



University of Nevada, Reno

# **FACILITIES SERVICES DEPARTMENT**

## ***“HOW TO”* Manual**

**Last Updated:  
December 29, 2008**

## **Our Mission**

Our Mission is to provide the university community with comfortable and aesthetically pleasing surroundings that contribute positively toward the learning experience of students, the teaching, research and service activities of faculty, and the working conditions of staff

## **Our Goal**

Our Goal is to accomplish our mission in such a manner that the Facilities Services Department is almost “invisible” to the rest of the campus.

## **Our Values**

We value:

- The University as a community of interests.
- That excellent service is our most important contribution.
- Our differences and our mutual development.
- Continuous improvement and excellence in all that we do.
- An environment that fosters intellectual and physical well-being.
- Our integrity, which is not subject to compromise.
- Working together as a team.

# TABLE OF CONTENTS

<b>INTRODUCTION – SECTION 1</b> .....	<b>5</b>
INTRODUCTION .....	5
FACILITIES SERVICES DEPT. WHO’S WHO? .....	5
<b>CONTACTS AND EMERGENCIES – SECTION 2</b> .....	<b>6</b>
SERVICE CENTER CONTACT PROCEDURES .....	6
EMERGENCY PHONE NUMBERS .....	8
EMERGENCY AND EVACUATION PROCEDURES .....	8
CAMPUS EMERGENCY CLOSURE PROCEDURES .....	9
ASBESTOS EMERGENCY PROCEDURES .....	10
BOMB THREAT EMERGENCY PROCEDURE .....	10
CHEMICAL AND RADIOACTIVE EMERGENCY PROCEDURES .....	11
ENVIRONMENTAL HEALTH AND SAFETY EMERGENCY PROCEDURES .....	11
HAZARDOUS MATERIALS AND WASTE DISPOSAL .....	12
GAS OR UNUSUAL ODOR EMERGENCY PROCEDURE .....	12
NATURAL GAS EMERGENCY PROCEDURES AND ACCIDENT PREVENTION .....	12
LIFE OR LIMB THREATENING WORK-RELATED INJURIES .....	16
SAFETY ON CAMPUS .....	17
<b>WORK ORDER INFORMATION – SECTION 3</b> .....	<b>17</b>
WORK ORDER PROCEDURES .....	17
ARCHITECTURAL FLOOR PLANS .....	19
<b>ENVIRONMENTAL SERVICES – SECTION 4</b> .....	<b>20</b>
ANIMAL REMOVAL .....	20
CUSTODIAL EMERGENCIES .....	20
PEST PROBLEMS (INSECT OR ANIMAL) .....	20
TRASH AND RECYCLING PICKUP ON CAMPUS .....	21
<b>FIRE ALARM/SUPPRESSION SYSTEMS – SECTION 5</b> .....	<b>21</b>
FIRE ALARMS .....	21
TROUBLE ALARMS .....	22
FIRE EXTINGUISHERS .....	22
AUTOMATIC FIRE SPRINKLERS .....	23
<b>ACCESS SERVICES – SECTION 6</b> .....	<b>23</b>
BUILDING/ROOM ACCESS REQUESTS .....	23
REQUESTS TO OPEN DOORS .....	23
MASTER KEY PROCEDURE .....	24
DOOR INTRUSION ALARMS .....	24
DOOR PROBLEMS .....	24
LOCK OR KEY PROBLEMS .....	24
ELECTRONIC (CARD KEY) ACCESS PROBLEMS .....	25
CARD KEY REQUESTS .....	25
PANIC DOOR HARDWARE PROBLEMS .....	25
<b>ELECTRICAL NEEDS – SECTION 7</b> .....	<b>25</b>
ELECTRICAL POWER OUTAGES .....	25
LIGHTING REPAIR REQUESTS .....	26
EXTERIOR LIGHT OUT REQUESTS: .....	26

<b>ENVIRONMENTALLY CONTROLLED ROOMS – SECTION 8</b> .....	<b>26</b>
AIR CONDITIONING REPAIR .....	26
COMPRESSED AIR FAILURE EMERGENCY PROCEDURE .....	27
COMPUTER ROOM ALARMS .....	27
EVAPORATIVE/SWAMP COOLER REPAIR .....	27
HEATING, VENTILATION AND AIR CONDITIONING (HVAC) REPAIR PROCEDURES .....	27
REFRIGERATOR / FREEZER REPAIR PROCEDURES .....	28
BOILER EMERGENCIES .....	28
STEAM LEAK PROCEDURES .....	28
<b>PLUMBING – SECTION 9</b> .....	<b>28</b>
WATER OR SEWER LINE BREAKS .....	28
BUILDING FLOODING EMERGENCIES.....	29
<b>STRUCTURAL – SECTION 10</b> .....	<b>29</b>
ELEVATOR REPAIR PROCEDURES .....	29
ROOF LEAKS .....	30
<b>GROUNDS – SECTION 11</b> .....	<b>30</b>
IRRIGATION OR LAWN SPRINKLER SYSTEM EMERGENCIES .....	30
SNOW REMOVAL PROCEDURES .....	30
<b>BUILDING CONTACT LIST – SECTION 12</b> .....	<b>31</b>
<b>CAMPUS MAP AND BUILDING NUMBERS – SECTION 13</b> .....	<b>31</b>
<b>MISCELLANEOUS INFORMATION – SECTION 14</b> .....	<b>31</b>

# **INTRODUCTION – SECTION 1**

## **INTRODUCTION.**

This manual was published as an informational guide for building occupants who need to submit work requests or report maintenance issues.

The guidelines in this manual are designed to help you when you are faced with assorted issues and/or emergencies. By reviewing and planning your response to situations, you will be able to remain in control of the situation and to act...not just react.

True emergency situations, such as floods power outages, injuries, or fire, require immediate response from Facilities Services (FS), University Police (UNRPD), Reno Fire Department (RFD) and other on-campus and off-campus groups.

Some incidents or problems vary in the degree of severity, i.e. gas leaks, fires, asbestos exposure or hazardous material spills. You will need to use good judgment when advising the appropriate authorities, and to know what actions are necessary. This *“How To” 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 *“How To” Manual* have a variety of purposes:

- Prevent a crisis whenever possible through proactive planning.
- Ensure the safety and well-being of students, staff members and the general public.
- Protect individuals and property.
- Deliver factual, accurate information in a timely manner.

