

MAINTENANCE REQUESTS AT YOUTH GUIDANCE CENTER

- AUTHORITY:** Title 15, California Code of Regulations, Minimum Standards for Juvenile Facilities, Article 12, Section 1510
- RESCINDS:** Procedure Manual Item 3-3-304, dated 07/17/17 (Recertified)
- FORMS:** Request for Maintenance (F057-6201)
- PURPOSE:** To outline a method for collecting and disseminating information regarding maintenance. To provide a fast uniform method of conveying maintenance needs to the proper involved staff and departments at the Youth Guidance Center.

I. GENERAL INFORMATION

- A. All staff must be alert to and report any damage, malfunction, or maintenance needs.
- B. Staff are not to make extensive or complex repairs which require special knowledge that is beyond Youth Guidance Center's capability to repair. The Duty Officer and Administration must be informed of the damages to determine what action should be taken.

II. PROCEDURE

- A. The staff member noticing the need for maintenance or repairs will prepare the Request for Maintenance form in single copy. Completed forms will be submitted through the unit or Duty Officer to the Office Supervisor.
 - 1. In some emergency cases, i.e., broken water line, gas leakage, main freezer in kitchen, etc., the Duty Officer should call the Office Supervisor, 836-2709 (Monday through Friday, 8:00 a.m. to 5:00 p.m.) or Public Works at 834-3244 (evenings and weekends). A Request for Maintenance should follow, stating that the request had been phoned to the emergency maintenance crew and the request forwarded to the Office Supervisor.
 - 2. The staff member submitting the Request for Maintenance must use sound judgment in determining whether the need is an "emergency" or "routine." An emergency would be damage or malfunction which would create an immediate physical, health, or security hazard to youths or staff, or would cause additional damage if not corrected immediately. An "emergency" request means that the maintenance personnel may, if during off-duty hours, be called in. Thus, every means possible should be considered as an alternative to the necessity of reporting an "emergency" Request for Maintenance. Requests marked as an "emergency" should include a complete explanation for the decision.

- B. To avoid duplication, unit staff should enter Request for Maintenance on the back page of the unit log. This will also serve as a check to determine whether another staff member has already submitted a request. If you are making a repeated request, state that it is the second or third request and dates previously submitted. If a maintenance crew has responded to a request and stated that the repairs were made but a staff member finds that the problem remains, he must state this information on the subsequent request.
- C. Any request to alter and/or improve the building, such as putting up a new shelf, etc., must have the approval of Administration.
- D. Any item needing repair that is removable or could be lost or damaged more extensively, i.e., beds, chairs, buffer, hair dryers, etc., should be properly tagged with the unit number and the date the Request for Maintenance was submitted. Items should be stored in a secure place within the unit. The location of the item should be described on the Request for Maintenance form.
- E. Describe as fully as possible the apparent trouble or need for maintenance and exact location.
- F. When a repair is completed, the staff member on duty will date and cross through the entry at the back of the unit log, or in the unit maintenance log.
- G. The Office Supervisor will transfer the information from the single copy form to an on-line Maintenance Request for further processing by Public Works staff. The Office Supervisor will maintain a maintenance notebook.

REFERENCES:

Procedure: 3-2-307 Maintenance Work Requests (Juvenile Hall)

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APPROVED BY: