8-42/000.00 - Facility Maintenance and Maintenance Request Procedures

PURPOSE OF ORDER:

To establish policy and procedures for all maintenance and repairs at the Inmate Reception Center (IRC).

SCOPE OF ORDER:

This order shall apply to all personnel assigned to and/or working in any capacity at IRC.

ORDER:

IRC personnel shall adhere to the following procedures concerning general facility maintenance and request procedures to ensure that the facility's maintenance is regularly upheld and for the overall safety of the inmates and custody staff.

Personnel shall inspect their work areas where they are assigned, for maintenance problems, on a daily basis. Emphasis shall be placed on the showers, toilets, sinks, lighting units, ventilation, heating and cooling systems, and treatment of mold infestations.

REPORTING GENERAL MAINTENANCE REQUEST – (NON-EMERGENT)

Personnel shall diligently and expeditiously report all general maintenance (non-emergent) request via the electronic Uniform Daily Activity Log (e-UDAL). The general maintenance request shall be reported by every shift until the request is corrected. The maintenance request shall contain detailed information as to the type of problem and exact location, for example, [REDACTED TEXT], toilet clogged." maintenance request entered into the e-UDAL system will automatically filter to the computerized system Maximo and internally sends Facility Services Bureau (FSB) projects unit the request.

In the event a request can ‘not be reported through the e-UDAL maintenance request, or in the event the system is down, a request may be submitted to the logistics unit via e-mail to the **IRC Logistics Repair Request** group. In this circumstance, personnel from the logistics unit will enter the received maintenance request into the computerized system Maximo and ensure the repair is corrected.

Request that are not corrected in a timely manner via the e-UDAL shall be reported to the logistics unit via e-mail to the **IRC Logistics Repair Request** group for follow-up with FSB projects unit.

Multiple identified maintenance needs shall be entered into the e-UDAL one at a time and shall not be entered into groups. For example, two stopped up toilets and a leaky water faucet should be entered as three (3) separate entries.

Personnel shall also ensure that the e-UDAL reflects when the repair was made and if the issue was resolved or if follow up is needed.

REPORTING EMERGENCY MAINTENANCE REQUEST

Identified maintenance request which would affect the function of the facility and/or interrupt the jail standard compliance shall be deemed as emergent request.

NOTE: All emergent maintenance request require watch commander approval and shall be documented in the watch commander log by the watch commander.

Upon identifying an emergent request, the employee reporting the request shall notify the immediate supervisor for reporting to the watch commander. The watch commander or its designee shall report the emergent request to the logistics unit at [REDACTED TEXT]. The logistics unit shall immediately handle the request by contacting FSB to expeditiously respond to the facility for the emergent request.

AFTER HOURS (5PM to 7AM) – EMERGENCY MAINTENANCE REQUEST

After hour emergent requests, shall be reported by the watch commander or its designee to TTCF, via facility control at[REDACTED TEXT]. Facility control personnel will call FSB to expeditiously respond to the emergent request.

Emergency repairs include, but are not limited to the following:

- Gas leaks / odor
- Serious water leaks
- Immediate electrical hazards or power outages
- Serious compromises to the security of the facility
- Failure of emergency communications and telephone
- Physical breach of security from structural failure
- All lighting inside a module; specifically cells, dayrooms, and indoor rec areas
- Broken or malfunctioning doors, door locks, windows (glass)
- Broken or malfunctioning control panel switches
- Broken or malfunctioning elevators

In the event the emergency maintenance repair has not been completed within twenty four (24) hours, the watch commander shall be notified for follow-up with logistic staff or if after hours, TTCF facility control staff.

Personnel assigned to the area where the emergent request exist will be held accountable for reporting the request and for ensuring the request is corrected in a timely manner and shall ensure proper documentation is made in the e-UDAL.

NOTE: All ***corrected*** emergent maintenance request shall be logged in the watch commander log by the watch commander.

STRUCTURAL MODIFICATIONS

All work submitted to the Sheriff's FSB project unit requesting structural modifications to IRC shall be reviewed, approved and signed by the unit commander prior to implementation. Upon approval, these requests shall be forwarded to FSB. Thereafter, the unit commander or his designee shall ensure the modification is done in accordance with the work order.

MECHANICAL REPAIR/ACCESS

Any person other than FSB requiring access inside the facility for servicing, repair or examination of equipment and facilities, shall report to entry control in person.

The maintenance workman requesting entry shall exchange their identification (e.g., California Driver's License, Employment I.D., etc.), for a numbered identification pass. They must state the exact location of the repair and briefly describe what shall be done.

Entry control personnel shall also request to see the maintenance workman’s tool inventory list and inform logistics personnel of the maintenance workman’s arrival. If logistics personnel are not available, entry personnel shall contact the work area where the repair is needed.

Any maintenance or repair work completed inside security shall require an escort by custodial personnel. The inmates in the area shall be locked down prior to the maintenance workmen entering the area where the repair is needed. When the maintenance workmen have finished their work, custodial personnel shall ascertain that tools or supplies have not been left behind. Maintenance workmen shall verify all tools against their tool inventory list to ensure all tools brought in are taken out.

Once the workmen have left the area, the inmates may come out for normal operation. Any discrepancies shall to be reported to the watch commander immediately.

Inmates shall not be permitted into any mechanical repair area, or corridor. Inmates shall not assist Sheriff's Maintenance personnel or civilian contracted maintenance personnel inside or outside of the facility without specific approval from the watch commander.

GRAFFITI ABATEMENT

Any graffiti observed shall be immediately reported via e-mail to the IRC Logistics Repair Request group. Graffiti shall be removed by the logistics paint crew as soon as possible in an effort to stem the proliferation of additional graffiti. Gang related graffiti shall be photographed and the photos forwarded to the Operation Safe Jail (OSJ) office. Prior to the removal of any graffiti, the wall or surface from which the graffiti is to be removed should be inspected to ensure the proper cleaning method is used. A number of anti-graffiti solutions have been used on the walls and surfaces of the facility; therefore, painted surfaces, various interior and exterior building walls and masonry walls all require specific cleaning agents and methods of removal.

GROUNDS KEEPING

Grounds keeping will include keeping the grounds of the compound and public lobby free of debris, disposing of all trash, sweeping and washing stair wells, walkways, elevator and restrooms. The areas of concern shall include both the bottom level and upper level of the public lobby.

TRASH AND DEBRIS

All trash and debris collected outside the facility shall be closely monitored and taken to the nearest trash receptacle. Any trash item that is recyclable shall be collected and placed in the appropriate bin.

TOOLS AND EQUIPMENT

Tools and maintenance equipment used by inside and/or outside work crews will be inventoried on a daily basis to ensure that all tools have been returned. Lead deputies or a designee shall ensure that all tools and maintenance equipment checked out by an inside inmate work crew are accounted for at the end of the shift.

MOLD PREVENTION

Any accumulated moisture found within the facility shall be remedied by having the area immediately cleaned and dried as soon as possible. All plumbing leaks shall be reported to logistics personnel and scheduled to be repaired by FSB personnel upon discovery by custody personnel.

If the presence of mold infestation is suspected within the IRC by any custody personnel, logistics personnel shall be notified. FSB shall be notified immediately, and requested to inspect the affected area. FSB shall take the appropriate steps to treat and prevent the presence of any large mold infestations.

Logistics personnel can be reached via e-mail through the **IRC Logistics Repair Request** group.