



**AVEDA INSTITUTE
WILMINGTON**

OPERATION & MAINTENANCE PLAN

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Executive Summary

The Physical Resource Maintenance Plan encompasses procedures for routine preventive, corrective, and deferred maintenance of institute equipment and facilities, performed on a daily basis or at regularly scheduled intervals. The Physical Resource Maintenance Plan validates the Institute's costs for maintenance, while assuring the adequacy of its physical resources to provide an atmosphere for effective learning, and to meet the institution's stated purpose, programs, and activities. The objective of this plan is to ensure that adequate physical resources are available to support the achievement of the objectives of each program offered by the Institute.

The Physical Resource Maintenance Plan schedules regular maintenance activities. The maintenance staff as well as Institute leadership, perform building checks at the beginning of every quarter and are responsible for maintaining their respective equipment with the assistance of the maintenance employees. If maintenance is outside the areas of their expertise, a local servicing agency is contracted.

Environmental conditions of campus spaces, lighting systems, mechanical systems operation, and general facility conditions are verified to be adequate and operational. If not, general repairs or deficiencies are corrected, as soon as is practical. Life safety equipment such as emergency lights, exit signs, fire extinguishers, and exit devices are included in building checks. All mechanical devices, including door hardware, motor-driven equipment, and toilet facilities, are checked monthly for proper operation. Repairs are initiated and adjustments performed as needed. Manufacturers' recommended maintenance activity schedules for mechanical equipment service, including filter changes, belt adjustments, etc., are observed.

Major repairs and renovations, except for emergencies, are performed on an annual basis. This allows time for faculty and staff to provide input into the renovations or repairs that are needed and for sufficient funds to be budgeted.

The Aveda Institute Wilmington is located in the beautiful Independence Mall. Grounds maintenance is the responsibility of the landlord. They are responsible for exterior lighting, landscaping, parking lot and trash pickup.

OPERATION

The facility at the Aveda Institute Wilmington will be used for educational (both practical and theory), retail, administrative and recruiting activities. The use of the facility for any other purpose is strictly prohibited.

Access to the Facility by paying customers and the inquiring public will be allowed during normal business hours. Access to students will be available during normal instructional hours and licensed instructors will be available for supervision during these times. Employees may access the facility during normal business hours or at other times if he/she has been granted permission by the administration.

The hours of operation are posted on the Institute's Website and Facebook Page. Hours of instruction are listed in the Student Catalog.

MAINTENANCE PERSONNEL

The Campus Director shall be responsible for consistently implementing this plan throughout the institution.

The institute contracts with an outside cleaning company. This company cleans the facility, including instructional equipment, each night (Monday – Saturday).

Effective cleaning practices to enhance the campus environment and prolong the appearances of all overall facility. The custodian service is responsible for trash collection, tile floors, carpets and the overall cleaning of the campus facilities on daily, weekly, monthly, and yearly schedules. Examples are listed below:

Housekeeping

The institute contracts with an outside cleaning company. This company cleans the facility, including instructional equipment, each night (Monday – Saturday).

Effective cleaning practices are utilized to enhance the campus environment and prolong the appearances of all overall facilities. The custodian service is responsible for trash collection, tile floors, carpets and the overall cleaning of the campus facilities daily, weekly, monthly, and yearly schedules. Examples are listed below:

Daily Duties

Bathrooms:

- General cleaning daily (trash, wipe walls, clean stalls, etc.)

Classrooms, Labs, Clinic Rooms:

- Dust mop floors
- Mop entire floor/clean up any spills
- Vacuum carpets/clean up any spots
- Empty trash
- Clean boards
- Dust vents
- Dust/wipe furniture
- Dust/wipe blinds, windows
- Wipe/clean walls, baseboards
- Spray buff tile floors

Outside areas:

- ~~Maintain all glass doors inside and outside~~

Halls:

- Dust mop/vacuum, wipe down edges for lent
- Mop complete hall areas/spray buff as needed
- Clean spills as needed
- Clean walls for spills/marks
- Dust vents
- Clean glass show cases
- Use wet floor machines to maintain clean floors in between spray buffing

Student Lounges:

- Empty trash daily/recyclable trash removed as needed
- Clean tables, counters, microwaves daily
- Dust mop/mop floors daily and mop up spills as needed
- Check daily to maintain windows/blinds for dust and clean windows/blinds as needed
- Clean glass doors daily and big glass areas as needed
- Spray buff as needed

Weekly Duties

Housekeeping storage areas:

- ~~Clean inside storage at all times~~
- Refill all needed supplies
- Maintain/clean equipment

Office areas:

- Dust/polish furniture
- Vacuum carpets/spot clean spots in carpet
- Dust baseboards, wall, and vents
- Check each office ~~daily~~ to maintain cleanness

Monthly Duties

- Janitorial storage area cleaned and put back in order and floors cleaned/waxed
- Building floors are stripped and waxed as needed according to the night shift duties for maintaining floors on a daily/weekly or monthly schedule
- Bathrooms are deep cleaned twice a month with wet floor machines or steam cleaning machine to maintain floors
- All walls and stalls are washed down with cleaner/water hose spray or microfiber mops and cleaner

Yearly Duties

- Windows cleaned outside & inside twice yearly

Maintenance Supplies

Janitorial and maintenance supplies/equipment will be housed onsite.

