

**MISSISSIPPI DEPARTMENT OF HUMAN SERVICES  
DIVISION OF YOUTH SERVICES  
JUVENILE INSTITUTIONS**

Subject: <b>Preventive Maintenance</b>		Policy Number: <b>2</b>
Number of Pages: <b>3</b>		Section: <b>VI</b>
Attachments		Related Standards & References
<b>A. Work Order Form</b> <b>B. Work Order Log Template</b> <b>C. Decision Matrix</b>		<b>None</b>
Effective Date: <b>March 10, 2010</b>		Approved:  <b>Kathy Pittman, Director</b>

**I. POLICY**

It is the policy of the Mississippi Department of Human Services, Division of Youth Services that all facility housing used to serve youth shall be maintained in good operational condition through the institution of a preventive maintenance program and work order prioritization, which shall include: 1. a written plan for preventive maintenance; 2. a method for reporting and prioritizing work orders; and 3. a system for tracking the status of and on-going maintenance of the physical plant; and at a minimum shall provide for general upkeep, emergency repairs, and the identification, reporting, repair and/or replacement of inoperable equipment and other immediate repair needs; as well as, routine maintenance checks.

**II. DEFINITIONS**

As used in this policy and procedure, the following definitions apply:

1. **Work Order** - A formal request submitted to the maintenance supervisor, which details the repairs or corrective actions needed to bring an area of the facility up to accepted standards and operability.
2. **Work Order Tracking Log** - A log that tracks all work orders and identifies the specific repair requested, location, priority, date of the request as well as the date the repair was completed.
3. **Urgent** - A deficiency or breakdown found during the course of an inspection or as reported by the work order system requiring immediate correction to eliminate hazard to youth, personnel or equipment, loss or damage to property, or major degradation of safety or security. This situation is to be reported immediately to the Director of Facility Management and the Facility Administrator. Emergent issues related to safety or security including maintaining of systems for containment, surveillance, communications, alarms, and services essential to operations have priority.
4. **Essential** - Items of maintenance which should be corrected as soon as possible but are not of sufficient urgency that they cannot be fitted into a routine schedule for work and should be described in a work order as required in procedure.
5. **Projected** - Items similar to those of essential maintenance but of a less urgent nature, e.g., items showing some evidence of deterioration which will increase with time and, subsequently, require corrective action. This category provides a list of maintenance and

Subject	Policy #	Page
Preventive Maintenance	VI.2	2 of 4

repair work for project planning and advance budget planning. Only major items should be included.

6. **Preventive Maintenance Program** - a document drafted by the Director of Facility Management and submitted annually for approval to the Facility Administrator that reflects the requirements of policy.

### III. PROCEDURE

- A. **Responsibility** - The Director of Facility Management or designee shall be responsible for establishing a Preventive Maintenance Program, which at a minimum includes the following:

1. Identifying and creating preventive maintenance routines for critical items of building systems and equipment to minimize out-of-service time due to failures, as well as to reduce costly breakdown repairs.
2. Detecting maintenance deficiencies in their early stages of development and identifying a corrective action plan, by establishing a schedule for regular rounds of the facility by assigned staff persons to identify, report, repair and/or replace inoperable or broken doors, locks, lights, exit signs, toilets, showers, CCTV, communications, alarms, and other facility systems or property.
3. Planning and scheduling resulting maintenance work to provide a reasonably controlled work flow. Repair needs shall be made on a priority basis set by the Director of Facility Management or designee, while issues addressing safety and security issues shall have priority;
4. Ensuring that procedures for entering work orders, requesting repair, tracking status of work orders on a daily basis, and established completion times are adhered to.
5. Maintaining an up-to-date master inventory of all equipment and mechanical systems and buildings, which may be found in property records. This inventory shall be updated, as items and equipment become available, are installed or repaired. An identification number shall be assigned to each item that meets the required monetary threshold or unit of equipment and affixed by a tag or other means to the unit. To be useful, the inventory must be kept current.

- B. **Records** – Accurate inventory records are crucial and indicate what is to be inspected. The preventative maintenance program schedule for inspections shall include checklists and spaces for comment and date and time and signature of inspecting personnel. Uniform maintenance records are to be created for each structure or utility. They shall be complete with details about the make, model, serial numbers, etc. Such information provides realistic estimates for replacement. (See MDHS AP 37) Master inventory records shall include the following:

1. Buildings listed on the record sheets in numerical order. Room numbers are listed.

Subject	Policy #	Page
Preventive Maintenance	VI.2	3 of 4

2. Installed equipment within each building listed under that building's entry. (Type, manufacturer, and date of installation , if known)
3. Description of the equipment, including make, model and serial number.
4. Check list numbers or codes that apply to each item.

C. **Check Lists** - Director of Facility Management or designee shall maintain a preventive maintenance inspection check list and inspection schedule, which shall address the following:

1. A description of the servicing, checks and/or adjustments that must be performed during inspections.
2. Be based on manufacturers' service manuals.
3. Be updated as various types of equipment and systems become available and are installed or repaired. Some sources of information are:
  - i. Manufacturer's service manuals: Valuable guides on how a piece of equipment should be installed, operated and maintained, as well as data about adjustments, servicing, parts replacements and overhauls, etc.
  - ii. Operators: The operators of equipment systems can often provide current and technical information on maintenance problems.
4. Special attention shall be given to inspection and replacement of filters, lubrication requirements, fluid levels, and flushing of contaminants, drains, gutters, and operation of valves to prevent seizing.
5. Maintenance contracts for servicing equipment and security and life safety systems shall be included in monitoring for contract compliance.

D. **Corrective Action** - Inspectors' reports provide a basis for corrective maintenance. The urgency for repairs varies and shall be divided into three categories: urgent, essential and projected.

E. **Work Orders** – Work orders may be completed and submitted by any staff person. Work orders identifying preventive maintenance issues shall be prepared in accordance with The following protocol:

1. When a needed repair or corrective action is identified, a Work Order shall be completed, signed and submitted to the Maintenance Department.
2. The Maintenance Supervisor shall then assign a member of maintenance to complete the request and log the Work Order in the Work Order Log.
3. Once the Work Order request is completed, the Maintenance Supervisor shall document such in the Work Order Log.

Subject	Policy #	Page
Preventive Maintenance	VI.2	4 of 4

4. Work order shall be completed based on priority and according to the order in which it was received by the maintenance department.

F. **Facility Evaluation** – Quarterly facility evaluations shall be conducted by the Director of Facility Management, submitted to the Facility Administrator and shall include:

1. Inventory records.
2. The maintenance schedule for the current and upcoming quarter.
3. The number of work order requests, by category.
4. The number of work order completions, by category.

G. **Annual Reports** - Reports of the annual evaluation shall be prepared and forwarded to the Facility Administrator by the Director of Facility Management on or before January 1 of each year. Copies of the report shall be distributed to all members of the senior facility staff and one copy provided to the Division Director.