Electronic copies of this manual can be retrieved at: <http://www.unr.edu/facilities/>  
Click on the “How To Information” link.

## **FACILITIES SERVICES DEPT. WHO’S WHO?**

**Steve Mischisin**, Interim Assoc. Vice-president, Facilities Services, 682-7187  
**Pat Gay**, Executive Asst. – 682-7182

**Greg Battaglia**, Director, Facilities Maintenance, 784-7777  
**Don DelPorto**, Asst. Director, Facilities Maintenance, 784-6026  
**Jack Ellington**, Facilities Manager, Facilities Maintenance, 327-5099  
**Dave DelPorto**, Facilities Manager, Facilities Maintenance – 784-4996

**Joe Greco**, Director, Facilities Operations - 784-6365  
**Tommy Lean**, Asst. Director, Facilities Operations – 784-6367

**John Walsh**, Director, Construction Services, 682-7190  
**H. Mike Bennett**, Asst. Director, Construction Services – 682-7185

**Marcella Yeates**, Director, Planning & Design – 682-7188

**Lyle Woodward**, Director, Special Projects – 682-7201

**Jim Duncan**, Fiscal Officer – 682-7196

**Diane McKillip**, Service Center Manager – 784-6366

Note:

The Service Center, Electric, Lock, Fire/Life Safety, Carpenter and Paint Shops are located in the Operations & Maintenance Building just south of Edmund J. Cain Hall at 1303 Evans St.

The Plumbing, HVAC, Renovation and Motor Pool Shops are located in the North Campus Warehouse area near the Motor Pool.

Central Heat Plant personnel are located in the Central Heat Plant just east of the Ansari Business Building.

All other Facilities Services personnel (Engineers, Finance, Project Coordinators, Construction Inspectors and Drafters) are located in the Facilities Services Building just south of the Ansari Business Building.

## **CONTACTS AND EMERGENCIES – SECTION 2**

### **Service Center Contact Procedures**

The ***Operations & Maintenance Service Center*** can be reached by the following methods:

- **Phone contact via ext 4-8020.**
- **Campus mail at Mail Stop 248.**
- **Fax via extension 4-1009.**
- **Email at [sdesk@unr.edu](mailto:sdesk@unr.edu).**

**The Service Center is physically located in Operations & Maintenance Building (076) just south of Edmund J. Cain Hall.**

Service Center Dispatchers are available Monday through Friday, 7:30am to 4:30pm, and are responsible for the receiving and routing of routine maintenance work orders, and dispatching maintenance emergency response teams.

When submitting work orders, or when routine building maintenance needs arise, Facilities Services encourages building users to submit all maintenance requests to the Facilities Services Dispatcher via the online Work Order Request form available at [www.unr.edu/facilities](http://www.unr.edu/facilities).

**Do not call the particular shop involved (electric, HVAC, plumbing, lock shop, etc.) This will only delay the response as they will then have to notify the dispatcher.**

When submitting a work order, please let us know the priority of the work using the following as a guide:

- **Emergency** is classified as involving severe life-safety; environmental, property security or business impact. Need a response right away
- **High Priority** has potential for severe life-safety, environmental, property security and or business impact. Response will normally be within 24 hours
- **Normal Priority** has little or no immediate life-safety, environmental property security and/or business risk. Will usually be looked at within 2-3 days.

Emergencies and High Priority work orders are immediately dispatched out to a shop supervisor. The scheduling of the technicians, the severity of your situation and any other campus emergencies occurring at that time will affect the response time of personnel. Please be patient, we realize your problem is important to you, but Facilities Services deals in the broad scope of the University, and schedules work according to the priorities and severity of all of the issues.

## **EMERGENCY PHONE NUMBERS**

University of Nevada Police Services (UNRPD)

Emergencies **911**

Non-Emergencies **784-4013**

Fire Reports **911**

Ambulance Requests **911**

Facilities Services

Service Center **784-8020 (available 24/7)**

Service Center Fax Machine **784-1009**

Hazardous Materials Emergency **911**

Non-Emergency - EH&S - **327-5040 (24 hour number)**

Radioactive Materials Emergency **911**

Non-Emergency - EH&S - **327-5040 (24 hour number)**

Risk Management (State of Nevada) **684-7056**

Workers Comp Injuries **682-6107**

Student Health Services **784-6598**

Campus Escort Service **742-6808**

Motorist Assistance **784-4654**

Reno City Police - Non-Emergencies **334-2677**

Lost and Found (JCSU) – **784-6505**

Poison Control Emergency **911**

## **EMERGENCY AND EVACUATION PROCEDURES**

Whenever a 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 close windows and doors. Occupants should remain a safe distance from the building (at least 200 feet), away from roads, driveways and other building accesses. They must not re-enter the building until the alarm stops, and the proper authorities; i.e. Reno Fire Department or University Police give an all clear.

If you discover a fire, explosion, or life/health threatening gas or chemical release:

- Leave the hazardous area and close the door.
- Sound the alarm to evacuate the building.
- Evacuate the building via the shortest safe exit route. If you notice smoke, use an alternate escape route. Stay low to the ground if you have to go through smoke.
- From the nearest phone in a safe area, call 911 to report the emergency. Be prepared to give your full name, exact location (building, room number, landmarks if outside) type of emergency and phone number. Do not hang up until the dispatcher has all the necessary information.
- Arrange to meet emergency response personnel at a safe location, and direct them to the scene.
- Do not leave safe locations until released by responsible personnel.
- Do not re-enter a hazardous area until granted permission by the Fire Department, EH&S or the Police Department

All buildings should be provided with exit maps conspicuously posted in general building areas, which show the locations of exits, exit paths, locations of fire alarm pull stations, and locations of fire extinguishers.

For fires, activate the building fire alarm pull station to sound the fire alarm, evacuate the building, and call 911 from a safe location. Many campus buildings have automatic smoke and heat detectors and fire sprinklers, which automatically activate the building alarm. These systems are tested regularly and are monitored 24/7.

