



Handbook

Building Coordinators

JMU Comprehensive Safety Plan
<http://www.jmu.edu/safetyplan/>

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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.

All non-emergency issues should be submitted through a customer request in AiM. Any questions related to work requests or emergency work contact Work Control Center at 8-6101.

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

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' 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

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 103, and 181 Patterson Street, Harrisonburg, VA 22807

The Work Control Center Staff is available 7:00A.M. Monday thru 7:00A.M. Saturday, 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.

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 requests. Approximately 7,000 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 AiM computer system
2. Called into the Work Control Center at 8-6101
3. Mailed to the Work Control Center at MSC 7002
4. Delivered directly to the Work Control Center located at Patterson Street USB, Room 103

For questions regarding your work order, contact the Work Control Center at 8-6101.

WORK REQUEST PROCEDURES

Work requests should be submitted through AiM 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 approving departmental email or other written documentation 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 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 request and the department must pay for the bulbs or tubes.
 - Drinking fountains
 - Floor and ceiling tile, woodwork, doors and paneling
 - Elevators
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)

The Facilities Management department account (100255) should be entered on the customer request if the services are chargeable to Facilities Management as defined above. These are classified as General Funding. Contact Work Control to verify billing.

The Building Coordinator will submit customer requests for routine maintenance service.

The following services to general fund programs and auxiliary departments are chargeable to department accounts and require the department account on the customer request:

1. 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 customer request via AiM.

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 request set up, and to dispatch the work out, the following information is needed:

1. contact name
2. contact phone number
3. contact email

4. problem code
5. brief description of the problem
6. where the problem is (property)
7. account (org) and subcode (expenditure code)
8. when you need the work completed
9. priority code

The Work Control Center will then review the request, and if there are any questions, will call the contact person listed on the customer request for clarification. Based on existing workloads priorities may be changed. The shops will schedule the work to be done.

ONLY EMERGENCIES ARE TO BE CALLED INTO THE WORK CONTROL CENTER AT 8-6101.

When placing a work request, please let the Work Control Center know the priority of the work to be done. The available choices and descriptions of each priority are:

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.

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

Campus Closure 433-5300

HAZARDOUS MATERIALS EMERGENCY PROCEDURES

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 crumbled, 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 at 8-6101** 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.

All non-emergency issues should be submitted through a customer request in AiM. Any questions related to work requests or emergency work contact Work Control Center at 8-6101.

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 8-6101 to arrange to have hazardous material disposed properly.
- Any individuals that violate these procedures will be held liable for their actions.

All non-emergency issues should be submitted through a customer request in AiM. Any questions related to work requests or emergency work contact Work Control Center at 8-6101.

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 work control at 8-6101 so that they may alert FM personnel in the area to assist.
- Call JMU PD at 568-6911.

All non-emergency issues should be submitted through a customer request in AiM. Any questions related to work requests or emergency work contact Work Control Center at 8-6101.

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

- Isolate the area if hazardous volatiles are released by closing doors and windows. If flammable vapors are released do not operate any electrical switches.
- 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 others 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.

All non-emergency issues should be submitted through a customer request in AiM. Any questions related to work requests or emergency work contact Work Control Center at 8-6101.

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.**
- **If the injury appears to be life or limb threatening, call Campus Police 568-6911.**

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.

All non-emergency issues should be submitted through a customer request in AiM. Any questions related to work requests or emergency work contact Work Control Center at 8-6101.

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 8-6911 immediately!
- If you see a safety hazard you should advise Work Control at 8-6101, so it can be properly handled.

All non-emergency issues should be submitted through a customer request in AiM. Any questions related to work requests or emergency work contact Work Control Center at 8-6101.

CUSTODIAL EMERGENCIES

Emergency custodial procedure:

- The exact location of the emergency.
- The exact nature of the emergency or cleanup required.

All non-emergency issues should be submitted through a customer request in AiM. Any questions related to work requests or emergency work contact Work Control Center at 8-6101.

PEST PROBLEMS (INSECT OR ANIMAL)

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.

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.

All non-emergency issues should be submitted through a customer request in AiM. Any questions related to work requests or emergency work contact Work Control Center at 8-6101.

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:

- 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 568-3444.

All non-emergency issues should be submitted through a customer request in AiM. Any questions related to work requests or emergency work contact Work Control Center at 8-6101.

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 7:00 a.m. Monday to 7:00 a.m. Saturday. 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.

All non-emergency issues should be submitted through a customer request in AiM. Any questions related to work requests or emergency work contact Work Control Center at 8-6101.

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.

