

 <p>ARIZONA DEPARTMENT OF CORRECTIONS</p> <p>DEPARTMENT ORDER MANUAL</p>	<p>CHAPTER: 400</p> <p>PHYSICAL PLANT/FACILITIES</p>	<p>OPR:</p> <p>OPS</p>
	<p>DEPARTMENT ORDER: 403</p> <p><b><i>MAINTENANCE</i></b></p>	<p>SUPERSEDES:</p> <p>DO 403 (2/24/09)</p>
		<p>EFFECTIVE DATE:</p> <p>MARCH 2, 2017</p>

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## PURPOSE

This Department Order establishes responsibilities of Physical Plant staff and procedures for service and maintenance requests, pest and weed control, and refuse collection and removal.

## APPLICABILITY

This Department Order is not applicable to private prisons. Private prisons shall adhere to the maintenance requirements of their contract.

## PROCEDURES

### 403.01 PHYSICAL PLANT MANAGEMENT RESPONSIBILITIES

- 1.1 The Physical Plant Manager/Administrator shall:
  - 1.1.1 Report to the Warden.
  - 1.1.2 Hire and supervise qualified Physical Plant Supervisors and specialized staff (i.e., plumbers, electricians, and heating, ventilation, and air conditioning (HVAC) technicians).
  - 1.1.3 Oversee planning, funding, expenditures and assigned budget.
  - 1.1.4 Ensure code and regulatory compliance.
- 1.2 The Physical Plant Manager/Administrator and/or designee shall:
  - 1.2.1 Attend Quarterly Maintenance Meetings, as necessary.
  - 1.2.2 Ensure the following are updated and maintained:
    - 1.2.2.1 The Equipment Maintenance Record for each piece of physical plant equipment, which includes the following:
      - 1.2.2.1.1 Master Preventative Maintenance Schedule, Form 403-7, and additional Preventative Maintenance information outlined in this Department Order.
      - 1.2.2.1.2 Maintenance/Service Work Order Request, Form 403-2, and Maintenance/Service Work Order Request Supplement, Form 403-3, if required.
      - 1.2.2.1.3 Warranty information.
      - 1.2.2.1.4 Equipment Inventory Record, Form 403-6 – Qualified physical plant staff shall paint or otherwise permanently mark new physical plant equipment with an identification number and complete the Equipment Inventory Record form prior to installation.

- 1.2.2.2 The Generator Packet for all generators located at the institution/complex, including but not limited to:
  - 1.2.2.2.1 The Operation and Maintenance Chart, in accordance with the manufacturer's specifications.
  - 1.2.2.2.2 Back-up Generator Preventative Maintenance Log, Form 403-4, and Back-up Generator Annual Maintenance Record, Form 403-5.
  - 1.2.2.2.3 The Orientation Report, which, at a minimum documents engine/generator mechanical function results during emergencies, before and after simulated testing of load conditions and/or monthly operations.
- 1.2.2.3 A project tracking system for each project to include the following:
  - 1.2.2.3.1 Monthly record of project materials ordered.
  - 1.2.2.3.2 Reconciliation of materials received and used.
  - 1.2.2.3.3 Balance of materials inventory.
- 1.2.3 Ensure documentation is completed and maintained in accordance with the requirements of this Department Order and the current records retention schedule.
- 1.2.4 Perform quarterly inspections of the physical plant and physical plant systems and document them on the Quarterly Plant System Building and System Inspection Report, Form 403-8.
  - 1.2.4.1 For assets deemed unsatisfactory, the Physical Plant Manager/Administrator and/or designee shall:
    - 1.2.4.1.1 Indicate the reason for the rating in the Initial Comments column and the corrective action time frame in the Action in Days column.
    - 1.2.4.1.2 Initiate a Maintenance/Service Work Order Request, as appropriate.
    - 1.2.4.1.3 Indicate the completion of the corrective action in the Comments/Completion Date column.
  - 1.2.4.2 For assets deemed excellent or satisfactory, 1.2.4.1.1 through 1.2.4.1.3 of this section shall not be required.
  - 1.2.4.3 The Physical Plant Manager/Administrator and/or designee shall complete the bottom portion and distribute the form after the:
    - 1.2.4.3.1 Inspection when no assets were deemed unsatisfactory.
    - 1.2.4.3.2 Completion of all required corrective action when assets were deemed unsatisfactory.

