



GENERAL ORDER

Loudoun County Sheriff's Office

Chapter: Correctional Services

Section: 507.4

Subject: Support Services

Topic: Facility Maintenance

Enacted: 12/01/2007

Last Review: 03/26/2026

Review: 10/1/2028

I. PURPOSE

The purpose of this General Order is to provide directives for a structured facility maintenance system that can be used to report and account for materials and labor relating to repairs at the Loudoun County Adult Detention Center.

II. POLICY

It shall be the policy of the Corrections Division to recognize that preventive facility maintenance contributes to the ability to maintain the facility in working order, avoids costly repairs and is critical to promoting institutional safety and security.

III. PROCEDURE

A. Assessment of Facility Maintenance and Repair Issues

1. When a deputy learns of an actual or potential facility maintenance or repair issue, he/she shall personally assess the situation with due regard for safety.
2. The post deputy will document known deficiencies requiring maintenance/repair on the electronic activity log at the beginning of each shift. Deficiencies discovered during the shift shall be documented on the log after the initial assessment has occurred.
3. After the deputy has assessed the issue, he/she shall notify a supervisor. The supervisor will determine whether the deficiency requires emergency or routine maintenance. The supervisor will then ensure an appropriate request for repair/maintenance has been made as outlined below.

B. Emergency Maintenance

1. See the definition of [emergency maintenance](#) to determine if the issue meets the definition of emergency maintenance.
2. Supervisors will follow the guidelines below for reporting an [emergency maintenance](#) request:

- a. Emergency maintenance requests should be called in to extension 8181 (or 703-737-8181 for phones not on the County system) twenty-four (24) hours a day, seven (7) days a week.
- b. By calling this number, you will be connected to the on-duty dispatcher. The dispatcher will take your information and relay it to the County's on-duty technician.

C. **Unscheduled Maintenance**

1. Deputies shall follow the guidelines below for reporting [unscheduled maintenance](#):
 - a. Unscheduled maintenance work requests can be made online at the [Loudoun County Sprocket Maintenance Request System](#).
 - b. Click on "New Work Order," fill out all the requested information and submit it.
 - c. You may check the status of a previously submitted work order by clicking on "My Requests."

D. **Preventive Maintenance**

1. The Loudoun County Department of General Services will establish a preventive maintenance program that identifies tasks and responsibilities.
2. Squad supervisors shall complete daily facility inspections of their designated areas.
3. Shift supervisors shall compile the data from the inspection reports, which include all areas of the Adult Detention Center, and forward a final report to the Commander of Administration, through the chain of command. Any deficiencies requiring emergency or unscheduled maintenance are handled as outlined in this policy.
4. The Commander of Operations will conduct monthly inspections of the entire Adult Detention Center to determine preventive maintenance needs of safety related equipment and complete an Inspection Report. These findings are forwarded to the Commander of Administration.
5. The generator will be tested weekly and according to the manufacturer's recommendations/specifications. All other emergency equipment and systems are tested at least once a month for effectiveness and will be repaired or replaced if necessary.

E. **Pest Control**

The County of Loudoun contracts licensed pest control services capable of administering an aggressive pest control program that controls such pests as roaches, silverfish, mice, and rats. This program includes a monthly inspection of the entire Adult Detention Center. The results of this inspection are forwarded to the Commander of Administration.

F. Maintenance Personnel Access

1. County maintenance personnel or maintenance contract services enter the facility through the Main Public Lobby.
2. Central Control will notify a supervisor who will assign a deputy to accompany the maintenance personnel if entry into a secure area of the facility is needed. All maintenance personnel will be logged on the Adult Detention Center Visitor Log.
3. Maintenance personnel will perform repairs in inmate access areas only when under the supervision of a deputy. Prior to any maintenance personnel entering inmate locations, inmates are locked down in their assigned cells. In the event an inmate needs to leave the housing unit while maintenance personnel are present, the post deputy shall enter the housing unit to escort him/her out.
4. If maintenance personnel need to gain access to a dormitory style-housing unit, all inmates will be relocated to a secure area until the work is complete, and the area has been searched.

IV. VIRGINIA BOARD OF LOCAL AND REGIONAL JAILS STANDARDS

6VAC15-40-1150: Vermin and pest control.

The facility shall control vermin and pests and shall be serviced at least quarterly by a licensed pest control business or personnel certified by the Virginia Department of Agriculture and Consumer Services.

Compliance Documentation:

- Review contract or license for pest control personnel
- Review quarterly service records
- Review health department inspection report
- Observation
- Interview staff/inmates

6VAC15-40-1160: Appropriate lighting and heating.

All housing and activity areas shall provide for appropriate lighting and heating. Appropriate lighting shall be at least 20 footcandles at desk level and in personal grooming area. Heat shall be evenly distributed in all rooms so that a temperature no less than 65°F is maintained. Air conditioning or mechanical ventilation systems, such as electric fans, shall be provided when the temperature exceeds 85°F.

Compliance Documentation:

- Light meter readings
- Observation
- Interview staff/inmates

6VAC15-40-1170: Water utilities.

All housing areas shall have toilets, showers, drinking water and washbasins with hot and cold running water accessible to inmates.

Compliance Documentation:

- Observation
- Interview staff/inmates