Small contained fires may be handled by persons trained in the use of portable fire extinguishers, only after pulling the alarm and calling 911, and if it is safe to do so. Portable fire extinguishers are available for fire control in each building, laboratory and shop. These extinguishers are, in most cases, dry chemical, type ABC, and are capable of extinguishing fires involving ordinary, combustible materials, flammable liquids and energized electrical equipment. All extinguishers comply with National Fire Code standards for portable fire extinguishers, and are inspected after each use and on a periodic basis

### **CAMPUS EMERGENCY CLOSURE PROCEDURES**

- The University President makes the decision to close the campus
- The decision to close will typically occur before 6:00am of the closure day.
- The Provost will officially declare the campus closure.
- The Provost will notify the appropriate department heads and deans..

**The Emergency Campus Closure information number is 784-1110, Option 4, to confirm closures. Information can also be found on the University of Nevada, Reno's web site at <http://www.unr.edu>, and clicking on the "Emergency Information" link at the bottom of the page.**

## **ASBESTOS EMERGENCY PROCEDURES**

Asbestos is a naturally occurring mineral that is distinguished from other minerals by the fact that its crystals form long thin fibers. It typically has a white, chalk-like appearance, but can often have different colors and textures, or may be mixed into building materials and not be readily visible. Asbestos has 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 insulation, electrical insulation, window putty, blackboards, some gloves, bench tops - the list is endless.

Asbestos 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 asbestos 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 Services.**

Asbestos management on campus is performed by specially trained Environmental Health and Safety personnel, as well as the Asbestos Abatement crew in Facilities Services

**For further information about asbestos, visit the EH&S web site at <http://www.ehs.unr.edu>.**

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

- **CONTACT THE SERVICE CENTER AT EXT. 4-8020.**
- Provide your name and phone number.
- Provide the date, time and exact location where the contamination occurred.
- If possible, provide the type of asbestos-containing material was involved (ceiling or floor tile, pipe insulation, etc.).
- **Do not attempt to pick up or remove the suspected asbestos contaminated material**
- **Secure the area, if possible.**

## **BOMB THREAT EMERGENCY PROCEDURE**

**Call 911 immediately upon receiving a bomb threat!**

If you receive a bomb threat over the telephone, be calm and courteous. Listen and do not interrupt. Attempt to gather as much information as possible. Utilize the bomb threat checklist in the EH&S Emergency Response Guide, if possible.

Do not attempt to move any unusual or suspicious objects or items you may see. Do not use radios or pagers during a bomb threat because radio emissions can detonate certain explosive devices.

## **CHEMICAL AND RADIOACTIVE EMERGENCY PROCEDURES**

**Always assume that a Chemical or Radioactive Spill is DANGEROUS!**

### **Hazardous Chemical Spill**

- Keep away from the spill or the area of the spill. Always assume that the spill is dangerous until notified otherwise by authorities.
- **Call 911 immediately, or EH&S at 327-5040 if non-life threatening.**
- Call the Service Center at ext. 4-8020, so that they may alert EH&S and any Facilities Services personnel who may be required to respond, or are in the area.

### **Hazardous Radioactive Spill or Contamination**

- Keep away from the spill or the area of the spill. Always assume that the spill is dangerous until notified otherwise by authorities.
- **Call 911 immediately, or EH&S at 327-5040 if non-life threatening.**
- Call the Service Center at ext. 4-8020, so that they may alert EH&S and any Facilities Services personnel who may be required to respond or are in the area.

## **ENVIRONMENTAL HEALTH AND SAFETY EMERGENCY PROCEDURES**

*The Department of Environmental Health and Safety (EH&S) conducts investigations of all accidents and incidents that affect one's health and the environment (fires, occupational accidents, accidents involving hazardous materials and laboratory accidents). The goal of EH&S is to furnish services that protect life, the environment, University property, and operations, enabling faculty, staff, students and the general public to carry out the activities needed to achieve the mission of the University. For this reason a copy of all reports on such incidents should be forwarded to EH&S.*

### **• Fire Protection/Occupational Safety/Facility-Premises Safety/Accident Investigation:**

For all fire emergencies, or any incidents of gas leaks, "natural gas smell" or explosions pull the fire alarm, evacuate the building and call 911. The dispatcher will contact the Reno Fire Department. Incidents or injuries involving students, faculty, staff, visitors, property damage or any incident in a laboratory should be called in to EH&S.

- **Radiation Safety:**

Notify the Service Center of any accident involving radioisotopes and radiation, including lasers, microwaves and ultraviolet. They will notify EH&S.

- **Hazardous Material/Waste Safety (Lab Safety)**

Notify the Service Center of any incident involving chemicals, toxic substances, compressed gas cylinders, etc. They will notify EH&S.

- **Asbestos Management**

Notify the Service Center of any incident involving an asbestos release or contamination. They will notify EH&S. See Page 10 for procedures on Asbestos.

**Contact the Service Center at ext. 4-8020 for any accident or incident that affects health and the environment. They will contact EH&S.**

### **HAZARDOUS MATERIALS AND WASTE DISPOSAL**

- **Hazardous materials must not be poured down drains or sinks!**
- Disposing of any container that contains a hazardous chemical or residue in the domestic trash is prohibited and is environmentally unsound.
- Individuals who willfully violate these laws will be held liable for their actions.
- **If you have questions about whether or not substances are hazardous, or if you need disposal information, please contact EH&S at ext. 4-5040.**

### **GAS or UNUSUAL ODOR EMERGENCY PROCEDURE**

If you detect any ***Unusual Odors or Smells*** in your building please try to obtain the following information:

- Exact location of the odor or smell
- What type does the odor or smells seem to be (sewer gas smell, burning electric smell, natural gas, etc.)?
- **If you believe that the odor is a significant natural gas, or chemical spill, pull a manual fire alarm and evacuate the building!**

***This is campus policy per the Fire Marshall.***

**Call 911 from a safe location.**

**Contact the Service Center at ext. 4-8020 for assistance.**

### **NATURAL GAS EMERGENCY PROCEDURES AND ACCIDENT PREVENTION**

#### **EMERGENCY PROCEDURES**

The emergency procedures for natural gas emergencies are similar to that for fire emergencies. The University of Nevada Police Services Department (UNRPD) officer at the scene will be in charge until the arrival of the Reno Fire Department (RFD). Upon their

arrival, the RFD commanding officer will be in charge of the emergency and the building. The emergency procedures are similar to fire emergency procedures; see section **xx**, below.