## **403.02 PREVENTATIVE MAINTENANCE**

- 1.1 The Physical Plant Manager/Administrator and the Physical Plant Supervisor shall ensure physical plant equipment receives Preventative Maintenance in accordance with this Department Order.
- 1.2 The Physical Plant Supervisor or designee shall:
  - 1.2.1 Determine physical plant equipment requiring Preventative Maintenance each month using the following:
    - 1.2.1.1 Equipment Maintenance Records.
    - 1.2.1.2 Environmental industry standards.
    - 1.2.1.3 Manufacturers' recommendations.
    - 1.2.1.4 Frequency of operational failures (i.e., draining potable water storage systems to inspect operational conditions and determining requirements for painting/cathodic protection and hydropneumatic servicing).
  - 1.2.2 Complete a Preventative Maintenance Assignment, Form 403-1 to assign Preventative Maintenance tasks to qualified physical plant staff.
    - 1.2.2.1 Assigned physical plant staff shall return the form to the Physical Plant Supervisor or designee upon the completion and documentation of all of their assigned tasks.
  - 1.2.3 Upon receipt of the Preventative Maintenance Assignment form:
    - 1.2.3.1 Update the Master Preventative Maintenance Schedule form for each asset included on the form.
    - 1.2.3.2 Complete the approval section of the form and forward the form to the Physical Plant Manager/Administrator.

## **403.03 MAINTENANCE/SERVICE WORK ORDER REQUESTS**

- 1.1 Department employees shall:
  - 1.1.1 Submit maintenance and service requests to the Physical Plant Supervisor or designee using the automated work order system or a Maintenance/Service Work Order Request form, as applicable. Form submission may be via e-mail if available.
  - 1.1.2 Make a notation on the Correctional Service Log, Form 105-6, as applicable.
  - 1.1.3 Complete an Information Report, Form 105-2, if the maintenance or service request is more than a routine or minor non-safety/security issue. Instances requiring the Information Report form include, but are not limited to the following:
    - 1.1.3.1 Inspecting and repairing a security zone with a high rate of false alarms.

- 1.1.3.2 Repairing roof leaks, broken windows in a secure area and/or security system failures (i.e., inoperative detection systems and locks).
  - 1.1.3.3 Servicing/repairing electric doors, gate operators, security perimeter lights, and/or failed security zones.
  - 1.1.3.4 Life-threatening gas, water or electrical failures and/or fire safety hazards.
- 1.2 The Physical Plant Supervisor or designee shall:
- 1.2.1 Prioritize service and maintenance requests.
  - 1.2.2 Consult with the Physical Plant Manager/Administrator, as needed and appropriate.
  - 1.2.3 Implement and maintain a tracking system for submitted service and maintenance requests, to include the following:
    - 1.2.3.1 Tracking number.
    - 1.2.3.2 Date received.
    - 1.2.3.3 Materials used.
    - 1.2.3.4 Completion date.
  - 1.2.4 Ensure 1.2.3.1 through 1.2.3.4 of this section is in a physical file or saved electronically.
  - 1.2.5 Submit completed Service/Maintenance Work Order Request forms and Service/Maintenance Work Order Request Supplement forms to the Physical Plant Manager/Administrator for inclusion in the Equipment Maintenance Record. This documentation shall be retained for 12 months.
  - 1.2.6 Electronically submit completed automated service and maintenance work requests to the Physical Plant Manager/Administrator, as applicable.

#### **403.04 PEST AND WEED CONTROL/ERADICATION**

- 1.1 Pest and weed control/eradication shall be performed by a contractor or a Department employee licensed by the Office of Pest Management and certified by the Arizona Department of Agriculture.
- 1.2 Prior to using Department employees for pest and weed control/eradication:
  - 1.2.1 The Physical Plant Manager/Administrator shall obtain an additional liability insurance rider from Arizona Department of Administration Risk Management and permission from Warden or designee.
  - 1.2.2 The Occupational Safety Consultant (OSC) shall ensure Safety Data Sheets (SDS) for pest and weed control/eradication products are updated and accessible.

