

## **FACILITIES DEVELOPMENT AND OPERATIONS**

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### **SUBJECT: ON-CALL INSTRUCTIONS FOR NON-REGULAR WORKING HOURS**

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#### **1. PURPOSE:**

To provide the availability of Administrators and specific skilled employees, during other than normal working hours, who can respond to emergency repair requirements in University facilities, utilities and grounds.

#### **2. GENERAL:**

University buildings have systems that operate 24 hours a day. Failure of these systems can cause adversity to faculty, staff, and students, damage to property, or personal injury. With qualified staff on-call and appropriate on-call procedures, Facilities Development and Operations is prepared to respond to mitigate the consequences of such failures outside of regular working hours.

Frequency of non-working hour emergencies and trades call-back will be reviewed annually during the annual budget preparation. Where sufficient calls exist, a permanent shift may be established to meet that demand. Other periods of less frequent calls will be identified which warrant only the availability of an employee including call back practice to respond.

Utilities - All utility outages are to be handled as emergencies 24 hours/day. The on duty Manager **and** the Central Plant Operator are to be immediately contacted upon notification of a utility failure.

#### **3. DEFINITIONS:**

- 3.1. **Central Plant** - The 24 hr/day 365 day/year continuous operation of the primary campus utility plant with a minimum staffing of one operator at all times.
- 3.2. **On Duty Manager** – An on-site FD&O Administrator assigned to assess and handle the decision making process Sunday through Thursday 10:30pm-7:00am.
- 3.3. **FD&O Manager On Call** – An alternative to the On Duty Manager, An off-campus FD&O Administrator assigned to handle the decision making process of calling in a trades person during evenings, nights, weekends and holidays.
- 3.4. **FD&O Customer Service Center** – The Principal source of information and dispatch regarding all services provided by Facilities Development and Operations during regular work hours 8:00 a.m. – 5:00 PM Monday through Friday excluding holidays.
- 3.5. **UPD** University Police Department has the primary responsibility for all incoming calls requesting service during all non-regular working hours.

- 3.6. **Regular Shift** - This working shift provides full time availability of craftsmen in specific trades to meet emergency and urgent repair requirements during other than normal working hours on a year round basis.
- 3.7. **Call Back** – Work performed at a time outside of and not continuous with an employee's regular work schedule.
- 3.8. **Third Party contracts-** Certain campus systems require a third party agreement to provide for emergency call back service and must be authorized by the Staff Duty manager or appropriate FD&O Call Back Manager. An example would include the campus EMS system.

#### **4. PROCEDURE:**

- 4.1. An FD&O Administrator will be assigned weekly as the Manager On call. This individual is responsible for all call back actions during non-regular working hours. He/she will remain in contact with the UPD dispatch desk and will provide the initial on-site assessment and call back decision as required to ensure safe, efficient, and economic operations of Facilities activities during night, weekend, and holidays.
- 4.2. UPD has the primary responsibility for all incoming calls requesting facility related issues during all non-regular working hours.
  - 4.2.1. UPD will call the FD&O On Duty Manager Sunday through Thursday 10:30pm-7:00am. In the event that the On Duty Manager is not available, UPD will call the appropriate FD&O Manager on Call.
  - 4.2.2. It will be the responsibility of the On Duty Manager or FD&O Manager On Call to contact the appropriate facility trades(s) regarding emergencies.
  - 4.2.3. **Contact Procedure shall be as follows:** The primary form of contact will be by telephone.
    - 4.2.3.1.1. Call home phone of the appropriate Trades employee from the monthly call back roster in order as it is listed.
    - 4.2.3.1.2. If no contact is made (an answering machine or voice mail does not constitute contact), call employee on cellular phone if available;
    - 4.2.3.1.3. If no response within 10 minutes, Call appropriate Trades Supervisor
- 4.3. Call Back Schedule - A schedule of non-regular working hour requirements will be prepared and updated as required. The schedule will include as minimum, information as shown on the Trades and Shops Call Back list.
- 4.4. All trades employees: Building Service Engineers, Carpentry, Electrical, HVAC, Plumbing, Custodial, Grounds, and Utilities areas shall be scheduled for call-back. Supervisors shall serve as back-up in the event a trades employee is not reached.

- 4.5. New employees shall not be scheduled for on-call duty until they have reached the necessary level of proficiency as determined by the Appropriate Trades Supervisor or Department Director.
- 4.6. Facilities Directors shall be responsible for establishing an equitable call back schedule for each shop each Month based on the number of call back personnel. The Call-Back list shall be forwarded to the FD&O Customer Service Center.
- 4.7. Distribution of the Call-Back list by the Customer Service Center shall be to University Police; FD&O Directors/managers, and FD&O Supervisors. The Customer Service Center shall include in the distribution a copy of the Facilities Managers call-back List

## **5. RESPONSIBILITIES**

- 5.1. FD&O Directors are responsible for establishing and maintaining on a monthly basis an appropriate call back list for their respective Department.
- 5.2. The Facilities Customer Service Center is responsible for distribution/communication of all on-call lists. The Customer Service Center will prepare and distribute the monthly call back list to all the FD&O Managers/Directors, Trades supervisors, and UPD. In addition, the On Duty Manager will ensure that each on-call craft has an assigned employee and will also be responsible to inform the group of any activities or special circumstances they might need to be aware of.
- 5.3. University Police has the primary responsibility for calling the FD&O Staff Administrator during non-non regular working hours.
- 5.4. University Housing Services Coordinators are responsible for calling University Police in situations requiring call-back for residence halls.
- 5.5. All trades employees who are contacted for call-back are expected to show reasonable diligence in responding.

## **6. ELEVATOR ENTRAPMENT**

- 6.1. University Police will receive a call from the person trapped in the elevator by using the call box.
- 6.2. University Police will dispatch the appropriate elevator company to have them send out an elevator technician.
- 6.3. University Police, if staff is available will send out an officer or a student to talk to the person to keep them calm. They will assess if the fire department is needed for assistance.