



Brock University

Facilities Management Operating Procedures

Subject: AFTER-HOURS CALL-IN PROCEDURES Number: FMOP 1-3

Approval: Executive Director Issue Date: 26 June 06

Responsibility: Executive Director Revised: 18 September 06

Review Period: 2 Years

AFTER-HOURS CALL-IN PROCEDURES

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1.0 Background. The Facilities Management Department maintains an after-hours response capability for emergency situations that are assessed as requiring the dispatch of the appropriate Facilities Management Department resources (trades, equipment & operators, custodians, contractors, Project Managers, Supervisors and Managers). By virtue of their 24/7 (i.e. 24 hours-a-day/7 days-a-week) presence at the University along with their communications resources and sensor monitoring/mobile patrol capabilities, Campus Security Services provides secure, reliable and documented monitoring and dispatch capabilities for University resources within the University's Emergency Management Protocol. The purpose of this procedure is to confirm the steps and to provide guidance for all stakeholders on after hour's call-ins that are assessed as requiring the response of the resources of one or more of the Services Units of the Facilities Management Department (see Annexes A & B). Improvements as well as many of the former agreements between Facilities Management and Campus Security have been documented in this Call-in procedure. This will help to ensure that the spirit of co-operation between the two departments, when after-hours response is required, will continue, as both groups strive to guarantee that the Campus Facilities operate in the best interests of the University.



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2.0 Maintenance & Operations Services. The following steps are to be used for after hour's emergencies which cannot wait until the next business day (e.g. safety concern, discomfort, property damage, or as required by the Department of Residences, Conference Services or the University's Food Services provider) and require the attention of Maintenance & Operations Services resources (Mechanical, Electrical, Structural, and/or Grounds).

2.0.1 Identify the trade required to initiate repairs:

- Residence Department Service Desk and Conference Services see Section 5.0 for special circumstances.
- Campus Security Services see Section 6.0 for special circumstances

2.0.2 From the Trades Duty Schedule (see Annex B, page 1), call the appropriate name for the date.

2.0.3 Continue to call down the list until someone from the appropriate trade is contacted.

2.0.4 When calling an individual, identify that "Campus Security Services" is calling:

2.0.4.1. Allow phone to ring six (6) times.

2.0.4.2. If no answer or line is busy – record in log: name, time and "no answer" or "busy signal".

2.0.4.3. If rings into answering machine, leave a message that it is Campus Security Services calling and you are proceeding to the next person on the Trades Duty Schedule – record in log: name, time and "left message on answering machine".

2.0.4.4. If someone other than the tradesperson answers the phone, identify that it is Campus Security Services calling, ask to speak to the tradesperson. If that person is not available to come to the phone, let them know you are proceeding to the next person on the Trades Duty Schedule – record in log: name, time, and "tradesperson unavailable to receive call".

2.0.4.5. If you receive a reply and the employee called refuses the call-in – record in log: name, time and "employee refused" and continue down the list for the appropriate trade.



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2.0.4.6. If you receive a reply and the employee accepts – record in log: name, time, “employee accepted” and the expected time of arrival. If the person contacted is not able to leave for work within 15 minutes of being called, he will advise Campus Security that he is not able to accept the call for after-hours emergency work. After recording this information, Campus Security would then proceed to the next person on the call-in list.

2.0.4.7. Log reason for call-in.

2.0.5. If unable to reach any tradesperson, call the appropriate Manager, using Annex B, page 2.

2.0.5.1 If the Mechanical Team Manager is unavailable, call the Mechanical Lead Hand.

2.0.5.2 If the Electrical Team Manager is unavailable, call the Electrical Lead Hand.

2.0.5.3 If the Grounds Team Manager is unavailable, call the Grounds Lead Hand.

2.0.5.4 If the Structural Team Manager is unavailable, call the Manager, Maintenance & Operations

2.0.6. For any elevator problems after hours, call Kone Elevators (1-877-276-8691).

3.0 Custodial Services. For Custodial problems call the Custodial Services Manager. If the Custodial Services Manager is unavailable, call the respective Custodial Supervisor (i.e. day shift, afternoons or nights). See Annex A or B for both.

