



Handbook
2006-2007

Building Coordinators

TABLE OF CONTENTS

1. FACILITIES MANAGEMENT DEPARTMENT.....	1-2
2. INTRODUCTION.....	2-2
3. QUICK GUIDE TO FACILITIES MANAGEMENT.....	
4. WORK CONTROL CENTER PROCEDURES.....	
5. FACILITIES MANAGEMENT WHO'S WHO.....	
6. EMERGENCY TELEPHONE NUMBERS.....	
7. EVACUATION OR PROTECTION OF THE HANDICAPPED.....	
8. HAZARDOUS MATERIALS.....	
9. WORK-RELATED INJURIES.....	
10. SAFETY ON CAMPUS.....	
11. WORK ORDER PROCEDURES.....	
12. WORK CONTROL CENTER.....	
13. CUSTODIAL EMERGENCIES.....	
14. PEST PROBLEMS.....	
15. WASTE MANAGEMENT.....	
16. FIRE ALARMS AND SYSTEMS.....	
17. ACCESS REQUESTS.....	
18. ELECTRICAL POWER OUTAGES.....	
19. LIGHTING REPAIR REQUESTS.....	

20. AIR CONDITIONING, HEATING AND VENTILATION.....

21. COMPUTER ROOM ALARMS

22. REFRIGERATOR/FREEZER REPAIR PROCEDURE.....

23. STEAM LEAK PROCEDURE.....

24. STEAM PRESSURE LOSS EMERGENCY PROCEDURE.....

25. WATER OR SEWER LINE BREAKS.....

26. BUILDING FLOOD EMERGENCY PROCEDURE.....

27. IRRIGATION, LAWN SPRINKLER SYSTEM.....

28. SNOW REMOVAL PROCEDURES.....

29. VEHICLE REPAIR AND MAINTENANCE.....

30. TRANSPORTATION MOTOR POOL.....

31. WAREHOUSE/STORES.....

32. MOVING & DELIVERY.....

**JAMES MADISON UNIVERSITY
FACILITIES MANAGEMENT DEPARTMENT**

MISSION

The Facilities Management department is dedicated to excellence in Customer Service. We provide quality facilities related support to the James Madison University community.

GOAL

Our goal is to provide quality, efficient and safe facilities for James Madison University.

VALUES

- We are dedicated in providing excellent customer service and a safe environment for JMU.
- We consistently search for new and better techniques to improve the campus grounds and buildings for our students, faculty and staff.
- We are committed to setting a standard of excellence and providing a dynamic physical environment for teaching, research and student accommodations.
- We continue to provide excellent preventive and scheduled maintenance operations.
- We properly utilize technology and current industry trends by investigating new products, techniques and equipment for the efficient operation of the facilities.
- We believe that teamwork is the heart of excellence. What we do, and how we do it, affects our colleagues, our performance and our reputation.
- We anticipate potential problems and act to eliminate them.
- We put procedures and policies in written form and share.

INTRODUCTION

We in Facilities Management want to thank you for becoming an important part of the University community. We feel that you provide a vital link between the campus community and Facilities Management. The entire campus benefits by you acting as Building Coordinator.

You are the liaison between the building; its occupants and Facilities Management. You are the contact for the building occupants who need to put in work requests or report maintenance issues, and the contact for the occupants in the event of an emergency. You are their advocate.

We have developed this Building Coordinator Manual to provide you with pertinent information for your building regarding outages, shutdowns, routine repair, and maintenance requests, etc. It is your responsibility to disseminate this information to the building occupants advising them of what is going on. This Building Coordinator Manual will help you to assess the severity of the situations you may encounter and will advise you as to what actions should be taken.

The guidelines found within this Building Coordinator Manual have a variety of purposes:

- Reduce the amount of damage and downtime to the facility.
- Protect individuals and property.
- Expand proactive planning and strengthen the communication process.
- Provide links to other departmental functions.
- Promote ongoing training and updates of physical changes to property and infrastructure.

Contact The Work Control Center At 568-6101.

There is no need to contact the individual shop personnel. The Work Control Center is there to help you.

The guidelines found within this Building Coordinator Manual have a variety of purposes:

- Reduce and control emergencies through a proactive approach to planning.
- Ensure information is timely and accurate and communicated to all university departments.
- Ensure the well being of Facility, Staff and Students.
- Information sharing supports a healthy and safe work and learning environment.

QUICK GUIDE TO FACILITIES MANAGEMENT

What is Facilities Management?