Willful tampering or unapproved removal of fire suppression equipment is a criminal offense punishable by disciplinary action, fine or imprisonment.

All non-emergency issues should be submitted through a customer request in AiM. Any questions related to work requests or emergency work contact Work Control Center at 8-6101.

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.

All non-emergency issues should be submitted through a customer request in AiM. Any questions related to work requests or emergency work contact Work Control Center at 8-6101.

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.

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.

All non-emergency issues should be submitted through a customer request in AiM. Any questions related to work requests or emergency work contact Work Control Center at 8-6101.

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.
- You may also want to advise JMU PD of the problem if after hours, holidays or on weekends, so that they may provide security.

All non-emergency issues should be submitted through a customer request in AiM. Any questions related to work requests or emergency work contact Work Control Center at 8-6101.

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 8-6101 for assistance.
- If entry is needed to high 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.

All non-emergency issues should be submitted through a customer request in AiM. Any questions related to work requests or emergency work contact Work Control Center at 8-6101.

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.

All non-emergency issues should be submitted through a customer request in AiM. Any questions related to work requests or emergency work contact Work Control Center at 8-6101.

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.

All non-emergency issues should be submitted through a customer request in AiM. Any questions related to work requests or emergency work contact Work Control Center at 8-6101.

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.

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.

All non-emergency issues should be submitted through a customer request in AiM. Any questions related to work requests or emergency work contact Work Control Center at 8-6101.

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

All non-emergency issues should be submitted through a customer request in AiM. Any questions related to work requests or emergency work contact Work Control Center at 8-6101.

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)

All non-emergency issues should be submitted through a customer request in AiM. Any questions related to work requests or emergency work contact Work Control Center at 8-6101.

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

All non-emergency issues should be submitted through a customer request in AiM. Any questions related to work requests or emergency work contact Work Control Center at 8-6101.

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?

All non-emergency issues should be submitted through a customer request in AiM. Any questions related to work requests or emergency work contact Work Control Center at 8-6101.

STEAM PRESSURE LOSS EMERGENCY PROCEDURE

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

- 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.

All non-emergency issues should be submitted through a customer request in AiM. Any questions related to work requests or emergency work contact Work Control Center at 8-6101.

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.

All non-emergency issues should be submitted through a customer request in AiM. Any questions related to work requests or emergency work contact Work Control Center at 8-6101.

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”

All non-emergency issues should be submitted through a customer request in AiM. Any questions related to work requests or emergency work contact Work Control Center at 8-6101.

HANDICAP ACCESS

In general, James Madison University is an ADA accessible campus. For special needs:

- Facilities Management has a portable wheel chair lift to permit access to elevated platforms.

All non-emergency issues should be submitted through a customer request in AiM. Any questions related to work requests or emergency work contact Work Control Center at 8-6101.

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

All non-emergency issues should be submitted through a customer request in AiM. Any questions related to work requests or emergency work contact Work Control Center at 8-6101.

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

All non-emergency issues should be submitted through a customer request in AiM. Any questions related to work requests or emergency work contact Work Control Center at 8-6101.

SNOW REMOVAL PROCEDURES

Facilities Management’s 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.

All non-emergency issues should be submitted through a customer request in AiM. Any questions related to work requests or emergency work contact Work Control Center at 8-6101.

MOVING & DELIVERY

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

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.

All non-emergency issues should be submitted through a customer request in AiM. Any questions related to work requests or emergency work contact Work Control Center at 8-6101.

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 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.
- 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.

All non-emergency issues should be submitted through a customer request in AiM.. Any questions related to work requests or emergency work contact Work Control Center at 8-6101.

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 7:00 am to 5:00 pm, 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 7:00 am- 4:00 pm, 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 request to the Work Control Center. Facilities Management will then deliver the items or the department may pick up their items at the Warehouse.

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.

JAMES MADISON UNIVERSITY OFFICE OF PUBLIC SAFETY

The James Madison University Police Department strives to improve the quality of life of those we serve by developing partnerships with the university community so that together we can effectively address issues and concerns. It is our primary goal to maintain a secure environment with equal protection under the law, and to provide dedicated service for all persons living, working and visiting with the university.

BUILDING FIRE

Building Coordinator's Responsibilities

Planning

Building Coordinators are responsible for developing building evacuation routes and plans.

- Keep building evacuation drawings current
- Keep emergency evacuation plans current
- Help departments keep their property up to date in the Virginia Agency Property System (VAPS)
- Help departments keep records of other property, including photographs that a loss history can be developed for insurance claims in an emergency

Emergency Response

Never hesitate to pull a fire alarm in case of emergency. Likewise, never hesitate to call campus police, 8-6911 from any campus phone or 540-568-6911 from other phones. Call 8-6912 for non-emergency campus police calls or just 911 if all else fails.

