a telephone call to the Central Utilities Plant, OCPW Facilities Operation. During normal business operations the HELP DESK number is (714) [REDACTED]. After 4:00 pm and on weekends the emergency call out number is (714) [REDACTED]. It is the responsibility of the person making the telephone call to follow up by preparing the Request for Maintenance Form. This request must have a signature on the Supervisor's approval line.

4. Location

Put an X in the appropriate box. If your facility is not listed, check "other" and write the facility name.

5. Unit and Specific Location

Be specific to help identify and locate the project. The requestor is not always available at the time the technician arrives to start or complete the project.

6. Description of Work Needed

Print a brief description of the work needed. Try to identify the craft trade involved because the project description may not help in this identification. If your request involved more than one trade, try to identify the trades involved.

7. Requested by

Print legibly the requestor's name.

8. Phone

Print legibly the requestor's phone number.

9. Supervisor's Approval

Signature line for the requestor's supervisor. This is not necessary if the requestor is a Division Director or Assistant Division Director.

10. Date

Write the date the request is being submitted.

11. Deliver or Pony Request to the Juvenile Hall Maintenance Mailbox

When the Maintenance Supervisor or Shop Planner receives the request via e-mail and the request is approved, it will be assigned to an appropriate maintenance staff or trade unit. Safety and security issues will be given priority.

B. Shaded Area of the Form

The Maintenance staff completing the project will complete this section.

1. Sign in Time:

The maintenance staff working on the project will record their arrival time according to the clock in the unit.

2. Time Completed:

The maintenance staff working on the project will record the time the work was completed. (According to the unit clock)

3. Name of Maintenance Staff /Vendor:

The maintenance staff/vendor will legibly print their name.

4. Date

The maintenance staff will legibly write the date they arrive in the unit to perform the project.

5. Work Not Completed:

If the assigned maintenance staff is unable to complete the project in one day, they will check this box.

6. Requires Additional Parts/Equipment:

The assigned maintenance staff will check the box if they require additional parts or equipment to finish the project. They are also to list what parts or equipment they need to complete the job.

7. Other:

The assigned maintenance staff will record the reason the work was not completed if the reason is other than requires additional parts or equipment.

8. Return Date:

The assigned maintenance staff will put the date they will return to complete the assigned project.

C. Area Below the Shaded Section

Identifies what will be done with each copy of the request for maintenance form. The Requester will route the original white copy to the Maintenance Mailbox after it has been properly completed. The Requester will retain the gold copy for reference.

1. White Copy (Original):

The white copy is to be sent to the Maintenance Mailbox for processing by the IPT assigned to Maintenance.

2. Gold Copy:

The gold copy is to be retained by the Requester and placed in the unit's maintenance binder for tracking purposes.

III. PROCEDURES:

- A. The staff member noticing the need for maintenance and repairs must prepare a request for maintenance form.
1. Submit completed forms to the unit supervisor or duty officer for approval. The signed form is then routed to the Maintenance mailbox in JH Administration.
 - a. In all emergency cases, (i.e. broken waterline, gas leakage, etc.) the staff member will/must notify an SJCO/Administrator who will call maintenance directly. Emergency repairs can only be called by an SJCO/Administrator at (714) [REDACTED]. After 4 PM and weekends the number is (714) [REDACTED].
 - b. The SJCO/Administrator will then complete the written request for maintenance, stating the problem and the time and date the problem has been called into OCPW Facilities Operation.
 - c. The SJCO/Administrator will then route then route the request to the mailbox of the IPT assigned to maintenance
 - d. The SJCO/Administrator submitting the request for maintenance must use sound judgment in determining whether the need is an emergency or routine.
 - (1) An emergency is defined as damage or malfunction, which creates an immediate physical, health, safety,
 - (2) or security hazard to staff or **youth**; or would cause additional damage if not corrected immediately.
 - (3) An emergency request means the maintenance staff maybe called in during off duty hours. Every means possible should be considered as an alternative before reporting an emergency maintenance request.
 - (4) Emergency requests are never to be made indiscriminately without sufficient reason.
- B. When unit staff submit a maintenance request, it must be recorded and initialed by an entry in the automated logbook entry Type: OTHER; as well as an entry made on the Maintenance-Tracking Sheet.
1. To avoid duplication a staff member should check the maintenance-tracking sheet to determine if a fellow staff member has already submitted a request for the same repair.
 2. When a repair is completed the staff member on duty will date the appropriate entry in the Maintenance Tracking Sheet and note the completion of the maintenance work.
- C. The unit supervisor or their designee will reconcile the Maintenance Tracking Sheet on a monthly basis. The total number of Request for Maintenance are to be tallied and submitted in their perspective Quarterly Reports.