Facilities Management supports the overall physical development and planning of the university buildings and their infrastructure and is responsible for the maintenance of the campus's physical assets. We are fortunate to have a qualified staff of building, mechanical, electrical, landscaping, housekeeping, lock shop, transportation, recycling/waste management and store/warehouse personnel.

A comprehensive Facilities Planning and Engineering staff support new construction, renovation and design needs. In addition, a strong support staff manages our Business, Accounting, Transportation, Work Control, Stores/Warehousing, Planning/Scheduling and IT Services. We accomplish this mission by providing a strong customer service approach and believe in quality service as we manage facility and program reliability.

What does Facilities Management do?

Facilities Management's primary roles include:

- Maintaining, repairing and cleaning of all university facilities.
- Provide transportation services.
- Support special events.

- Provide construction and renovation solutions.
- Support long range planning of facilities and infrastructure.

WORK CONTROL CENTER PROCEDURES

The Facilities Management Work Control Center can be reached by the following methods:

- Phone contact via 8-6101
- Campus mail at Work Control Center MSC 7002
- Fax via extension 8-3168
- E-mail fm_wcc@jmu.edu

Web page at <http://facmgt.jmu.edu/suppserv/wcc>

The Work Control Center is located in the University Services Building, Room 102, and 181 Patterson Street, Harrisonburg, VA 22807

The Work Control Center Staff is available Monday thru Friday, from 7:00A.M. To 7:00A.M. and are responsible for receiving, prioritizing and routing of routine maintenance requests and dispatching out maintenance emergencies. All questions should be routed to the work control center for processing, and they will contact the appropriate service area for a response to your questions.

When making service requests or when routine building maintenance needs arise, Facilities Management encourages all building users to first refer all maintenance requests to the Building Coordinator. Use of the Building Coordinator system enables us to provide better services to our customers, by receiving one call from the coordinator instead of tying up the phone lines with many other calls.

When placing a work request, please let the Work Control Center know the priority of the work to be done.

Emergency is classified as involving severe safety; environmental, property security and property loss or business impact. Need a response right away.

Critical has potential for severe safety, environmental, property security, and property loss and or business impact. Response will be within 24 hours.

Immediate: will be responded to within 5 days.

Moderate: will be responded to within 10 days.

Low: will be responded to within 20 days.

Note:

The Work Control Center and Trade Shops are located on the ground floor of the University Services Building, 181 Patterson Street

EMERGENCY TELEPHONE NUMBERS

James Madison University Police (JMU PD)

Emergencies	568-6911
Non-Emergencies	568-6913
Fire Reports	568-6911
Ambulance Requests	568-6911

X 86911 is for true emergencies. Save a life, report a fire, stop a crime.

Facilities Management

Work Control Center	568-6101
Work Control Center Fax	568-3168

Hazardous Materials

Emergency	568-6911
Information-Integrated Waste Management	568-3325

Campus Closure

433-5300

Provisions for the Evacuation or Protection of the Handicapped

Under the Americans with Disabilities Act of 1990 and prior to that, Section 504 of the Rehabilitation Act of 1973, a federally mandated accommodation of the handicapped into the "mainstream" of educational processes, the University has

been involved in the elimination of physical barriers to access to facilities and programs.

Regulations calling for the barrier free access to buildings by the mobility impaired are at times not consistent with the requirements for speedy and unobstructed egress from such buildings. Ramps are fine for approaches to upper levels of multi-storied structures. But, evacuation in the event of a fire is solely by alternate and supposedly equal fire towers, grade level exits, or exits which lead to exterior stairs, which turn discharge to grade. So, unfortunately, as mobility impaired individuals travel upwards in a structure, their ability to evacuate quickly lessens with each ascending level.

The University community should be made aware of this situation, and should take the following provisions for protection and evacuation of the handicapped into account:

1. The elevator is great for giving access to upper levels, **but it is not to be used for fire evacuation**. The power may fail in transit or a door may open upon leveling and stopping on a floor were smoke, fumes, or fire is present, exposing car occupants to lethal conditions.
2. If the fire is on the floor where the handicapped individual is located, that person should be moved literally away from the fire, then to an area of rescue (**refuse**) or a safe stairwell as quickly as possible. Each handicapped individual should have several persons available to assist them in the event of such a contingency, but all persons should be made aware of the plight of the handicapped in emergencies.
3. In a fire resistive building, for that mobility impaired situated **above** the fire floor, should be, if exiting is not practical past the involved level, placed in a protected room, preferably with an outside window and or telephone. They should not be evacuated. The reason for this is twofold.
 - a. To eliminate the potential for subjecting the individual to injury or death, and obstructing the means of egress to the ambulatory in situations where panic is a potential and rapid exiting is imperative. This obstruction would increase the possibility of life threatening situations and injury to all.
 - b. To better assure the safety of the handicapped person above the fire floor, then, and room preferably with two (2) hour fire-resistive walls, floor, and ceiling, plus one and a half hour (1 1/2) rated door is preferred. A window exposure to fresh air is mandatory to assure a life-supporting atmosphere in the room. Walls consisting of concrete block or double wall sheet rock construction should suffice.

HAZARDOUS MATERIALS EMERGENCY PROCEDURES

Hazardous Materials is a natural occurring mineral that is distinguished from other minerals by the fact that its crystals form long thin fibers. It typically has a white, chalk line appearance but can often have different colors and textures or may be mixed into building materials and not be readily visible.

Hazardous Materials have been used in literally hundreds of products, Many of these products are present on campus such as wall plaster, wallboard, floor tile, ceiling tile, roofing shingles, fireproofing materials, acoustical insulation, boiler and pipe installation, electrical insulation, window putty, blackboards, lab gloves, bench tops, the list is endless. A Hazardous Material is of greatest concern when it is friable (capable of being crumpled, pulverized or reduced to powder by hand pressure) or physically disturbed by drilling, sanding, grinding, scraping, breaking, or any other abrasive or destructive activity. This is when the hazardous material has the greatest chance of becoming airborne and being inhaled by building occupants.

Please do not drill holes in walls or make other structural changes without approval from Facilities Management.

Hazardous material management on campus is performed by special Environmental Health and Safety crews.

If hazardous material contamination has occurred or is suspected, it is extremely important that you follow this procedure exactly:

- **DO NOT attempt to clean unknown building materials** yourself
- **Evacuate** and secure area if possible
- **Contact Work Control Center** who in turn will contact the **Hazardous Material Management Plan** coordinator as soon as possible
- Coordinate with Facilities Management the shutdown of A/C equipment.
- Obtain the reporting person's name and phone number

- Record the date, time and exact location
- Wait for direction from qualified hazardous material personnel

Clean up and removal will be performed by trained professionals.

CHEMICAL AND RADIOACTIVE EMERGENCY PROCEDURES

Always assume that a chemical spill is dangerous!

Hazardous Chemical, Radioactive Spill:

- Keep away from the spill and assume that it is dangerous until notified otherwise by proper authorities.
- Call JMU PD at 568-6911.
- Notify work control so that they may alert FM personnel in the area to assist.

HAZARDOUS MATERIALS AND WASTE DISPOSAL

Never pour hazardous material down the sink!

- Improper disposal of hazardous materials may result in personal injury and is environmentally unsound.
- Call work control at 568-6101 to arrange to have hazardous material disposed properly.
- **If you are unsure of a material, contact the Recycling and Integrated Waste Management personnel at 568-3352. We have trained personnel that will identify the proper means of handling the materials in question.**

- Any individuals that violate these procedures will be held liable for their actions.

GAS AND UNUSUAL ODOR EMERGENCY PROCEDURE

If you can smell gas, do not smoke, induce a spark, light flames, or use a mobile phone in the vicinity.

Call Campus Police at 8-6911 and Work Control at 8-6101.

Isolate the area if hazardous volatiles are released by closing doors and windows. If flammable vapors are released do not operate any electrical switches. **Where fitted, activate emergency shut-off or isolate possible ignition sources at switchboard.**

Partial evacuation of floor by word of mouth.
Building evacuation- initiated by pressing an alarm.

When the building evacuation alarm is sounded or when told to leave by a designated emergency official, walk quickly to the nearest marked exit and ask other to do the same.

Do not use elevators during an emergency evacuation. Emergency personnel may use an elevator for evacuation after review of the circumstances.

Once outside, move clear of the building, allowing others to exit. In extreme cases you may be directed to relocate or reassemble at an alternate location.

Do not return to an evacuated building until advised to do so by emergency personnel.

LIFE OR LIMB THREATENING WORK-RELATED INJURIES

- In order to provide maximum protection for you and James Madison University, all injuries should be promptly treated to avoid the possibility of infection and/or other complications.
- **You should immediately report all injuries to your supervisor.**

James Madison University has a list of panel physicians that you need to choose from when there is an accident. They are: RMH Center for Corporate Health, Dr. Walter Greene, III and Dr. James D. Evans. They are the designated medical providers for all campus worker's compensation injuries. Even if you need to go to an emergency care facility initially, one of the above physicians should provide follow up care.
- **If the injury appears to be life or limb threatening, call Campus Police 568-6911.**

SAFETY ON CAMPUS

- **All of us on campus are responsible for safety!**
- **If you see anything that is life safety related, a crime or a fire, call X 86911 immediately!**
- **If you see a safety hazard you should advise Work Control at 86101, so it can be properly handled**

Contact Work Control Center at 568-6101 immediately if any unsafe conditions exist on campus.

WORK ORDER PROCEDURES

Work requests should be submitted through Facility Focus by the Building Coordinator or designated individual. If the request is for a charge that the department would be responsible to pay for, the person requesting this needs to have signature authority for the department's organization number. If they are entering it in for another department, they should include the **original request** showing they have been given permission to enter this work request.

The following services, if for the benefit of general fund support departments only, are chargeable to Facilities Management, exceptions would be for program related requests, which are charged. (Auxiliary accounts are charged for these services):

1. All Exterior Building Maintenance including:
 - Snow and ice removal
 - Lawn and tree care
 - Installation of traffic and identification signs, only at the request of Facilities Management or JMU PD
 - Roofing
 - Repair and Maintenance of the Infrastructure related to the facility

2.
 - Interior Building Supplies, Equipment, Repairs and including:
 - Heat, electricity, water and sewer
 - Electrical works, plumbing, and painting of general public areas, except as noted above
 - Light bulbs, fluorescent tubes and normal lighting fixtures. "Normal" is defined as replacing the existing light bulbs with generally the same bulb. The normal fluorescent replacement is cool white, spec 35 types. Any change of light bulbs or special requests will require a work order and the department must pay for the bulbs or tubes.
 - Drinking fountains
 - Floor and ceiling tile, woodwork, doors , and paneling
 - Elevators
 - Some glass work
3. Chalkboards/Whiteboards in central scheduled class rooms
4. The correction of safety hazards
5. Routine custodial and grounds maintenance
6. Trash disposal (non-compatible waste should be set alongside the bins)

A department account number should not be entered on the work order if the services are chargeable to Facilities Management as defined above. These are classified as General Funding. Contact Work Control to verify billing.

Auxiliary departments may establish a "Facility Code" to cover repetitive service for an extended period of time, within a fiscal year. This code identifies a cost center or economic unit to which maintenance costs can be tracked.

The Building Coordinator will handle requests for routine maintenance service.

The following services to general fund and auxiliary departments are chargeable to department accounts:

2. Repair, servicing, acquisition and installation of special equipment and furnishings that have been provided for the use of a particular department (as opposed to general equipment and furnishings in common use throughout the University), such as:
 - Laboratory desks, tables, sinks, piping, service lines and plumbing above floor level
 - Drawing tables, special desktops, cabinetwork, partitioning and shelving
 - Safes, special files and cabinets, refrigerators, ice machines, special motors, ovens, kilns and water heaters
 - Map cases, bulletin boards, directory boards, nameplates, sign painting and floor marking
 - Glass work
 - Departmental machines, equipment, supplies and materials
 - Installation and maintenance of call systems and buzzers
 - Provision and maintenance of special utility services
 - Room numbers, if the department is initiating the room number change
 - Upholstery cleaning
 - Drapery cleaning (Services will be contracted out)
 - Custodial or grounds maintenance of a non-routine function

Facilities Management services should be requested by entering a work request via facility focus.

Projects:

A project typically changes space or functionality of the area and is charged to the department.

Examples of projects would include building renovation, a room renovation, or a computer room installation. Projects must be approved by the appropriate university personnel and submitted for the planning and construction process.

When I contact the Work Control Center what information do I need to give them?

In order to efficiently get the work order set up, and to dispatch the work out, the following information is needed:

1. your name
2. your phone number
3. your MSC number
4. where the problem is
5. brief description of the problem
6. when you need the work completed

The dispatchers will also need an org number so that they will know what department to charge the work to if the work is of a recharge nature. Some work needs to be charged back to the requesting department and some do not. The dispatcher will then determine the priority and dispatch accordingly. The shops will schedule the work to be done. **ONLY EMERGENCIES ARE TO BE CALLED INTO THE WORK CONTROL CENTER AT 568-6101.**

Work Control Center

University Services Building RM 102, MSC 7002
181 Patterson Street
Harrisonburg, VA 22807
Telephone - 540.568.6101
Fax - 540.568.3168

Open Monday - Friday

7:30 A.M. to 11:30 P.M.

After hours, please call Campus Police at 568-6913.

The Facilities Management Work Control Center staff is here to ensure that all University faculty, staff and students are comfortable in their environment. WCC staff are trained personnel who are in direct radio contact with our technician personnel. WCC can answer most of your questions or direct you to the appropriate person. Work Control Center automates and assigns customers' work orders. An average of 3,770 maintenance requests are processed monthly.

WCC staff also acts as University liaisons notifying our customers of building system shutdowns.

WCC provides delivery of all FM services. The WCC will log the request and forward it to the appropriate Building Management Team or to Architectural Design & Engineering, Major Projects, or Utilities as appropriate. Generally all requests for maintenance services should go through the designated Building Coordinator (emergencies excluded). Requesters should check their respective departmental policies on authorization to request fabrication or remodeling services.

Work requests, service calls and inquiries may be submitted in the following ways:

1. Via The Facility Focus computer system
2. Called into the Work Control Center at 540.568.6101
3. Mailed to the Work Control Center at MSC 7002
4. Delivered directly to the Work Control Center located at Patterson Street [USB](#), Room 102

For questions regarding your work order, contact the Work Control Center at 568-6101

CUSTODIAL EMERGENCIES

Emergency custodial procedure:

- Call work control at 568-6101 from 7:00am to 7:00am Monday through Friday. All other times call campus police at 568-6911.
- The exact location of the emergency.
- The exact nature of the emergency or cleanup required.

PEST PROBLEMS (INSECT OR ANIMAL)

It is illegal for state employees to spray pesticide unless you are a certified applicator!

Pest problem procedure:

- The exact location of the problem.
- The type of insect or animal involved.
- Contact name and phone number.

What is Integrated Pest Management?

IPM is a strategy that focuses on the long-term prevention of pests through a combination of tactics, which are targeted at the specific pest. The primary goal of IPM is to minimize impact to human health, the environment, and non-target organisms through the use of least toxic control methods. JMU is fortunate enough to have a licensed full time IPM professional, who is dedicated to reducing pesticide use and providing long-term solutions to pest problems.

The following preventive measures can help keep pests away and your costs down:

- Keep your workspaces as clean as possible! If food is allowed in the work area make sure that all spills or crumbs are cleaned up. It only takes a small amount of food to attract ants, roaches, and mice.
- Notify work control of any plumbing leaks immediately. Small leaks can support a wide variety of pests.
- Keep a clutter free environment. Clutter provides an ideal spot for pests to hide or nest.

RECYCLING AND INTEGRATED WASTE MANAGEMENT

What is Recycling and Integrated Waste Management?

The RIWM department is devoted to promoting healthy environmental activity and reducing the University's waste stream by offering recycling programs for various materials disposed of by JMU daily. These materials include plastic bottles #1 and #2, aluminum cans, tin cans, steel cans, glass bottles, cardboard, newspaper, magazines, office paper, all types of batteries, scrap wood, scrap metal and fluorescent bulbs. RIWM also works with various campus departments to reduce and/or reuse the materials consumed by campus

activities. RIWM tries to promote the purchasing of materials made from recycled materials, thus completing the recycling cycle.

Visit our website at www.jmu.edu/recycling for more info about the JMU Recycling department.

For trash or recycling pickup on campus please call 568-3352 with:

- The location of the material to be picked up
- The type of material
- Contact name and number

For questions on recycling, setting up or improving a recycling program in your building, or any general service questions, contact us at 568-3352.

FIRE ALARMS

In the event of a **Fire** please adhere to the following procedures:

Sound the alarm, by activating a manual pull station to evacuate the building.

When the fire alarm sounds, leave the building or immediate area. Instruct others to do the same.

From the nearest phone in a safe area, call **86911** to report any emergency. Be prepared to give your full name, exact location (name of building, room number, part of building or landmarks if outside), type of emergency and phone number you are calling from. **Do not hang up** until dispatcher has all necessary information.

Arrange to meet emergency response personnel at a safe location and direct them to the scene.

Do not leave safe location until the Fire Department or Campus Police releases you.

Do not re-enter the area until the alarm is silenced and the Fire Department or Campus Police grants you permission.

Whenever the fire alarm sounds, building occupants are required to immediately evacuate the building via the nearest safe exit (Do not use elevators!) and if possible shut down equipment and experiments, and close windows and doors.

Building occupants should remain a safe distance (at least 200 feet) distance up wind from the building, away from roads, driveways and other building accesses.