4.0 Campus Planning, Design & Construction Services. For problems related to a defined construction site under the care and control of a contractor(s), where Campus Security has not been advised of the contact details for the assigned Brock Project Manager, call the Manager – Campus Planning, Design & Construction Services, using Annex A or B.



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5.0 Residence Service Desks and Conference Services Front Desk - Special Circumstances. The following scenarios are set-up to act as a guide for certain types of emergencies in a particular area or building on campus. The guide should be consulted when taking information from Residence occupants, prior to calling Campus Security who will in turn call-in a tradesperson at your request.

Generally, after-hours air conditioning maintenance requests will not be requested by the Residence Department. These requests will be submitted for repair to Facilities Management by the Service Desk on the next normal working day. Conference Services may require after-hours service.

5.0.1. Village Residence CO (Carbon Monoxide) Detectors

5.0.1.1 If the CO detector is in alarm:

- Evacuate the unit.
- Call 911.
- If the Fire Department finds CO, request Security to call a Gas Fitter.
- If the Fire Department determines that the CO detector is faulty, request Security to call-in a Fire Technician.

5.0.2. Village Residence Heating.

5.0.2.1. Village Units/Houses 1 – 9.

Scenario #1: If the tenant has heat in unit, but no hot water; request Security to call-in a Plumber.

Scenario #2: If the tenant has no heat in unit, but has hot water, request Security to call-in a Millwright.

5.0.2.2 Village Units/Houses 10 – 12.

Scenario #1: If the tenant has heat in unit, but not hot water; request Security to call in Direct Energy – 1-800-266-3939.

Scenario #2: If the tenant has no heat, but has hot water; request Security to call-in a Gas Fitter. **Under no circumstances, should a**



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tenant be without heat for longer than six (6) hours. Heaters are located in the Plumbing Shop.

5.0.3. Village Residence Air Conditioning.

- 5.0.3.1 For air conditioning problems, Conference Services (if desired) can request Security to call-in the Refrigeration Mechanic; if not available, call Rempel Refrigeration at 905-356-4418.

5.0.4. Quarryview Residence Heating.

- 5.0.4.1 For heating problems, request Security to call-in a Gas Fitter.

5.0.5. Quarryview Residence Air Conditioning.

- 5.0.5.1 For air conditioning problems, Conference Services (if desired) can request Security to call-in the Refrigeration Mechanic; if not available call Rempel Refrigeration at 905-356-4418.

5.0.6. Quarryview Residence CO (Carbon Monoxide) Detector.

- 5.0.6.1 If the CO detector is in alarm:
 - Evacuate the unit.
 - Call 911.
 - If the Fire Department finds CO, request Security to call a Gas Fitter.
 - If the Fire Department determines that the CO detector is faulty, request Security to call-in a Fire Technician.

5.0.7. Lowenberger Residence Heating.

- 5.0.7.1 For building wide heating problems, call a Millwright. For individual room heating problems, request Security to call an Electrician.



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5.0.8. Lowenberger Residence Air Conditioning.

- 5.0.8.1 For building wide cooling problems, Conference Services (if desired) can request Security to call a Millwright. For individual room cooling problems, request Security to call an Electrician.

5.0.9. Decew, Vallee and Earp Residence Heating.

- 5.0.9.1 For building wide heating problems, request Security to call a Millwright. For individual Vallee Rooms, request Security to call a Controls Mechanic.

5.0.10. Decew, Vallee and Earp Residence Air Conditioning.

- 5.0.10.1 For building wide cooling problems, Conference Services (if desired) can request Security to call a Millwright. For individual Vallee Rooms, request Security to call a Controls Mechanic.

5.0.11. Earp Residence CO Detector.

- 5.0.11.1. Earp has several CO detectors (i.e. Fireplace Lounge, Laundry area); if the CO detector is in alarm:
 - Evacuate the room/area.
 - Call 911.
 - If the Fire Department finds CO, request security to call a Gas Fitter.
 - If the Fire Department determines that the CO detector is faulty, request Security to call-in a Fire Technician.

5.0.12. Earp, Vallee, Decew & Lowenberger Domestic Hot Water

- 5.0.12.1. If a single suite has no domestic hot water, request Security to call-in a Plumber. If the problem involves multiple suites, request Security to call-in a Millwright.

6 **Campus Security Services – Special Circumstances.** The following scenarios are set-up to act as a guide for certain types of emergencies in a particular area or building on campus.



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6.0.1. East Academic & 573 Glenridge Building Heating.

6.0.1.1 For heating problems, call a Gas Fitter.

6.0.2. East Academic & 573 Glenridge Building Air Conditioning.

6.0.2.1 For air conditioning problems, call-in the Refrigeration Mechanic; if not available call Rempel Refrigeration at 905-356-4418.

6.0.3. Refrigeration or Freezer Problems.

6.0.3.1 For refrigeration or freezer problems, call-in the Refrigeration Mechanic; if not available, call Rempel Refrigeration at 905-356-4418.

6.0.4. Fire Alarms.

6.0.4.1. For any fire alarms or fire panel “trouble”, call a Fire Technician; if not available, call-in an Electrician.

6.0.5. Residence Kitchen Pilot Lights.

6.0.5.1 To reset the gas pilot lights, call a Gas Fitter.

6.0.6. Campus Security Paging.

6.0.6.1. **Message 9617:** “CUB Chilled Water High Temp” – call-in the Refrigeration Mechanic; if not available, call a Millwright.

6.0.6.2. **Message 9622:** “CUB Cogeneration” – call a Mechanic.

6.0.6.3. **Message 9647:** “Emergency Boiler Failure” – call a Millwright.

6.0.6.4. **Message 9667:** “Village Sump Pump Fail” – call a Millwright.



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6.0.6.5. **Message 9669:** "Fault on BM2U Monitoring" – call an Electrician.

6.0.6.6. **Message 9675:** "Computing Centre Trouble Conditions" – call ITS using the C.S.S. Emergency Numbers listed for ITS.

6.0.7. Dish Machines Repair.

6.0.7.1 For Dish Machine Repairs, call-in a plumber.

6.0.8. Residence Windows

6.0.8.1 A carpenter is to be called-in for any Residence window which is either a safety or security issue. If unsure, call the Residence Service Desk or Conference Services Front Desk for further instructions.

7.0 Responsibilities of CUPE 1295 Employees on Call-in. The following procedures relate to the responsibilities of Facilities Management employees when taking part in the after-hours call-in system.

7.0.1. Employee must swipe in upon arrival and swipe out upon leaving.

7.0.2. Campus Security Services must be notified upon arrival and departure.

7.0.3. Campus Security relies on a prompt response to after hours emergencies when calling in staff. In many cases, (relating to safety, security, property damage or loss of utilities) Campus Security can not "hand off" the incident until the appropriate trade arrives. For these reasons, it is expected that by accepting the call-in, that the tradesman will leave for work within 15 minutes of receiving the initial call. If this is not possible, Campus Security is to be told that the opportunity for a call-in is being declined. Campus Security will then proceed to the next person on the list.



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- 7.0.4. Campus Security Services will not know whether an individual is sick, on vacation, or has been working overtime on the day the individual is called. Employees have the option of refusing call-in work for any of these reasons.
 - 7.0.5. To take part in the Call-in system, it is expected that the tradesperson will keep an up to date copy of this procedure for reference at home.
 - 7.0.6. Should an additional trades person be required, the initial trades person who was called in will make the request using this call in procedure.
- 8.0 Not Allocated
- 9.0 **References.**
- 9.0.1. University Agreements.
 - 9.0.1.1. Collective Agreement Between Brock University and the CUPE Local 1295, May 1, 2003 to April 30, 2006.
 - 9.0.2. Related Procedures.
 - 9.0.2.1 Emergency Management Protocol Brock University Main Campus, December 2005, Version 1.
- Annexes
- Annex A Facilities Management Department – Emergencies After-hours, Weekends & Holidays Quick Reference (Confidential – Issued Separately)
 - Annex B Trades Duty Schedule (Confidential – Issued Separately)