1. Initial those requests, which have been properly completed.
 2. Note items, which have not yet been repaired.
 3. A second request is to be made if emergency repairs are not made within two (2) days and routine repairs are not made within seven (7) days. Form is to be circled second or third request if necessary.
 4. If a maintenance staff has responded to a request and indicated that a repair was made, but a staff member finds that the problem remains, this information should be reported to the maintenance supervisor via memo, noting all pertinent information such as the date of the initial request and the date of the noted repair.
- D. Any item needing repair that is not stationary, which could be lost, used as a weapon, or has extensive damage (i.e. beds, chairs, ironing boards, etc.) should be properly tagged with the unit initial. The date the maintenance request was submitted and the item removed from service by staff should also be visible on the item.
1. Store the items in a secure place within the unit.
 2. Describe the location of these items on the Request for Maintenance Form.
- E. Only one category of service or repair should be used on a single form. Differentiate the type of service requested. For example, if a light fixture is broken and the light bulbs are also burned out, two separate Request for Maintenance Forms must be submitted. One for the broken light fixture and one for replacement of the lights bulbs.
- F. List the serial number (usually imprinted on the metal item itself) or the County of Orange Fixed Asset number (a pasted-on tag starting with the number 0512) if the item needing repair has one.
- G. When requesting light replacements, designate the location and type of light to be replaced.
- H. Describe in full detail the issue or needed maintenance and the exact location. The maintenance staff should not have to call back to clarify or obtain additional information before acting on the request.
- I. Items for repair that are declared beyond repair by maintenance staff, will be tagged for removal (including date and unit initial) by the unit supervisor or their designee.

Tag items determined to be no longer usable or requested discarded by a unit will be placed in the maintenance yard and notification is to be made to the Supplies Supervisor, who will fill out the Surplus Inventory Sheet.

The unit supervisor or their designee will contact the Supplies Supervisor advising him/her of the description, location, condition and disposition of the article to enable the Supplies Supervisor to complete the necessary paperwork to declare

these items surplus. If any of these items has a fixed asset number, the Supplies Supervisor must be informed.

- J. The Institutional Security Unit DJCO I staff (12:00am to 8:00am) will check all the perimeter fence and outside building lights weekly and submit a Request for Maintenance, listing all the lights that need to be replaced, through their immediate supervisor.

Any request to alter and/or improve buildings (such as hanging curtains, putting up a new shelf, etc.) is considered an alteration and improvement. Write such a request on a Request for Maintenance Form, and check the WORK REQUEST box, noting the full description of the work to be performed, and send it through the Supervising Juvenile Correctional Officer. The assigned Assistant Division Director overseeing maintenance issues will approve/ not approve any requests for work.

REFERENCES:

Procedures:	3-1-007	Labeling and Storing Goods and Materials
	3-2-E	Supplies Assistant (Job Description)
	3-2-304	Fixed/Controlled Asset Inventory Control and Surplus Property Disposal
	3-3-304	Maintenance Request at Youth Guidance Center
Policies:	3-4-301	Electronic Maintenance Request Joplin Youth Center
	G-3	Building Security and Safety
	G-7	Distribution and Use of County Services, Supplies, and Equipment

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APPROVED BY: