



ADMINISTRATIVE PROCEDURES
Manual of Policies and Procedures

Title

**THE ESTABLISHMENT OF STANDARDS FOR THE
MAINTENANCE OF CORRECTIONAL FACILITIES**

Legal References (includes but is not limited to)	Related Policies/Procedures (includes but is not limited to)	Other References (includes but is not limited to)
IC 11-8-2-5(a)(2); 11-8-2-5(a)(8); 11-11-6-2	00-02-101; 00-02-201; 02-03-107; 02-03-108; 04-01-101; 04-01-301; 04-06-102	ACA: ACI: 3-4206; 3-4268 JTS: 2B-06

I. DEFINITIONS:

For the purpose of these administrative procedures, the following definitions are presented:

- A. Equipment and Machinery Maintenance History Record: A record kept by Maintenance Services that indicates the history of repairs to equipment and machinery at a facility
- B. Facility Maintenance: The set of managed activities which, when properly performed, allow for continuous operation of a facility.
- C. Maintenance Assignment Offenders: Offenders assigned to facility maintenance staff. These persons may be skilled, semi-skilled or in trainee status.
- D. Maintenance Services: Maintenance services include the following skilled trade crafts: welding, plumbing, painting, carpentry, refrigeration, electrical, motor vehicle maintenance, roads and grounds and remodeling/renovation involving any of the preceding crafts.
- E. Maintenance Services Staff: Personnel assigned to the maintenance section who are skilled tradesmen or may be foremen or supervisors.
- F. Preventive Maintenance Buildings History Record: A record kept by Maintenance Services that indicates the history of the construction and maintenance of buildings and structures at the facility.

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- G. Work Orders: The notification to Maintenance Services of conditions or situations that require maintenance services or are a hazardous condition. Work orders provide the basis for review of cost accountability, labor hours expended and storeroom material stocking levels. State Form 44362, REQUEST FOR GENERAL REPAIR, or a similar form containing the required information or an electronic form may be used for this purpose.
- H. Work Order Voucher: A permanent record of maintenance activities including labor and material costs by craft shops, date work order received and date work completed. This information is obtained from the completed work order and transferred to State Form 19044, MAINTENANCE WORK ORDER VOUCHER, or a similar electronic form for this purpose.

II. MAINTENANCE OBJECTIVES:

The objective of facility maintenance services is:

- A. To provide a safe, clean, orderly environment for staff and offenders at minimum costs.
- B. To provide a variety of maintenance services to the facility using staff supervision and offender labor.
- C. To provide skilled trades training on the job for the offender maintenance labor force.
- D. To provide an effective preventive maintenance schedule on buildings, grounds and equipment at a level that will substantially reduce emergency maintenance.
- E. To accurately monitor and record the ongoing costs of each maintenance activity.
- F. To follow the department's policies on purchasing and asset management which ensure that proper materials, parts and services are available to maintain full facility operation.

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III. STAFF AUTHORITY AND RESPONSIBILITY:

A. Individual Employee:

1. May request maintenance services through his/her office, division or department head by preparing a Work Order.
2. May report unsatisfactory work through his/her own office, division or department head.
3. Should notify, through his/her office, division or department head, Maintenance Services of any conditions or situations that require maintenance services or are a hazardous condition.

B. Maintenance Services Supervisor:

1. May institute maintenance services through his/her own department by preparing a Work Order.
2. May report unsatisfactory work through his/her department section.
3. Should notify Maintenance Services of any conditions or situations requiring maintenance or which present a hazardous condition.

C. Office, Division and Department Heads:

1. Review all Work Orders for area of responsibility and submit approved Work Orders to Maintenance Services.
2. May telephone high priority work requests to Maintenance Services, with normal written request following the telephone request.
3. May report unsatisfactory work to the Maintenance Services Supervisor.

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4. Should notify the Maintenance Services of any conditions or situations that require maintenance services or which present a hazardous condition.

IV. WORK ORDER TYPES:

Work orders fall into three (3) categories:

A. Emergency

Emergency work orders may be transmitted to the Maintenance Staff by phone or in person for immediate response. Emergencies are classified as those events that cause a hazard to the staff, offenders or create the possibility of further damage to equipment, machinery or utility systems. Maintenance Services shall notify the Custody Supervisor or designee of any situations that may be a threat to the safety and security of the facility.

B. Repetitive

Repetitive work orders are used internally by the Maintenance Services Supervisor or Physical Plant Director for scheduled preventive maintenance to equipment, buildings, grounds and utility equipment or systems. Repetitive work orders provide an historical perspective that will give the basis for effective maintenance man-hour management.

C. Non-Repetitive

Non-repetitive maintenance work orders are those written requests for labor and material to be expended by maintenance skilled tradesmen in a variety of locations throughout the facility. Work orders of this type may include, but are not limited to, screen and glass replacement, painting, road repair, roof repair, repair/replace plumbing fixtures, furniture repair or small rehabilitative remodeling projects utilizing any of the maintenance crafts.

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V. REQUESTING SERVICES:

Any employee or offender may request maintenance services. The appropriate office, division or department head will make written or verbal requests; however, all verbal requests will be followed up with a written request. Other employees and offenders must forward written requests through their office, division and department head or counselor for approval, with the exception of emergency jobs which may be forwarded via telephone. (Maintenance Services shall decide if work is really of an emergency nature.) Emergency jobs will also be processed through the appropriate office, division and department head or counselor. Maintenance personnel may request services by notifying the Maintenance Supervisor. Requests for maintenance services will be forwarded to Maintenance Services by using State Form 44362, REQUEST FOR GENERAL REPAIR, or a similar form, including electronic versions of a Work Order.

Staff preparing the State Form 44362 or similar Work Order form shall ensure that all necessary copies are made of the form and that the appropriate copies are forwarded to the Physical Plant Director. The requester completes only those portions of the form that apply to the request. The person submitting the request shall ensure that the following information is provided in order to ensure that the request is valid:

- Requested by - indicate full name of requester
- Telephone - indicate telephone number of requester
- Building No. - indicate building number of requester
- Room No. - indicate room number of requester
- Approved by - indicate name and title of approving office, division, department head
- Telephone - indicate telephone number of approving head
- Building No. - indicate building number of approving head
- Description of Work - indicate, as specifically as possible, the function to be performed or the craft involved along with the exact location. Example: replace and/or repair doorjamb leading into Room 219, 2nd floor, southeast end of building ten, as termites have eaten away the bulk of the wood.

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The completed Work Order will be forwarded to the Maintenance Services. Maintenance Services staff shall request the same information when a verbal request for services is taken.

VI. PROCESSING A REQUEST:

- A. All Work Orders will be received by Maintenance Services.
- B. Written requests will be reviewed to determine if they have been approved by office, division or department head. If not approved, the request is returned to requester informing him/her that approval is required. If approved by office, division or department head, Maintenance Services shall review the Description of Work and Location to determine if the work request is really of a maintenance nature. If it is not maintenance work, the work request is returned to the requester, stamped "Non-Maintenance Work." If the work is maintenance, a Maintenance Services Work Order Number is assigned.
Maintenance Work."
- C. Verbal requests will be handled in a similar manner for any non-emergency jobs telephoned in by office, division or department head. Maintenance Services will use the Work Order and attempt to complete two portions of the form; Description of Work and Location and the Approved By portion. Maintenance Services will "print" name of office, division or department head and initial the request to indicate that the Work Order was initiated by the Maintenance Services. Maintenance Services is to remind the caller, unless generated by maintenance supervisors, to forward an approved written request. Maintenance Services is to assign a work order number to the work request and also remind the caller to include this same work order number on the written request. (This means that some work will arrive with a work order number already assigned. This will however, pose no problem and is covered in paragraph 5 following.)
- D. Verbal requests for completion of emergency jobs will be handled as indicated in C, except emergency calls will be accepted from anyone. Maintenance Services staff will make a tentative decision on whether the request is an emergency or not. If not an emergency, persons other than an office, division or department head will have to submit their approved request, in writing, before it will be accepted and considered by Maintenance Services.

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- E. After a work order number has been assigned to the work request, Maintenance Services staff enters the information from the work request on the State Form 19044, WORK ORDER VOUCHER LOG, or a similar form or on an electronic version of this log.