If a fire alarm system has to be temporarily shut down, the alarm technician will contact Campus Police and the Work Control Center. Work Control will advise the Building Coordinator of the shut down and the approximate length of time that the system will be off-line.

TROUBLE ALARMS

In the event of a **Trouble Alarm** on your fire alarm panel:

Contact the Work Control Center at 568-6101 between the hours of 7:00am to 7:00am. Monday thru Friday. After hours and on weekends contact Campus Police at 568-6913. Advise the dispatcher what the fire alarm panel displays and they will dispatch an Alarm Technician to check the problem.

FIRE EXTINGUISHERS

All buildings are equipped with portable fire extinguishers. Occupants must have access to an extinguisher, at a minimum, within 75 feet of any location in the building. An extinguisher is typically located at each exit. Extinguishers must be unobstructed at all times. Extinguishers must be in a cabinet or hung on an approved hanger at all times.

Unless specifically requested, class **ABC** fire extinguishers are the campus standard. This type of extinguisher will work on all fires (ordinary combustibles, flammable liquid, electrical). **Special D** class extinguishers should be provided where reactive metals and metal hydrides are being used.

Please review the directions and the ratings as it relates to the class fire that can be extinguished,

To ensure these extinguishers are fully charged and in proper working condition, they will be inspected, tested and recharged in accordance with the requirements of NFPA-10. A low pressure or partially used extinguisher must be taken out of service immediately and replaced with a fully charged unit.

Contact the Work Control Center at 568-6101 to obtain new or replacement extinguishers. Willful tampering or unapproved removal of fire suppression equipment is a criminal offense punishable by disciplinary action, fine or imprisonment.

AUTOMATIC FIRE SPRINKLERS

Most campus buildings have fire suppression systems. Fire sprinklers have been proven to be the most effective method to protect lives and property from most fires. Sprinkler heads are set off individually by heat from the fire beneath them. Once a head is activated, it sets off the building fire alarm, initiating evacuation procedures. The building fire alarm system also summons the fire department. **It is important not to hang objects from the sprinkler heads or pipes or in any way hinder their proper operation. A minimum 18- inch clearance must be maintained from the sprinkler heads.** Fire alarms and fire suppression systems are tested semi-annually. Only university-approved personnel may work on fire alarm or fire suppression systems, disable devices or put them back into operation. If a sprinkler head is found seeping or dripping water, contact Work Control at 8-6101 or after hours call Campus Police at 8-6913.

ACCESS REQUESTS

JMU PD receives a large number of requests to open doors after-hours.

For a variety of reasons and JMUPD Security's current policy is to release the Building Coordinator's name and phone number so that the person can call in an attempt to gain access to the building.

If you would like your phone number removed from this list please contact JMU PD at 568-6911.

DOOR INTRUSION ALARMS

Door Intrusion Alarms:

If you receive a call to **Reset a Door Intrusion Alarm** please contact the building coordinator in your building who oversees these alarms.

Facilities Management does not repair or work on intrusion alarms.

Advise Campus Police at 568-6911 of the intrusion alarm problem so they may take additional measures, if needed.

Door Alarm Not Working:

If you receive a call that a **Door Alarm is not working** (the type that alarms when you push the door open) you should contact Work Control with the exact location.

Contact Work Control at 568-6101 for assistance.

DOOR PROBLEMS

Please use the following procedures for Door and Security Problems:

- Ask the reporting party if it is a door hardware problem or a key/ lock problem.
- Contact the Work Control Center at 568-6101 for assistance.
- You may also want to advise JMU PD of the problem if after hours, holidays or on weekends, so that they may provide security.

LOCK OR KEY PROBLEMS

Please follow the procedures below for Lock or Key problems:

- If the problem involves an after hours security risk you should contact JMU PD at 568-6913.

- If the lock appears to have been tampered with, tell the reporting party not to touch anything and then call JMU PD, so that the scene can be checked.
- If a key has been broken off in a lock, this constitutes an emergency so please contact the Work Control Center at 568-6101 for assistance.
- If entry is needed to high a security rooms, please contact JMU PD directly at 568-6913. If any FM personnel need access to any of these rooms the Work Control Center will contact JMU PD to arrange access.

PANIC HARDWARE PROBLEMS

Please try to obtain the following information concerning Panic Hardware problems:

- Ask the reporting party if the problem is a key, lock or panic hardware problem.

ELECTRICAL POWER OUTAGES

In the event of a **Power Outage**, to minimize potential damage to expensive scientific instrumentation, and/or experiments and to avoid the creation of hazardous situations please contact the Work Control Center as soon as possible.

Please try to obtain the following information:

Is the entire building or only a portion of the building affected by the power outage?

What are the room numbers of the area involved in the outage?

As a precaution against damage to equipment, please shut off all electrical appliances and computers before the power is restored.

Contact the Work Control Center at 568-6101 for Assistance.

LIGHTING REPAIR REQUESTS

Interior Light out Requests

When you contact the Work Control Center with an Interior Light Out or Repair Request, provide the following information:

- Exact location of the light out or repair location
- Is it a fluorescent or incandescent light?
- Is there a humming or buzzing coming from the light fixture?
- Is there a burning smell or is the ballast dripping a dark liquid?
- Is the entire room dark or are several lights still lit?

Facilities Management strives to replace lights in a timely manner. **If you believe that this is an emergency, please contact the Work Control Center at 568-6101 for assistance.**

Exterior Light out Requests

When you contact the Work Control Center with an Exterior Light Out or Repair Request please provide the following information:

- Light pole light number or exact location of the pole light.
- What is the exact problem with the pole light (out or flickering)?

Facilities Management strives to replace these lights as soon as possible.

If you believe that this is an emergency (the area is completely dark), please contact the Work Control Center at 568-6101 for assistance.

AIR CONDITIONING, HEATING AND VENTILATION

If you receive a request for repair of a conditioned space, you need to obtain the following information:

- Name of contact person, their location and phone number
- Building, floor, area or room number. If an individual unit in a room, is it switched on?
- Is the area hot, cold, noisy, a water leak or other
- Description of work required

Please contact Work Control Center at 568-6101.

COMPUTER ROOM ALARMS

If you receive a report of a computer room alarm, please try to obtain the following information:

- Name of contact person, their location and phone number
- Area of room served
- Type of alarm, if known, high or low temperature, high or low humidity or other. (These alarms are usually located on the front display of the computer room unit)

Contact Work Control Center at 568-6101.

REFRIGERATOR/ FREEZER REPAIR PROCEDURE

If you receive a request to repair or discard a refrigerator or freezer, please obtain the following information:

- Name of contact person, their location and phone number
- Location and type of unit

- Description of the problem
- If unit is being discarded, please contact Work Control at 568-6101.

Please contact Work Control Center at 568-6101.

STEAM LEAK PROCEDURE

In the event of a steam leak in your building, please obtain the following information:

- The room number or exact location where the steam is blowing or leaking
- Is the steam leak large or small?
- Is there a large amount of noise involved?

Please contact the Work Control Center at 568-6101 for assistance.

STEAM PRESSURE LOSS EMERGENCY PROCEDURE

In the event of a complete loss of steam pressure at the Powerhouse:

- If there is loss of heat or air conditioning in building, contact Work Control Center at 568-6101
- If the steam is going to be out for a protracted period of time, the Work Control Center will contact you (the Building Coordinator) to let you know when the steam is expected to be restored.

WATER OR SEWER LINE BREAKS

In the event of a major water main, sewer break please obtain the following information:

- Is it a water line or sewer line that's broken?

- Is the leak a small puddle, a large flood, etc?
- Is the leak a drip, gush or torrent?

Pull the Fire Alarm and evacuate the building if you believe the leak is a safety threat to personnel.

Contact the Work Control Center at 568-6101 for assistance.

BUILDING FLOOD EMERGENCY PROCEDURE

In the event of a building flood or water leak, please obtain as much of the following information as possible:

- Exact location of the flooding
- Extent of the building (how many rooms are involved, the room numbers)
- Any safety considerations involved (electrical panels, computers, experiments, etc.)
- Is the size of the flood, puddle, etc. and exactly how much water is on the floor?
- Make sure to ask the caller if there is anything else Facilities Management needs to know to handle this emergency
- Try to determine if the water leak is a sewer line. Ask questions like, "Is the water flowing from a toilet or drain"

Contact the Work Control Center at 568-6101 for assistance.

HANDICAPPED RAMP ACCESS TO BUILDINGS

- **Facilities Management has a portable wheel chair lift and ramps to permit access to buildings.**

- If you receive a call requesting handicapped access to a campus building, please contact the Work Control Center from 7:30 AM – 11:00 PM. After 11:00 PM, please contact campus police at 568-6913.

Contact the Work Control Center at 568-6101 for assistance

ROOF LEAKS

If you receive a report of a Roof Leak in your building, please try to determine the following information:

- Room number
- Is this leak an emergency, drip, stream or torrent?
- Is there computer equipment or experiments that could be damaged by the leak

Contact Work Control Center for assistance at 568-6101.