## **NATURAL GAS LEAK/SMELL INSIDE BUILDINGS**

### **A. GENERAL GUIDELINES**

If you smell natural gas, do not turn electrical switches on or off; do not use a desk phone or a cellular phone inside the building; do not use any potential ignition sources or open flames; use common sense, and never take risks that may endanger you or others. Do not return to the building unless advised to do so by the RFD or UNRPD. If it is easily possible, open doors and windows to ventilate the building. However, do not spend additional time opening doors or windows if there is an imminent danger of explosion or fire that would jeopardize your safety. Always leave the building quickly by the fastest possible route.

### **B. EMERGENCY PROCEDURES**

When you suspect or detect a natural gas leak or observe a flammable material spill, follow the emergency procedures listed below regardless of intensity of odor or size of spill.

#### **IF YOU DETECT OR SUSPECT A NATURAL GAS LEAK:**

1. Leave the area.
2. Sound the fire alarm.
3. Immediately evacuate the building via the shortest and safest exit route.
4. Do not use elevators; always use stairs.
5. Call 911 from the nearest phone in safe area.
6. Go to a safe area or to a pre-assigned exterior assembly area for your building.
7. Await emergency response personnel at safe location.
8. If you know or suspect that someone is missing or trapped, contact the emergency personnel outside the building.
9. If you are trapped during a gas release/emergency, close all doors between you and the gas leak. Stuff the cracks around the doors. Wait at a safe window and signal/call for help.

#### **IF YOU HEAR A FIRE ALARM:**

1. Immediately evacuate the building via the shortest and safest exit route.
2. Do not use elevators; always use stairs.
3. Go to a safe area or to a pre-assigned exterior assembly area for your building.
4. If you suspect that someone is missing or trapped, call 911 or contact the emergency personnel outside the building.
5. If you are trapped during a fire emergency, close all doors between you and the fire. Stuff the cracks around the doors to keep out smoke. Wait at a safe window and signal/call for help. If there is a phone in the room, immediately call 911 and tell them exactly where you are.

### **C. SERVICE CENTER RESPONSIBILITIES**

1. If there is a possible life safety issue, e.g., gas odor, Service Center is to promptly

transfer the call to 911 or have the caller hang up and immediately call 911 if the transfer cannot be completed normally. Interviewing the caller to determine more in-depth information would only delay the emergency response. It is appropriate for the Service Center dispatcher to verify with Reno dispatch that they received the transferred 911 call. Reno Dispatchers are trained to interview individuals to determine the relative threat to life safety, and to initiate a notification to appropriate agencies that will then proceed promptly to the scene to assess the situation.

2. Also, Service Center is to notify all personnel to evacuate or stay out of the electrical and mechanical rooms of the building where the gas smell has been reported.
3. Service Center is to contact Facilities Services plumbers as soon as possible to avoid delays. Upon coordination with Reno Emergency Dispatchers, the Service Center is to notify all Facilities Services emergency personnel and EH&S based on the call-out list.

#### **D. OTHER AGENCIES' RESPONSIBILITIES**

1. UNRPD and RFD will set up an incident command post, and determine what actions are necessary to protect the life safety of responders, building occupants, and all other personnel adjacent to the facility.
2. Reno Dispatchers will notify the responders including the Service Center, RFD, and Residential Life Department (RLD) personnel that are on the emergency call-out list and all other emergency responders based on the emergency call-out list. UNRPD will direct the Service Center to notify Facilities Services responders and EH&S as soon as the life safety responder protocols are initiated.
3. Facilities Services, RLD and/or RFD personnel should close the main gas valve to the building when so directed by the incident commander on the scene.

#### **NATURAL GAS LEAK/SMELL OUTSIDE BUILDINGS**

If gas odor is sensed in any building, then the procedures summarized under section II, above, apply. If gas odor is strictly limited to areas outside buildings, Service Center is still required to transfer the caller to 911. RENO Dispatchers will notify the responders including the Facilities Services Service Center, RFD, Sierra Pacific Power Company (SPPCO) and the Residential Life personnel that are on the call-out list, and all other emergency responders based on the call-out list. UNRPD will direct the Service Center to notify Facilities Services responders as soon as the life safety responder protocols are initiated.

##### **1. GENERAL GUIDELINES**

If gas odor is sensed in any building, then the procedures summarized under section II, above, apply. Otherwise, move to an area outside of the natural gas

odor area, call 911, and notify them of the situation. Do not use any potential ignition sources or open flames, use common sense and never take risks that may endanger you or others.

## **2. EMERGENCY PROCEDURES**

Move away from the area suspected of gas leak and follow the directions given by the UNRPD, SPPCO and RFD. If you are the person who discovered the gas smell, call 911, and follow the directions given by the 911 operator.

## **3. SERVICE CENTER RESPONSIBILITIES**

- If there is a possible life safety issue, e.g., gas odor, Service Center is to promptly transfer the call to 911 or have the caller hang up and immediately call 911 if the transfer cannot be completed normally. Interviewing the caller to determine more in-depth information would only delay the emergency response. It is appropriate for the Service Center dispatcher to verify with Reno dispatch that they received the transferred 911 call. Reno Dispatchers are trained to interview individuals to determine the relative threat to life safety, and to initiate a notification to appropriate agencies that will then proceed promptly to the scene to assess the situation.
- Also, Service Center is to notify all personnel to evacuate or stay out of the electrical and mechanical rooms of the building where the gas smell has been reported.
- Service Center is to contact FACILITIES SERVICES plumbers as soon as possible to avoid delays. Upon coordination with Reno Dispatchers, the Service Center is to notify all FACILITIES SERVICES personnel based on the call-out list.

## **4. OTHER AGENCIES' RESPONSIBILITIES**

- UNRPD and RFD will set up an incident command post, and determine what actions are necessary to protect the life safety of responders, building occupants, and all other personnel adjacent to the facility.
- Reno Emergency Dispatchers will notify the responders including the FACILITIES SERVICES Service Center, RFD, SPPCO and Residence Hall personnel that are on the call-out list and all other emergency responders based on the call-out list. UNRPD will direct the Service Center to notify FACILITIES SERVICES responders as soon as the life safety responder protocols are initiated.
- FACILITIES SERVICES, Residence Hall and/or RFD personnel should close the main gas valve to the building when so directed by the incident commander on the scene. (Note: SPPCO has a relatively timely response during week-days from approximately 7:00 am to 7:00 p.m. However, outside these hours, their response time may be 1-2 hours.)