1.2.3 The Department employee’s supervisor shall ensure:

1.2.3.1 Proper Personal Protective Equipment (PPE) is included or available with the equipment.

1.2.3.2 The Department employee completes and documents their training prior to each equipment use.

1.3 Inmates shall not apply pest control substances.

1.4 Inmates may place and monitor non-poisonous, non-lethal traps.

#### **403.05 REFUSE COLLECTION AND REMOVAL**

1.1 The appropriate Division Director, Assistant Director, Bureau Administrator, or Warden (management staff) or designee shall ensure the following, as applicable:

1.1.1 Approved contractor(s) remove and dispose of refuse in accordance with contract requirements and/or Department employees use Department container vehicles designed to haul refuse to approved landfills.

1.1.2 Refuse material considered hazardous is collected and transported by a state-contracted hazardous material removal vendor. Contact information is available through the Administrative Services Division Purchasing Office.

1.2 Smoking waste shall be placed in covered receptacles designed for flammable waste storage. Smoking waste receptacles shall be dampened prior to emptying into dumpsters.

1.3 All building refuse dumpsters shall have covers and shall be stored in areas approved by management staff.

1.4 Construction waste dumpsters or containers shall not be used for food or office waste collection.

1.5 General office refuse collection frequency shall be determined by the institution/complex’s waste loadings.

1.6 Institutions/complexes participating in a recycling program may adjust waste loading collection frequency as needed. Recycling is encouraged where it is economically feasible and a program is available.

## **DEFINITIONS**

**ENGINE** – For the purposes of this Department Order, equipment that provides mechanical energy to operate a generator.

**GENERATOR** – A machine that converts mechanical energy provided by an engine into electrical energy.

**LOAD CONDITIONS** – Actual operating condition, either while simulating full power demand or during a demand for emergency power.

**PREVENTATIVE MAINTENANCE** – Maintenance regularly performed on a piece of equipment to lessen the likelihood of it failing. Physical Plant equipment may be on one or more of the following schedules:

- Weekly Preventative Maintenance – Examples include:
  - Testing emergency generators when not under load conditions.
  - Checking oil and fuel levels in emergency or critical use items (i.e., blowers, sump pumps, and generators).
- Monthly Preventative Maintenance – Examples include:
  - Testing emergency generators under load conditions.
  - Servicing equipment (i.e., air handler filters, pads, belts, pumps, compressors, and timers).
- Quarterly Preventative Maintenance – Examples include:
  - Servicing/lubricating pumps, blowers, motors, engines, compressors, gear cases and transmissions.
  - Draining, cleaning, cycling or adjusting equipment (i.e., water heaters, small boiler heaters, furnaces, water separators, filters, conditioners, and evaporative coolers).
- Semi-Annual Preventative Maintenance – Examples include:
  - Inspecting structures to ensure structural integrity, life safety compliance, code compliance and general maintenance requirements.
  - Inspecting equipment to determine operational status, necessity of replacement, repair or maintenance, general condition, and salvage possibilities.
- Annual Preventative Maintenance – All physical plant equipment shall be on an Annual Preventative Maintenance schedule.

{Original Signature on File}

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Charles L. Ryan  
Director

#### **FORMS LIST**

- 403-1, Preventative Maintenance Assignment
- 403-2, Maintenance/Service Work Order Request
- 403-3, Maintenance/Service Work Order Request Supplement
- 403-4, Back-up Generator Preventative Maintenance Log
- 403-5, Back-up Generator Annual Maintenance Record
- 403-6, Equipment Inventory Record
- 403-7, Master Preventative Maintenance Schedule
- 403-8, Quarterly Physical Plant Building and Systems Inspection Report

## CROSS-REFERENCE INDEX

Department Order #103, Correspondence/Records Control  
Department Order #401, Prison Construction  
Department Order #404, Fire Safety and Loss Control  
Department Order #702, Key Control  
Department Order #703, Security/Facility Inspections

## AUTHORITY

A.R.S. § 32-2301 et seq, Structural Pest Management Regulation  
A.R.S. § 49-701 et seq, Solid Waste Management  
A.A.C. Title 4, Chapter 29, Office of Pest Management  
A.A.C. Title 18, Chapter 13, Department of Environmental Quality Solid Waste Management