Fire in Your Area - Specific Instructions

WHAT TO DO IN A FIRE EMERGENCY

- Avoid a panic to rush
- Evacuate immediately, unless you are competent in use of extinguishers
- Crawl to avoid deadly smoke and heated air, cleaner air is near the floor
- Take short breaths, and, if possible, cover face with wet cloth
- Before passing through door, test it by touching metal parts
 - If the door is warm or knob is hot, use an alternative route
 - If not warm, open the door cautiously
 - Be ready to slam the door if smoke or heat rush in
 - After passing through door or window, CLOSE IT; openings allow smoke and fire to spread

Building Evacuation

1. All building evacuations will occur when a fire alarm sounds and/or upon notification by Public Safety or Building Safety Coordinator.
2. When the building evacuation alarm is activated during an emergency, leave by the nearest marked exit and alert others to do the same.
3. ASSIST THE HANDICAPPED INTO AN "AREA OF RESCUE" IN THE BUILDING.
4. DO NOT USE THE ELEVATORS IN CASE OF FIRE AND/OR EARTHQUAKE!
5. Once outside, proceed to a clear area that is at least 500 feet away the affected building. Keep streets, fire lanes, hydrant areas and walkways clear for emergency vehicles and personnel. Know your area assembly points.
6. Do NOT return to an evacuated building unless instructed or permitted to do so by a University official.

Duties & Responsibilities

Fire Safety Director:

The Safety Engineer, at the direction of the Director of Campus Police and Safety, is responsible for the preparation, implementation, monitoring of the effectiveness of, and editorial change to the "Plan."

The Safety Engineer will:

- Maintain a current list of Building Coordinators, Floor Wardens, and other subordinate building evacuation personnel as may be necessary for an orderly execution of the "Plan."
- Schedule periodic training session
 - For the wardens, hall staff, and other persons with responsibilities related to the mandate of this document
 - These training sessions will be used as a vehicle to disseminate up-to-date information on current accepted standards for building security and fire protection
- Prepare an annual report for the University, for the State Fire Marshal, and the Director of Engineering and Buildings for the Commonwealth of Virginia
 - This annual report describes related activities completed in keeping with the spirit of this plan, effectiveness of the "Plan,"
 - Problems encountered, adjustments made, and recommended improvements to the "Plan."

The Building Coordinators will:

- Schedule periodic drills for the occupants of the building
 - A minimum of two (2) emergency drills will be scheduled annually in all Academic and Administrative buildings.
 - Residence Hall facilities will require varying numbers of such drills, as outlined by the Department of Education and other requirements
- Records Will be maintained on all emergency drills which should include building name, date, and time of drill, special conditions, departure rate of occupants, and manner of performance
- Be assigned the responsibility of ensuring that all Emergency Evacuation Drills are completed in an orderly and safe manner
 - Assign to specific individuals the responsibility of ensuring the safe evacuation of mobility impaired, non-ambulatory, and otherwise handicapped persons from effected facility

Fire Watch and Building Capacity – In the event that a building's Life Safety system* should become disabled or a building's occupancy load* or capacity is exceeded, the Building Coordinator is responsible for initiating a fire watch. A fire watch consists of continuously monitoring of the entire facility and pulling the buildings fire alarm should a fire be detected. In addition the building coordinator should be prepared to:

- Notify campus police by calling 568-6911

- If possible, the building coordinator and designated assistants should attempt to secure the building:
 - Securing the building by locking all exterior doors providing such action does not pose an immediate risk of harm Follow standard daily building closing procedures
 - Doors should be secured with existing door hardware only
 - Exterior door panic bars must remain operative
- A designee is to be stationed at each exterior door to prevent the door from being held or propped open allowing additional occupants to enter, providing such action does not pose an immediate risk of harm
- The building coordinator should also be prepared to assign another employee to assist with the duress of building occupants until emergency personnel arrive
- Notify the JMU Safety Coordinator by calling 568-6765

* Questions concerning building capacity, life safety systems or these procedures may be address by the JMU Safety Coordinator

Emergency Response Plan for Hazardous Materials

1. If you are in the area of a chemical emergency, avoid contamination.
 - A. Do not walk into or touch any spilled material.
 - B. Avoid inhalation of all gases, fumes, and smoke. Stay up wind.
 - C. Do not assume that gases/vapors are harmless because they lack odor.
2. Evacuate the area. Move and keep people away from the incident scene.
- 3.** Call campus police at 6911, 540- 568-6911 or 540-442-6911.

Building Flooding

Should faculty, staff, students, or associates discover water **leaking or flooding** a campus building and an emergency situation has not been announced they should do the following:

- Identify the exact location of the water source
- Call in the problem:
 - Weekday work hours call: Work Control, 568-6101
 - Evenings, weekends, and holidays call Campus Police, 568-6911
- Keep everyone out of the water, there is a danger of trip hazards and electrocution if the power is live
- Alert the building coordinator who should:
 - If the water is coming from above – move or cover personal property with water proof materials
 - If water is coming from below – begin moving property to higher ground
- Once evacuated, buildings may not be entered until the campus emergency coordinator determines the area safe

Violent Weather

Listed below are various forms of treacherous weather conditions likely in this area and some basic precautions:

1. Electrical Storms - Stay away from objects projecting above ground level. If outside and you have time, get into a substantial building or closed motor vehicle. If that is not possible, go to low terrain and crouch in the open.
2. Flooding - If flash flooding occurs, stay out of any standing or moving body of water.
3. Hurricanes - Stock up on flashlights, portable radios, and batteries. Gas up your car in advance. Listen to instructions from your building coordinators. Keep away from windows, the winds or wind borne object may strike and shatter them. Stay tuned to your radio for local information.
4. Tornadoes - A "watch" indicates a possible storm, a "warning" means a tornado has been sighted and shelter should be sought. If away from your residence, take shelter in a steel framed or re-enforced concrete building. If outside travel at right angles to the path of the funnel or lie flat in a ditch, covering your head. Don't stay in your car, modular, or mobile homes. If in a campus building listen to instructions

from the building coordinators, lie under heavy furniture, stay against inside walls in center hallways or go to corner of basement. If you have time prior to arrival of funnel open a few windows on the northeast side of building to equalize the pressure if requested.

5. Severe Winter Storms - Listen to building coordinators, and local weather forecasts. Blizzard conditions mean high winds, extreme cold temperatures (all conducive to wind chill hazards), wind borne objects, downed electrical wires, fallen trees and branches. Travel only in case of an emergency. Keep a full tank of gas in your vehicle.

Remember the emergency number: 6911 on campus, 568-6911 off campus.

Early Warning Alert System

James Madison University has an early warning alert system (Thor Guard) throughout campus to notify the JMU community of immediate impending threats due to severe weather or other emergency situations.

When activated, warning devices currently located on top of UREC, Godwin Hall, at the Reservoir Street soccer fields, Memorial Hall, R1 lot and Anthony Seeger Hall, will sound a single fifteen second audible signal from their air horns and their strobe lights will begin to flash. Students, faculty, staff or visitors to the University who are outside should seek shelter immediately or follow any specific instructions given by on-site university officials at athletic or other special events and await the all clear signal.

When the danger has passed the system will automatically sound three short consecutive five second audible signals indicating the all clear!

Remember:

System Activation - a single fifteen second blast of the air horns means danger! You should seek shelter immediately or follow the specific instructions given by on-site officials at athletic or other special events.

All clear – consists of 3 consecutive - 5 second blasts of the air horns!

OFFICIAL JMU COMMUNICATIONS DURING A CAMPUS EMERGENCY

During a campus emergency, JMU will distribute information to the campus community utilizing the following methods;

1. Madison Alert – Campus horn and PA system
2. JMU Radio **AM 1610** broadcasts
3. JMU web page at www.jmu.edu
4. Blast e-mail to “_____@jmu.edu” accounts
5. SMS Text Messages to registered users
 - A. Faculty and staff register through J-ESS
 - B. Students register through e-campus
6. Building Coordinators
7. ORL Hall directors and Resident Advisors
8. Interdepartmental and Building phone trees
9. Emergency FAX Notifications to JMU Departments
10. Police Loudspeakers and PA systems
11. Thorguard System “RED ALERT” Horns
12. Local Media/Campus TV/Radio Broadcasts

RESPONSE TO HOSTILE SITUATIONS AT JAMES MADISON UNIVERSITY

Response to a Hostile Intruder

The events and incidents of the past several years have given us the opportunity to review and revise policy and procedure in reference to the response to a hostile or aggressive intruder. The community as a whole must be prepared to put this plan into effect and minimize the damage that a hostile intruder can evoke.