## **NATURAL GAS ACCIDENT PREVENTION**

### **Safety Guidelines For Building Occupants:**

- A major part of any prevention program is good housekeeping practices.
- Keep all combustible materials away from the flame of your gas appliances.
- Follow manufacturer's instructions in the care and operation of gas-fired appliances.
- Don't block furnace room air vents. Gas appliances require air to burn fuel completely and operate efficiently. A yellowish flame can signal improper operation.
- If the pilot flame on a gas appliance goes out, shut off the gas supply at the appliance's valve and allow time for accumulated gas to escape before attempting to re-light pilot flame.
- Have qualified personnel handle natural gas-related repair and installation jobs.

### **LIFE OR LIMB THREATENING WORK-RELATED INJURIES**

- In order to provide maximum protection for you and the University of Nevada, Reno, 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.***
- **Specialty Health Clinic** is the designated medical provider for all campus workers comp injuries. Even if you need to go to another emergency care facility initially, Specialty Health Clinic should provide follow-up care.

For injuries occurring Monday thru Friday – 8:00am to 5:00pm, go to:

Specialty Health Clinic  
330 East Liberty Street Suite 100  
Reno, NV 89501  
775-398-3630

For injuries occurring after hours and weekends, go to:

St Mary's Urgent Care Mae Anne  
6180 Mae Anne Ave. Suite 1  
Reno, NV 89523  
775-284-5556  
Monday - Friday 8:30am-8:30pm  
Saturday & Sunday 9:00am - 5:00pm

ARC Health & Wellness Center/Sparks  
2205 Glendale  
Sparks, NV 89431  
775-331-3361  
Hours: Monday – Friday 8:00am-6:00pm

***If the injury appears to be life or limb threatening, call 911.***

### **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 911 immediately. 911 is for true emergencies. Call to save a life, report a fire, or stop a crime.
- If you see a safety hazard you should advise the Service Center at ext. 4-8020 so it can be repaired.
- Each department is responsible for providing a safe work place and for supplying its employees with adequate approved personal protective equipment to complete their duties in a safe manner. In case of emergency or urgent need, limited quantities may be obtained from EH&S.

**Contact the Service Center at ext. 4-8020 immediately to report any unsafe condition on campus.**

## **WORK ORDER INFORMATION – SECTION 3**

### **WORK ORDER PROCEDURES**

When you call in a Work Order, the Service Center Dispatcher will allocate the Work Orders into one of three categories:

#### **Maintenance:**

***Work requests that involve maintenance or general upkeep on a building. The work restores previous condition of the original building or facility.***

**The following services, if for the benefit of state-funded support departments only, are chargeable to Facilities Services (auxiliary accounts are charged for these services):**

- All exterior building maintenance including:
  - Snow and ice removal.
  - Lawn and tree care.

- Roofing.
- All interior building maintenance including:
  - Interior Building Supplies, Equipment, Repairs and Services, including:
    - Heat, air conditioning, electricity, water and sewer.
    - Electrical works, plumbing, and painting as required for the operation of buildings, 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. 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, paneling.
    - Elevators
    - Some glass work.
- Chalk/white boards attached to walls
- The correction of safety hazards.
- Routine custodial and grounds maintenance.
- Trash disposal (non-compactable waste should be set alongside the bins).

**Note: For disposal of hazardous material call EH&S at 327-5040.**

A department account number should not be entered on the work order if the services are chargeable to Facilities Services as define above. These are classified as State-funded repairs.

**Services:**

***These are requests that do not involve maintenance of the building. No change is made to the facility and the project aids customers and maintains or repairs customer's equipment.***

**The following services to State-funded departments are chargeable to departmental accounts:**

- 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 nature.

These services should be requested in writing by a Work Order, and submitted to the Service Center. This can be done via the web at: [www.unr.edu/facilities](http://www.unr.edu/facilities).

### **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.

## **ARCHITECTURAL FLOOR PLANS**

You may find floor plans useful for referencing room numbers when reporting situations to the Service Center. The Drafting office within the Department of Facilities Services maintains architectural floor plans for each building on the Reno campus. Each floor level is represented on a separate sheet. Each drawing is plotted on reproducible media so copies can be made upon request. The following information is included on the floor plans:

- Structural columns
- Fire Department Electrical and Alarm Locations
- Permanent walls
- Doors showing direction of swing
- Windows at 4' above floor level
- Room numbers and assignable square footage
- Restrooms
- Stairwells, stairs and elevators
- Exterior patios, docks, stairs, etc. (single line)
- North symbol

- Title block which includes:
- Building name, complex and floor
- Date of drawing
- Sheet number
- Floor level designation

To request floor plans for your building send an interdepartmental memo to the Drafting Office at Mail Stop 182. The Drafting Office is physically located in the Facilities Services Building just South of the Ansari Business Building. The office can also be contacted via email at [lruward@unr.edu](mailto:lruward@unr.edu)

## **ENVIRONMENTAL SERVICES – SECTION 4**

### **ANIMAL REMOVAL**

If you receive a call concerning an ***Animal Inside or Outside of a Building*** (alive or dead), obtain the following information and pass it on to the Service Center:

- Find out what type of animal is involved.
- Get the exact location of the animal.

**Do not attempt to remove the animal yourself!!**

Animal carcasses shall not be placed in trash cans, dumpsters, or taken to landfills for disposal. Live animals should not be handled.

**Contact the Service Center ext. 4-8020 for assistance.**

### **CUSTODIAL EMERGENCIES**

If you receive a request for an emergency ***Custodial Cleanup*** please obtain the following information:

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

**Contact the Service Center at ext. 4-8020 for assistance.**

### **PEST PROBLEMS (INSECT OR ANIMAL)**

When you have an ***Insect or Animal Problem***, please obtain the following information:

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

Contact the Service Center at ext. 4-8020 to set up a Work Order for a professional pest management company to respond.