The Work Order Voucher Log is used by Maintenance Services to maintain a ready status report on all work orders to provide such information to the requester upon his call. The Work Order Voucher Log also serves as a means of matching incoming written requests with the work requests previously originated by Maintenance Services per telephone request. This is done through matching of work order numbers. When a written request arrives and it has the same work order number as another work order already on the log, it means that the incoming request is just written confirmation of a previously agreed upon work order. The Maintenance Services staff can then attach the incoming request to the Work Order.

In cases where the original of the Work Order is not yet in the file, the Maintenance Services Work Order Request, which is serving as a written confirmation, will be held temporarily in Maintenance Services.

- F. The Maintenance Services staff is to forward to the Maintenance Supervisor all copies of the Work Order as originated by him/her per the verbal request.
- G. The Maintenance supervisor is to forward the Work Order to the appropriate labor craft foreman who will determine the degree of difficulty in performing the work requested. The work then may be accomplished by a craft foreman, skilled tradesman or offender as assigned by the Maintenance Supervisor.
- H. The assigned person responsible for the completion of the requested work is to inspect the work site and requisition materials and supplies as needed from the maintenance storeroom. The amounts of material and labor expended to complete the Work Order are to be recorded on the Work Order that is then returned to Maintenance Services. The Maintenance Supervisor is to review the completed Work Orders and forwards the Work Order to the appropriate Maintenance Services staff for filing.

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- I. The maintenance work is to be completed as designated by the description of work on the Work Order. Upon receipt of the Work Order by the appropriate Maintenance Services staff, the information contained on the completed work order is transferred to the Work Order Voucher Log. All material and labor used is recorded, as well as the completion date. This closes the work order.
- J. The Work Order now may be filed in a suitable location and be maintained in accordance with applicable records retention schedules.

VII. EQUIPMENT AND MACHINERY MAINTENANCE HISTORY RECORD:

The keeping of an equipment and machinery history record will ensure that a uniform, consistent and high level of maintenance is provided for all equipment and machinery that are the responsibility of Maintenance Services. The record system provides a summary of man-hour requirements per service visit and per year per each item of equipment and machinery and indicates the total equipment and machinery preventive maintenance man-hour requirement for a year. The interval between preventive maintenance action a particular equipment or machinery component is based upon the established maintenance schedule by the manufacturer, the measurement of degrading performance or the impending failure of an piece of equipment that has not been maintained.

This record may be kept on a hard copy log or may be kept in an electronic format. The Physical Plant Director shall share this information with the Facility Head and other designated staff periodically so that staff will be aware of potential problems with equipment and machinery.

This record may be used for the purpose of developing the facility's budget for repairs or replacement of equipment and machinery. The Physical Plant Director shall share the record with the Facility Head or other designated staff during the facility's budget preparation process. Staff at the facility may review this record to determine the budgetary needs of the facility during the upcoming biennium.

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VIII. PREVENTIVE MAINTENANCE BUILDINGS HISTORY RECORD:

The keeping of a building maintenance history record will ensure that a uniform, consistent and high level of maintenance is provided for all buildings and structures that are the responsibility of Maintenance Services. The use of the record system will ensure that minor building problems do not develop into major repairs as emergency jobs since maintenance repairs can be scheduled as necessary.

The record system provides a record of the cumulative costs in labor and material necessary to accurately assess the need for remodeling, renovation, demolition or construction of new buildings. This record may be kept in either a hard copy or electronic format.

This record may be used for the purpose of developing the facility's budget for repairs, demolition or replacement of buildings and structures at the facility. The Physical Plant Director shall share the record with the Facility Head or other designated staff during the facility's budget preparation process. Staff at the facility may review this record to determine the budgetary needs of the facility during the upcoming biennium. Information indicating the need for the renovation, demolition of existing building or structures or new construction shall be shared with the Director of the Division of Construction Services during the budget process.

IX. APPLICABILITY:

These administrative procedures are applicable to all facilities that are owned or operated by the Department of Correction.

Evelyn I. Ridley-Turner
Commissioner

Date