Hostile Intruder

When a hostile person(s) is actively causing deadly harm or the imminent threat of deadly harm, we recommend the following procedures be implemented:

1. Do not sound the fire alarm. A fire alarm would signal the occupants in the rooms to evacuate the building and thus place them in potential harm as they attempted to exit
2. Lock yourself in your room, facility should lock students and themselves in classrooms, labs or other space being used at the time of the incident .
3. If communication is available, one person should call 8-6911 (campus phone) or 540-560-6911.
4. If away from your room, join others in a room that can be locked.
5. Do not stay in the open hall.
6. Barricade yourself in your room with desks, beds or anything you can push against the door.
7. Lock your window and close blinds or curtains.
8. Stay away from the window
9. Turn all lights and audio equipment off.
10. Try to stay calm and be as quiet as possible.
11. If for some reason you are caught in the open such as hallways and lounge type areas, you must decide what you are going to do. This is a very crucial time and can possibly mean life or death depending on what actions you take.
 - A. You can try to hide, but make sure it is a well hidden space or you may be found as the intruder moves through the dorm looking for more victims.
 - B. If you think you can safely make it out of the building by running, then do so. If you decide to run, do not run in a straight line. Keep any objects you can between you and the hostile person (s). When away from the immediate area of danger, summon help any way you can and warn others Keep vehicles, bushes, trees and anything that could possibly block your view from the hostile person(s) while you are running.
 - C. If the person(s) is causing physical injury to others and you are unable to run or hide you may choose to play dead if other victims are around you.
 - D. The last option you have if caught in an open area in the dorm maybe to fight back. This is dangerous, but depending on your situation, this could be your last option.
 - E. If you are caught by the intruder and are not going to fight back, obey all commands and don't look the intruder in the eyes.

- F. Once the police arrive, obey all commands. This may involve your being handcuffed or made to put your hands in the air. This is done for safety reasons and once circumstances are evaluated by the police, they will give you further directions to follow.

Bomb Threat

If you observe a suspicious object or potential bomb on campus, **DO NOT HANDLE THE OBJECT!**

Clear the area immediately and call Public Safety at ext. 6911 or 540-568-6911.

1. Any person receiving a bomb threat over the telephone should ask the caller the following questions:
 - A. When is the bomb going to explode?
 - B. Where is the bomb located?
 - C. What kind of bomb is it?
 - D. What does it look like?
 - E. Why did you place the bomb?

2. Keep talking to the caller as long as possible and record the following information:
 - A. Time of call
 - B. Age and sex of the caller
 - C. Speech pattern: accent, possible nationality, etc.
 - D. Emotional state of caller
 - E. Background noise

3. IMMEDIATELY notify Public Safety of the incident at ext. 6911 or 540-568-6911.

Threatening and/or Violent Behavior in the Workplace

Responsibilities of Supervisors

1. Prevention

Supervisors are critical to the prevention of employee violence in the workplace. Behavioral warning signs which, in some combination, may indicate a potential for violence, could include but are not limited to:

- A. paranoia (e.g. "others are out to get me or get my job")
- B. frequent angry outbursts; difficulty controlling temper
- C. recent isolation of self from co-workers; seems to turn a cold shoulder

- D. rash or impulsive behavior without apparent forethought
- E. failure to accept criticism; blames others when things go wrong
- F. drug/alcohol use or abuse
- G. obsession about possessing or collecting weapons; or "getting" someone
- H. co-workers have concerns about or fear this person
- I. bragging about past acts of violence

A supervisor who observes such behaviors in an employee, particularly when they represent behavioral change, should consult with his or her manager to determine whether or not other University resources are required. The Human Resources management consultant can also help with this determination.

2. Reporting

Any supervisor who becomes aware of, or believes that he/she has witnessed an incident of violent or threatening behavior, or who is the recipient of threatening and/or violent behavior, should report such incident(s) immediately to the Human Resources region manager.

If the supervisor believes that someone may be in imminent danger, or if the incident in question resulted in anyone being physically harmed, the supervisor must immediately contact the Department of Public Safety.

Under certain circumstances, a supervisor may have to act prior to contacting other University resources. Where appropriate, supervisors should rely on information received in training and related programs. As soon as possible, the supervisor should follow the reporting procedure outlined above.

Responsibilities of Employees

1. Reporting

Any employee who becomes aware of, or believes that he or she has witnessed an incident of violent or threatening behavior, or who is the recipient of threatening and/or violent behavior, should immediately report such incident(s) to the employee's supervisor, the supervisor's manager, or the Human Resources management consultant.

If the employee believes that someone may be in imminent danger or if the incident in question resulted in anyone being physically harmed; the employee must immediately contact the Public Safety office.