### Here Are Some Preventive Measures You Can Take To Keep Pests Away!

- **Always keep your work space as clean as possible!** If food is allowed in the area, always clean up any crumbs or drinks that may have spilled. (a few crumbs on the floor or under a desk can support many insects, and can attract mice).
- **Notify the Service Center of any plumbing leaks.** Small leaks can support a wide variety of pests.
- **Maintain a clutter free environment!** Clutter provides an ideal spot for pests to hide or nest. Report any pest problems at first sighting to Facilities Services for the appropriate response and treatment. There are many pesticide-free options available.

### TRASH AND RECYCLING PICKUP ON CAMPUS

For outdoor trash pickup on Campus please obtain the following information:

- Exact location of the trash.
- Type of trash to be picked up. (The Grounds Crew empties outdoor dumpsters and outdoor trashcans).

For ashtrays and indoor trash on Campus please obtain the following information:

- Exact location of the ashtray or trash that needs attention. (The Custodial crew picks up indoor trash).

**Please contact the Service Center at ext. 4-8020 for assistance.**

Facilities Services, in partnership with EH&S, provides recycling services campus-wide. Included are office paper, cardboard, magazines, toner cartridges, etc.

For more information visit the EH&S web page at [www.ehs.unr.edu](http://www.ehs.unr.edu).

Contact EH&S at 327-5040 with any recycling questions or concerns.

## FIRE ALARM/SUPPRESSION SYSTEMS – SECTION 5

### 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, dial 911 to report the 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 the Dispatcher has all necessary information).
- **Arrange to meet emergency response personnel at a safe location and direct them to the scene.**
- **Do not leave your safe location until you are released by Reno Fire Department, UNRPD or EH&S.**
- **Do not re-enter the area until the alarm is silenced and you are granted permission by the Reno Fire Department, EH&S or UNRPD.**

**Whenever the fire alarm sounds, building occupants are required to immediately evacuate the building via the nearest safe exit (do not use the elevators!), and if possible, shut down equipment and experiments, and close all 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 the Facilities Maintenance Department who will then notify the building occupants of the shut down, and the approximate length of time that the system will be off-line. The Fire and Life Safety Section will notify Reno Fire Department that the system will be off-line.

### **TROUBLE ALARMS**

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

**Contact the Service Center at ext. 4-8020, and advise the dispatcher what the fire alarm panel displays, and they will dispatch an Alarm Technician to investigate the problem.**

### **FIRE EXTINGUISHERS**

Each laboratory, office area, and trade shop must have access to one or more properly selected fire extinguishers. The extinguishers should be located near an exit with a sign clearly showing its location, and be unobstructed at all times. In general, Class ABC extinguishers are provided in offices, labs, trade shops, and classroom areas. If CO2 extinguishers are requested, they too are supplied.

Special Class D extinguishers should be provided where reactive metals and metal hydrides are being used.

To ensure these extinguishers are fully charged and in proper working condition, they must be inspected, tested and recharged in accordance with the requirements of NFPA-10 and OSHA.

A low pressure or partially used extinguisher must be taken out of service immediately, and replaced with a fully charged unit. **Contact the Service Center at ext. 4-8020** to obtain new or replacement extinguishers, or for routine maintenance and inspection. 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 annually by Facilities Services Alarm Technicians. Only University approved personnel may work on fire alarm or fire suppression systems, disable devices or put them back into operation.

## **ACCESS SERVICES – SECTION 6**

### **BUILDING/ROOM ACCESS REQUESTS**

UNRPD and Facilities Services receive a significant number of requests to open doors after-hours.

- For a variety of reasons, Facilities Services' current policy is to advise the locked out individual to contact UNRPD or their supervisor or dean for access.

### **REQUESTS TO OPEN DOORS**

If you receive a request to ***Open a Door or Classroom***:

- You should ascertain whether or not the individual requesting entry is authorized to be in the room or classroom.
- If you find the door will not open due to a hardware problem please contact the Service Center so they may dispatch Lock Shop personnel.
- If UNRPD receives an after-hours emergency request to open a door they will have the requester contact their supervisor or Dean for entry.

## **MASTER KEY PROCEDURE**

Building Master Keys are available to individuals by submitting a request in writing, signed and approved by a department head or Dean. In addition, building master keys are located in lock boxes at most main entrances to buildings. Access to these lockboxes is through a specially assigned code. A lock box access code can be assigned to an individual by submitting a request in writing signed and approved by the appropriate Dean or Director.

## **DOOR INTRUSION ALARMS**

### **Door Intrusion Alarms:**

- If you hear a ***Door Intrusion Alarm*** please contact the alarm maintenance contractor. Facilities Services does not repair or work on intrusion alarms.
- **Advise UNRPD at ext. 4-4013 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 the Service Center with the exact location.

**Contact the Service Center at ext. 4-8020 for assistance.**

## **DOOR PROBLEMS**

Please use the following procedures for ***Door or Security Problems***:

- Determine if it is a door hardware problem or a lock/key problem.
- **Contact the Service Center at ext. 4-8020 for assistance.**
- You may also want to advise UNRPD 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 Reno PD Dispatch at 334-2677. Then contact the Service Center.
- If the lock appears to have been tampered with, do not touch anything, and then call UNRPD 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 Service Center at ext. 4-8020 for assistance.
- If entry is needed to high security rooms, please contact UNRPD directly at 784-4013. If any FACILITIES SERVICES personnel need access to any of these rooms they will contact UNRPD to arrange access.

### **ELECTRONIC (CARD KEY) ACCESS PROBLEMS**

- Contact the Service Center at 784-8020.

### **CARD KEY REQUESTS**

- Requests for electronic card keys are made by submitting a Card Key Request form, signed by the appropriate Dean or Director to UNRPD. The form can be found at:

[www.unr.edu/vpaf/police/forms/documents/card\\_request.pdf](http://www.unr.edu/vpaf/police/forms/documents/card_request.pdf)

### **PANIC DOOR HARDWARE PROBLEMS**

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

- Ask the reporting party if the problem is a key, lock or panic door hardware problem.
- If the problem is the panic door hardware, try to determine if the problem is the hardware does not open, close, etc. **Please contact the Service Center at ext. 4-8020 for assistance.**

## **ELECTRICAL NEEDS – SECTION 7**

### **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 Service 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 comes back on.
- Secure all open chemicals and close laboratory sash hoods.

**Contact the Service Center at ext. 4-8020 for assistance.**

### **LIGHTING REPAIR REQUESTS**

#### **Interior Lights Out Requests:**

When you contact the Service Center with a Interior Lights Out or Repair Request please obtain the following information:

- Exact locations 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?
- Lights out can also be reported via a Work Order through the Facilities Services web site at [www.unr.edu/facilities](http://www.unr.edu/facilities).

Facilities Services strives to replace lights either later in the day of your request or the next morning. **If you believe that this in an emergency please contact the Service Center at ext. 4-8020 for assistance.**

#### **Exterior Light Out Requests:**

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

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

Facilities Services strives to replace these lights as soon as possible. **If you believe that this in an emergency (the area is completely dark) please contact the Service Center at ext. 4-8020 for assistance.**

## **ENVIRONMENTALLY CONTROLLED ROOMS – SECTION 8**

### **AIR CONDITIONING REPAIR**

If you need to request the repair of a ***Dedicated Air Conditioner*** (air conditioner used to cool a specific area vs. the “building” air conditioner) you need to provide the following information:

- Name of the contact person and their phone number.
- Location of the air conditioning unit.
- General description of the work required.

**Then contact the Service Center at ext. 4-8020 for assistance.**

## **COMPRESSED AIR FAILURE EMERGENCY PROCEDURE**

If you need to report that the **Compressed Air System** has failed please try to clarify the following:

- Clarify whether or not the compressed air system is not working, or do you mean that the building air (heating/cooling) is not working.

**Contact the Service Center at ext. 4-8020 for assistance.**

## **COMPUTER ROOM ALARMS**

If you need to report a **Computer Room Alarm** please provide the following:

- Contact name and phone number.
- Exact location of the alarm.
- Description of the problem.

When a computer room alarm is received it means that the air conditioning or humidity regulation has failed. When the air conditioning fails, the computers may fail.

**Contact the Service Center at ext. 4-8020 for assistance.**

## **EVAPORATIVE/SWAMP COOLER REPAIR**

If you need repair to an **Evaporative Cooler (Swamp Cooler)** please provide the following information:

- Location of the evaporative cooler.
- Contact name and phone number.
- Description of the problem or the work required.

**Contact the Service Center at ext. 4-8020 for assistance.**

## **HEATING, VENTILATION and AIR CONDITIONING (HVAC) REPAIR PROCEDURES**

If you need to report a **Heating, Ventilation and Air Conditioning (HVAC)** problem regarding a room or area that is too hot, too cold or no airflow, please provide the following information:

- What room(s) are affected?
- Is the room too hot or too cold?
- Is there airflow to the room(s)?

**Contact the Service Center at ext. 4-8020 for assistance.**

## **REFRIGERATOR / FREEZER REPAIR PROCEDURES**

If you have a request to repair a *refrigerator or freezer* please provide the following information:

- Contact name and phone number.
- Location and type of the unit needing repair.
- Description of the problem.

**Please contact the Service Center at ext. 4-8020 for assistance.**

## **BOILER EMERGENCIES**

If there is a problem with a *Boiler* in your building please obtain as much of the following information as possible:

- Exact location of the boiler (room number, etc.).
- The nature of the problem with the boiler (alarm sounding, noise, no heat, steam or water leaking from the boiler, etc.)

**Contact the Service Center at ext. 4-8020 for assistance.**

## **STEAM LEAK PROCEDURES**

In the event of a *Steam Leak* in your building please provide the following information:

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

**Contact the Service Center at 4-8020 for assistance.**

## **PLUMBING – SECTION 9**

### **WATER OR SEWER LINE BREAKS**

In the event of a major *water or sewer line break*, please provide the following information:

- Is it a water line or sewer line break?
- Is the leak a small puddle, a large flood, etc.?
- Is the leak a drip, gush or torrent?

**Contact the Service Center 4-8020 for assistance**

## **BUILDING FLOODING EMERGENCIES**

In the event of a ***Building Flood or Major Water Leak*** please provide as much of the following information as possible:

- Exact location of the flooding.
- Extent of the flooding (how many rooms are involved, the room numbers)?
- Any safety considerations involved (electrical panels, computers, experiments, etc.).
- The size of the flood, puddle, etc., and exactly how much water is on the floor.
- Make sure to provide the Service Center with anything else Facilities Services might need to know to handle this emergency.
- Try to determine if the water leak is a sewer line. Is the water flowing from a drain or toilet?
- The Service Center will contact EH&S after the flooding event to assess mold issues.

**Contact the Service Center at ext. 4-8020 for assistance.**

For Sewage or Sewer Line Breaks the Service Center will contact the following Departments:

- Environmental Health and Safety 327-5040
- Risk Management 784-4394.

## **STRUCTURAL – SECTION 10**

### **ELEVATOR REPAIR PROCEDURES**

For problems with ***Elevators*** in your buildings please follow the procedure listed below:

- If an elevator is not working correctly, please advise the Service Center of the location of the elevator, whether or not anyone is stuck in the elevator, what floor the elevator is stuck on, and if known, what the problem is.
- Elevators have emergency phones. These phones cannot dial any other telephone number other than the emergency number, so they are only useful to someone stuck in an elevator.
- Requests to open elevator room doors, retrieve keys fallen into the shaft or to help retrieve any equipment left in elevator rooms, should be called to the Service Center. After-hours requests for these type problems will be held until the following business day.
- Please label out-of-service elevators with an "Out of Order" sign until Facilities Services maintenance personnel arrive.

**Contact the Service Center at ext. 4-8020 for assistance**

### **ROOF LEAKS**

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

- Building Name & Number
- Room Number
- Is this leak an emergency, drip, stream or torrent?
- Are there computer equipment or experiments that could be damaged by the leak?
- The Service Center will contact EH&S to assess any mold issues.

**Contact the Service Center at ext. 4-8020 for assistance**

### **GROUNDS – SECTION 11**

#### **IRRIGATION OR LAWN SPRINKLER SYSTEM EMERGENCIES**

If you need to report an **Irrigation or Lawn Sprinkler** problem (system running too long or flooding) please provide the following information:

- The specific location of the problem.
- Is the problem a single "geyser"? If the problem seems to be a single geyser, then contact the Service Center, and advise them of the location
- If the problem seems to be an area of sprinklers running too long, or flooding in an area, contact the Service Center, and advise them of the location.

**Contact the Service Center at ext. 4-8020 for assistance**

### **SNOW REMOVAL PROCEDURES**

Facilities Services will make an effort to remove snow and slush from campus sidewalks, outside stairs, parking lots and paths by 7:30am, before it becomes trampled down.

The decision to call out plows and the hand snow removal crews will be made based on snow accumulations noted by the Facilities Services Department, current weather forecasts and first-hand visual observations. Please refer to campus closure policy and procedures located on the web at [www.unr.edu](http://www.unr.edu). Housing requests are handled by Residential Life & Housing Maintenance at 784-1113.

**Campus snow removal equipment has a designated route, equipment operator and back up operator.**

Should an area need attention, or you have a special request, contact the Service Center at ext. 4-8020

## **BUILDING CONTACT LIST – SECTION 12**

This list contains the names of individuals regarded as primary contacts within buildings and/or departments for the dissemination of information to building occupants.

Click on the following link (or copy and paste into your browser) to access the UNR Building Contact List:

<http://www.unr.edu/facilities/documents/BuildingContactListRevised0608.pdf>

This is a pdf file and requires Adobe Acrobat Reader to download the map.

## **CAMPUS MAP AND BUILDING NUMBERS – SECTION 13**

Click on the following link (or copy and paste into your browser) to obtain the latest Campus Map with building numbers:

[www.unr.edu/tour/map/index.html](http://www.unr.edu/tour/map/index.html)

This is a pdf file and requires Adobe Acrobat Reader to download the map.

## **MISCELLANEOUS INFORMATION – SECTION 14**

Please report any omissions or errors in this document to:

Greg Battaglia  
Facilities Maintenance  
784-7777  
gb@unr.edu

# Appendix

**A**

AIR CONDITIONING REPAIR .....27

ANIMAL REMOVAL.....20

ARCHITECTURAL FLOOR PLANS .....19

ASBESTOS EMERGENCY PROCEDURES .....10

**Asbestos Management** .....12

**B**

BOILER EMERGENCIES .....28

BOMB THREAT .....10

BUILDING ACCESS REQUESTS.....23

BUILDING CONTACT LIST .....31

BUILDING FLOODING EMERGENCIES .....29

BUILDING NUMBERS.....31

**C**

CAMPUS EMERGENCY CLOSURE PROCEDURES .....9

CAMPUS MAP .....31

CARD KEY ACCESS PROBLEMS.....25

CARD KEY REQUESTS.....25

CHEMICAL AND RADIOACTIVE EMERGENCY PROCEDURES 11

COMPRESSED AIR FAILURE .....27

COMPUTER ROOM ALARMS .....27

CONTACTS AND EMERGENCIES .....6

CUSTODIAL EMERGENCIES.....20

**D**

**Door Alarm Not Working** .....24

DOOR HARDWARE PROBLEMS .....25

DOOR INTRUSION ALARMS.....24

DOOR OPENING REQUESTS .....24

**Door or Security Problems** .....25

DOOR PROBLEMS.....24

**E**

ELECTRICAL POWER OUTAGES.....26

ELECTRONIC (CARD KEY) ACCESS PROBLEMS .....25

ELEVATOR REPAIR PROCEDURES .....30

EMERGENCY AND EVACUATION PROCEDURES.....8

EMERGENCY PHONE NUMBERS.....8

ENVIRONMENTAL HEALTH AND SAFETY EMERGENCY PROCEDURES .....11

ENVIRONMENTAL SERVICES .....20

ENVIRONMENTALLY CONTROLLED ROOMS.....27

**Evaporative Cooler** .....28

EVAPORATIVE/SWAMP COOLER REPAIR .....27

Exterior Light Out Requests .....26

**F**

FACILITIES SERVICES DEPT ..... 5

FIRE ALARMS ..... 22

FIRE EXTINGUISHERS ..... 23

**Fire Protection/Occupational Safety/Facility-Premises Safety/Accident Investigation** ..... 11

FIRE SPRINKLERS..... 23

**G**

GAS or UNUSUAL ODOR EMERGENCY PROCEDURE ..... 12

**H**

**Hazardous Chemical Spill**..... 11

**Hazardous Material/Waste Safety (Lab Safety)**..... 12

HAZARDOUS MATERIALS AND WASTE DISPOSAL..... 12

**Hazardous Radioactive Spill or Contamination**..... 11

HEATING, VENTILATION and AIR CONDITIONING (HVAC) REPAIR PROCEDURES..... 28

**I**

IF YOU HEAR A FIRE ALARM..... 13

INTRODUCTION ..... 5

IRRIGATION OR LAWN SPRINKLER SYSTEM EMERGENCIES 30

**L**

LIFE OR LIMB THREATENING WORK-RELATED INJURIES .... 16

LIGHTING REPAIR REQUESTS..... 26

LOCK OR KEY PROBLEMS ..... 25

**M**

**Major Water Leak**..... 29

MASTER KEY PROCEDURE ..... 24

MISCELLANEOUS INFORMATION ..... 32

**N**

**NATURAL GAS ACCIDENT PREVENTION** ..... 16

NATURAL GAS EMERGENCY PROCEDURES AND ACCIDENT PREVENTION..... 13

**NATURAL GAS LEAK/SMELL INSIDE BUILDINGS**.. 13

**NATURAL GAS LEAK/SMELL OUTSIDE BUILDINGS** ..... 14

**O**

**Operations & Maintenance Service Center**..... 6

**P**

PEST PROBLEMS.....21  
 PLUMBING .....29  
Projects.....19

**R**

**Radiation Safety** .....12  
 REFRIGERATOR / FREEZER REPAIR PROCEDURES .....28  
 ROOF LEAKS .....30  
 ROOM ACCESS REQUESTS.....23

**S**

SAFETY ON CAMPUS .....17

Service Center Contact Procedures ..... 6  
 SNOW REMOVAL PROCEDURES ..... 31  
**Specialty Health Clinic** ..... 16  
 STEAM LEAK PROCEDURES ..... 29  
 STRUCTURAL ..... 30  
*Swamp Cooler* ..... 28

**T**

TRASH AND RECYCLING PICKUP ON CAMPUS ..... 21  
 TROUBLE ALARMS ..... 22

**W**

WATER OR SEWER LINE BREAKS..... 29  
 WORK ORDER PROCEDURES ..... 17