IRRIGATION OR LAWN SPRINKLER SYSTEM EMERGENCY PROCEDURE

If you receive a call concerning an Irrigation or Lawn Sprinkler problem (system running too long or flooding), please obtain the following information:

- The specific location
- Is the problem a single “geyser”? If the problem seems to be a single geyser then contact the Work Control Center and advise them of the location and how big the geyser is.
- If the problem seems to be an area of sprinklers running too long or flooding in an area

Contact the Work Control Center at 568-6101 for assistance.

SNOW REMOVAL PROCEDURES

Facilities Managements snow removal procedure is designed to ensure all areas of the university community are responded to as quickly as possible. Emergency issues for program access, fire and safety and any health related issues are classified as priority 1. Standard response is addressed in the following order;

- Main access roads
- Food Service facilities and the Health Center
- Building access and sidewalks
- Secondary streets and Parking lots

If your building or program has special requirements or need assistance beyond our standard operating procedures, contact the work control center for assistance.

VEHICLE REPAIR AND MAINTENANCE

The vehicle maintenance shop is located on Grace Street. The garage is staffed by six experienced technicians including ASE certified. **The shop foreman is Terry Hemp. He can be reached at 568-6364 from 6:30 am to 4:00 pm, Monday through Friday.** After hours emergencies, please call Campus Police at 568-6913.

-The Transportation Garage is responsible for the repair and maintenance of all university owned vehicles, including the motor pool leased vehicles.

-All vehicle repairs need to be handled through the Garage even if the work needs to be coordinated through an outside vendor.

-All vehicle questions should be directed to the Garage.

-Some alternative fuel vehicles are serviced at the South Main facility.

-Fueling stations are located at the Grace Street Garage for gasoline and diesel refueling. Outside of Anthony Seeger, CNG refueling is available. Gasoline and diesel refueling is also available at the Motor Pool complex, located on 1580 South Main Street, across from Wendy's and El Charro's. Fuel Keys operate the stations.

-For Alternative fuel vehicles, contact the Transportation Office at 568-8147.

TRANSPORTATION MOTOR POOL

The Transportation Motor Pool manages a fleet of leased vehicles available to all university departments. The Fleet consists of Motor Coaches, Cars, Vans, Shuttle Buses and Trip Buses. The Fleet inventory includes several Alternative Fuel Vehicles. Lease rates are available on the Facilities Management website.

The Motor Pool hours are 7:00am to 5:00pm, Monday through Friday.

Vehicle requests are submitted through the Facilities Management “**C.A.R.S**” scheduling system. The system is located on the Facilities Management website at <http://facmgt.jmu.edu/> , under Transportation. Contact Motor Pool if you have questions.

Contacts:

540-568-7064- Donnie Sites, Motor Pool Supervisor
540-568-8147- Marie Bishop, Vehicle Scheduling
540-568-8147- Sarah Knupp, Vehicle Scheduling
540-568-3609- Michael Kauffman, Transportation Manager

WAREHOUSE/ STORES

James Madison University Warehousing and Stores services include receipt, storage and distribution of stock inventory and the receipt of vendor shipments.

The Warehouse hours are 7:00am- 4:00pm, Monday through Friday.

Contacts:

540-568-6450 - Cathy Roadcap, Warehouse Manager
540-568-3602 – Daryl Ours, Warehouse Supervisor

The Warehouse receives all materials for Facilities Management as well as items for university departments that are delivered by trailer truck where there are not appropriate receiving facilities available.

The Warehouse will contact the requesting department upon receipt of vendor shipments. The department is then responsible for entering a work order to the Work Control Center. Facilities Management will then deliver the items or the department may pick up their items at the Warehouse.

MOVING & DELIVERY

Moving & Delivery hours are: 7:30 am – 4:00 pm, Monday through Friday.

Contacts:

540-568-3766 Duane Swanson, Master Planner

540-568-4103 Julie Ruebush, Moving & Delivery Supervisor

540-568-6101- Work Control Center

Service available: Pick up and delivery of equipment and supplies and scheduled moves of offices and departments.

The department requesting the service is responsible for entering a work request.

Summary

Facilities Management in conjunction with Building Coordinators will provide the university, facilities that support program, teaching and research development for faculty, staff and students. In the development of this manual, we hope to provide a strong communication and information sharing process that will more effectively provide the university community, the means to excel. We look forward to working with you in the development of a true facilities management program.