Physical Plant Improvement

Each member of management and faculty have the opportunity to request maintenance and/or suggest methods of improvement by asking the Campus Director. All items will be addressed as soon as possible. Any issues that concern fire and/or safety hazards will be immediately evaluated by the President.

Federal, State and City Requirements

The President and Campus Director will work diligently to ensure that the Aveda Institute Wilmington has satisfied all regulatory requirements. Any notice of deficiency will be elevated to the President who will take immediate corrective action.

Distance Education Infrastructure

Aveda Institute Wilmington is not currently offering any distance education programs.

Evaluation of Plan

The Physical Resource Plan is evaluated on an annual basis by the faculty and staff.

Maintenance

Preventive Maintenance is a cost-effective means to prolong the life expectancy of Institute facilities and equipment. Preventive maintenance procedures at the Aveda Institute Wilmington consist of assessment inspections, and periodic operational checks and service, as recommended by the manufacturer, industry standards and good management practices. Routine assessments include inspections of air conditioning equipment, tile floor finishes for deterioration or delamination.

Equipment involving specialized training or equipment with proprietary components are outsourced for preventive maintenance service. Specifications are prepared outlining the requirements of the annual contract, with specific duties and responsibilities stipulated.

Routine Preventive Maintenance

- Weekly checks of buildings must be performed at the beginning of each work week. Any noted deficiencies must be corrected as soon as possible.
 - environmental conditions (heating and cooling)
 - lighting
 - equipment operation
- Weekly checks must be made of all mechanical and motor driven equipment.

- Equipment requiring specialized training for service &/or repair will be outsourced.
 - The Manufacturers' recommended service schedule must be followed to include but not limited to: filter changes and belt adjustments.
- Monthly checks must be made of all life safety apparatus, including:
 - All fire extinguishers are verified to be fully charged and up-to-date
 - Emergency eyewash stations are confirmed to be fully operational. Emergency lighting checked to be fully operational.
- Other monthly checks include:
 - Inspection and repairs of all restroom fixtures
 - Interior lighting is checked to be operational
 - Door hardware
- Quarterly repairs and inspections include:
 - Lubrication of bearings on equipment not covered under a maintenance agreement
 - Belts are inspected and replaced if needed on all air handling equipment accomplished under Corrective Maintenance procedures.
 - Anticipated mechanical equipment replacement may be considered under Deferred Maintenance.

Corrective Maintenance

The goal of the Maintenance Team is to have zero calls for problems or deficiencies, attainable by following the *Preventive Maintenance Program*. Corrective Maintenance activities are scheduled by the Maintenance Team or as authorized by the Institute leadership. Trouble notifications are received via telephone or text message to the Maintenance Team. Safety concerns or life-threatening situations are quickly relayed to personnel responsible for immediate action. Calls concerning environmental comfort are verified through the Maintenance Team prior to dispatching a technician.

Deferred Maintenance

The Maintenance Team participates in the process to meet the needs of the institute facilities through the short-range and long-range planning process. The *Facility Maintenance Program* identifies deferred items by referencing historical costs, age, corrective maintenance performed, and in some cases energy usage. Corrective and sometimes routine maintenance of items slated for replacement or repair may not be cost-effective, for the amount of funding, expended for the service.

Repair parts availability or scheduling may dictate the need to immediately repair the item with the most cost-effective means, until the replacement component or permanent updates can be performed. Items such as bearing replacement in HVAC pumps, slated for replacement, are an example. Budget requests and long-range plans are developed and updated yearly for replacement, repair, and renovation needs. These items need to be prioritized in the short- and long-range plans.

- All campus facilities must be inspected on a routine basis.
- Estimates for cost of replacements for facilities, equipment, and repairs are evaluated each year.
- Major repairs, replacement items, and additions will be listed in the institute Strategic Plan

- and action will be taken as funds are appropriated.
- The Maintenance Team will be responsible for annual updating of the *Preventive Maintenance Plan*.
- Evaluation of maintenance procedures is an ongoing function.

Maintenance Budget

The President and Institute leadership will determine the maintenance budget for the year based on the Strategic Plan.

Facility Map Overview

(see next page)

