

**MAINTENANCE REQUESTS
YOUTH LEADERSHIP ACADEMY**

- AUTHORITY:** California Code of Regulations, Title 15, Section 1510
Administrative Directive
- RESCINDS:** Procedure Manual Item 3-8-304, dated 01/04/18 (Recertified)
- FORMS:** Request for Maintenance Institutions (F057-6201.3)
- PURPOSE:** To outline a method for collecting and disseminating information regarding maintenance, work and emergency repair requests. To provide a fast uniform method of conveying maintenance needs to the proper staff and responsible departments at the Youth Leadership Academy (YLA).

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 their capability to repair. Specifically, any work that is covered by professional trade union staff is not to be done without administrative approval. The Duty Officer and administration must be informed of all damaged or malfunctioning items to determine what action should be taken.

II. PROCEDURE

- A. The staff noticing the need for maintenance or repairs will prepare the Request for Maintenance form. The yellow copy of the completed form will be kept by unit staff and recorded in the maintenance logbook. Completed forms will be submitted through the unit Supervising Juvenile Correctional Officer (SJCO) or Duty Officer (DO) to the office.
1. In some emergency cases (i.e., broken water line, gas leakage, main freezer in kitchen, etc.), the DO should call the office secretary, (██████████) (Monday through Friday, 7:00 a.m. to 5:00 p.m.) or Orange County Public Works (OCPW) at (714) 834-3244 (evenings, weekends and emergencies). A Request for Maintenance should follow, stating that the request had been phoned to the emergency maintenance crew and the request forwarded to the receptionist.
 2. The staff submitting the Request for Maintenance must use sound judgment in determining whether the need is "emergency" or "routine." An emergency would be damage or malfunction which would create an immediate physical, health or security hazard to wards 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 the Request for Maintenance on the designated unit log. This will also serve as a check to determine whether another staff has already submitted a request. If a repeated request is being made, 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, they 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 on duty staff will date and cross through the entry at the back of the unit log, or in the unit maintenance log.
- G. The receptionist will transfer the information from the single copy form to an on-line Maintenance Request for further processing by OCPW staff. A maintenance tracking log will be maintained by the receptionist, which will serve to track information on outstanding maintenance issues.

REFERENCES:

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

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APPROVED BY: