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FM-PROC-100, R0	4/15/064	New	Procedure describing On Call program in the Facilities Management Division.

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On Call Procedure

1.0 Introduction

1.1 Purpose This procedure describes duties and responsibilities as well as requirements of assigned on-call personnel. The On-Call Technician serves as the Facilities Management Division point of contact for all building and grounds issues when qualified technicians are not on duty (3:30pm Saturday to 7:00am Monday and holidays).

1.2 Scope The On-Call Technician responds to facility management issues as needed. The assigned technician either resolves the issue with an appropriate action, mitigates the issue with repair to follow the next business day, or leaves the issues for the next business day.

2.0 Required Training

The On-Call Technician must be a qualified Trades II or higher to perform on-call duty. On-Call Technicians shall be trained on this procedure as well as cross-trained to the greatest extent possible.

3.0 Responsibilities

Division Director	<ul style="list-style-type: none">• Approve On-Call Procedure• Ensure adequate budget is available to support On-Call and Call Back pay.
Operations & Maintenance Department Manager	<ul style="list-style-type: none">• Document Owner for the On-Call Procedure• Approves On-Call schedule and any changes.• Solicits volunteers and assigns qualified Technicians to serve during on-call hours.• Manages budget.
Environmental Health & Safety Department Manager	<ul style="list-style-type: none">• Maintains the “911 Cage.”• Advises On-Call Technicians on hazardous material incidents.

On-Call Coordinator	<ul style="list-style-type: none"> • Develops the On-Call schedule and makes required schedule changes. • Provides On-Call schedule to Campus Police. • Maintains the On-Call List • Receives On-Call Kit from off-going technician ensures contents are complete, and gives it to the next scheduled technician. • Partners with the EH&S Dept Manager to develop an inventory list for the 911 Cage. Ensures equipment stays ready for on-call use. • Maintains the 911 Cage Resource Manual.
On Call Technician	<ul style="list-style-type: none"> • Sign an agreement to serve as an On-Call Technician • Responds to emergency conditions in facilities as necessary <ul style="list-style-type: none"> ○ Notifies Campus Police upon arrival on campus. • Notify Department Manager of conditions as appropriate. • Plan and execute activities. • Notify Campus Police when conditions are resolved or mitigated. • Brief Department Manager Monday on events occurring during on-call hours.

4.0 Requirements

4.1 Schedule

The On-Call Coordinator shall develop and manage the schedule for On-Call Technicians. The schedule shall be posted on the Facilities Bulletin Board near the lunch room. The scheduled assignment duration shall be two weeks, consisting of off-duty hours. It is the employee's responsibility to check the schedule.

4.2 On-Call Technician Shift Change

The On-Call Technician will typically be assigned for a period of two weeks beginning Monday morning and ending two weeks later on Monday. The On-Call Technician shall brief the Department Manager and appropriate Section Leader/Shop Supervisors each Monday on activities during on-call hours. Once the briefings have been made, the On-Call Technician gives the kit to the coordinator if he/she is no longer scheduled. If the turnover cannot be accomplished at that time (e.g., if Monday is a holiday); the off-going On-Call Technician shall continue to perform on-call duties until turnover is complete.

If for some valid reason (sick, death in the family, etc) the person scheduled as On-Call Technician cannot fulfill his/her time, they shall inform the On-Call Coordinator and request a change with one of the personnel qualified to perform the on-call responsibilities.

4.3 On-Call Kit

The On-Call kit shall contain the following items (at a minimum):

- On-Call cell phone and charger.
- On-Call binder to include (but not be limited to):
 - Important contact names and numbers
 - Emergency contractor numbers (i.e. elevator contractor)
 - This procedure
 - On-Call schedule
 - Material and supplies locations
 - Current Equipment Out of Commission and Equipment Deficiency list.
- On-call logbook
- ID card for the key box

The oncoming On-Call Technician is responsible for inventorying the On-Call Kit and ensuring the required items are present.

If any items are missing from the On-Call Kit or otherwise require replacement or additions, the oncoming On-Call Technician shall contact the On-Call Coordinator for replacement of the missing items as soon as possible.

**4.4 On-Call
Logbook &
Time Keeping**

The On-Call Technician shall record information about facility events in the On-Call logbook. At a minimum, the On-Call Technician shall record the time and date he began on-call duty and the time and date he turned over the On-Call kit to the coordinator. Calls requiring a Call Back response by the On-Call Technician shall also be recorded in the logbook, along with the disposition of each action. When late entries must be made in the logbook, they shall be so noted. All logbook entries shall be made in black or blue ink. Corrections shall be made with a single line through the incorrect entry initialed and dated.

The On-Call Technician shall document their On-Call and Call Back time on their DTR the following business day.

4.5 Communications

The On-Call Technician shall carry the on-call cell phone and their state-provided pager at all times while performing on-call duty. The On-Call Technician shall respond to all calls and pages as soon as possible, but no longer than 15 minutes after receiving notification.

**4.6 Availability
& Fitness for
Duty**

The On-Call Technician must be fit for duty during assigned period. Fitness for duty means the employee is mentally and physically fit to perform their duties. There should be no impairments, either physically or mentally, that may compromise safe performance of work.

They must be able to perform all the duties described in this procedure at all times when performing On-Call duties. This includes being able to respond to the site within 60 minutes of receiving notification of an abnormal facility condition.

If the On-Call Technician cannot perform these duties, he/she must relinquish duty to another qualified person. Changes must be approved by the Department Manager and communicated to Campus Police and the On-Call Coordinator.

5.0 Abnormal Facility Conditions

5.1 Notification During normal working hours, qualified Technicians respond to facility conditions in their areas of responsibility. The On-Call Technician shall respond to Campus Police notifications for abnormal facility conditions when qualified technicians are not on duty.

5.2 Necessary Action When notified by Campus Police, the On-Call Technician should collect all available information about the facility condition. Once the information is collected, the On-Call Technician makes a decision based on training, experience, and available procedures, whether the condition must be resolved immediately, or can wait until the next business day. If an immediate response is required, the On-Call Technician responds to campus, notifies Campus Police when on site, corrects/mitigates the situation, and notifies Campus Police of actions taken.

If additional personnel are required to address the facility condition, the On-Call Technician should call the Department Manager and request overtime support from additional technicians. Once approved, the On-Call Technician notifies additional personnel needed to address the condition and takes appropriate action.

5.3 Emergency Use Supplies, Equipment, and Vehicle Supplies and equipment needed to address a variety of emergency situations are stored in the “911 Cage.” The 911 Cage is located at the back of the Facilities Management Division building under the mezzanine stairs. The 911 Cage is secured with a combination lock and the combination will be given to the on-call technicians.

The EH&S Department is responsible for maintaining the 911 Cage. They will provide all contents and inventory the 911 Cage on a periodic basis. When technicians use the materials in resolving on-call issues, they shall note usage on the inventory sheets.

The EH&S Dept is responsible for maintaining a resource manual in the cage providing information on how to respond to a variety of spills. If a hazardous chemical has been spilled, immediately contact the EH&S Department Manager and the school point of contact for spills noted in the resource manual. **DO NOT CLEAN UP A HAZARDOUS CHEMICAL SPILL UNLESS DIRECTED BY A COMPETENT AUTHORITY.** If the EH&S Department Manager is not able to be reached contact the Division Director and notify one of the clean-up contractors in the resource manual to respond and address the spill.

Vehicle #29, a Taylor-Dunn truck, is available if necessary. The key will be kept in the 911 Cage.

6.0 Compensation

6.1 Call Back Pay Call back pay is additional pay beyond base pay for a minimum of two hours when an eligible employee is required to report to work before or after a scheduled shift (not a continuation of the shift). Eligible employees are those who are eligible for overtime, and any call back time is counted as work time.

6.2 On Call Pay On-call pay is additional pay beyond base pay for employees specifically assigned, in advance, to be accessible outside of normal work hours and where freedom of movement is significantly restricted; however, the employee is still free to use this personal time effectively. Eligible classes and the rate are published in the annual compensation plan. Only time while actually on call shall be paid at the special rate. In call back situations, employees eligible for both on call and call back pay shall receive call back pay only.

7.0 References

Title
1. State of Colorado Personnel Board Rules and Administrative Procedures
2. State of Colorado Employee Handbook

Attachment A – Plumbing Shop Guidelines

In the event of a water leak:

- Trace piping back to nearest valve, and shut off at the source.
- Tag valve as closed.
- Notify responsible shop supervisor (HVAC, Plumbing, or Grounds) first thing in the morning next business day.

In the event of a Fire Sprinkler leak or discharge:

- If it's a fire sprinkler drip or leak, you must notify Auraria Campus Police Dispatch (6-3271) **BEFORE SHUTTING OFF ANY VALVE.**
- If a fire sprinkler head discharges, **ONLY THE FIRE DEPARTMENT IS AUTHORIZED TO SHUT THE WATER OFF.**
 - Notify Plumbing Shop Supervisor and/or Plumbing Technician ASAP to make repairs and get the fire sprinkler system back on line.

In the event of a sewer back up that you cannot resolve:

- Notify the Plumbing Shop Supervisor and get approval to call for contract assistance.
 - Garvin's sewer service at 303 571-5114

Attachment B – Water, Fire, and Gas Shut Off Locations

BUILDING	WATER SHUT OFF LOCATION	FIRE VALVE	GAS SHUT OFF LOCATION
Administration	P100C near dock entrance.	P100C	Exterior NW in gated area next to dumpster.
Arts	P100Q near dock in compressor room.	P100Q	Exterior south corner in kiln area outside room 189.
Central Classroom	P100D near ally dock.		Exterior NW in fenced area near AC units.
Child Care Center Child Development Center	P100C NW mechanical room entrance. P100A near NW rear exit.		Exterior west corner of building. Exterior NW side across from PE-Events.
Emmanuel Gallery	P000A basement SE wall.		Exterior NW side of building.
Facilities Annex Facilities Management	P100A near NW side exit. P100C, enter through NW side exterior door.	Garage 1st bay. P100C	Exterior NW side of building. Exterior NW side of building.
Golda Meir House Kenneth King Center	001 behind access door on NE wall. P001D basement NW fire pump room. fire pump	P1001D	Exterior NW side of building. Exterior SW, 8th St center of building.
Library	P000A2 NW basement thru P000A.	P000A2	Exterior SE under fire escape stairs.
Mercantile	001C basement NW storage.		
North Chiller Plant	Inside along NE wall.		
North Classroom Parking & Transportation Ctr.	P1800F near dock. P100A boiler room near south exterior stairs. P100J next to room 111G, NE side of building.	P1800F Ext 7th St side	Exterior NW on 11th St, by dock Exterior SW on 7th St.
PE- Events Center Playing Field Drinking Fount Playing Field Restroom	Playing Field restroom plumbing chase. Plumbing chase, SW exterior door.		Exterior SW next to plumbing chase door. Exterior NW, Larimer St side, high on grass hill behind bushes. Exterior in bushes next to front entrance steps.
Plaza	P100E by room 120 and R100C.		Exterior front, 5th st. side of building. Rectory exterior next to front steps in bushes.
Rectory Reprographics & Distribution	Room 09 in basement NE wall. Above ceiling in 108, or water meter, ext. front.	P001 basement.	Exterior NW between SF and St. Elizabeth Church. Ext NW side, between towers, also 3rd floor corridor emerg switch.
Saint Cajetan's	Rectory basement room 09.		
Saint Francis Center	Closet in first floor men's restroom.	Same as water	
Science Science Decorative Fountain Seventh Street Classroom	P000B basement mechanical room. Water meter pit south of fountain. P100A in corner of lunchroom 101.	P100G by 102J	Exterior NW side by steps.
South Chiller Plant	Inside along SE wall.		

BUILDING	WATER SHUT OFF LOCATION	FIRE VALVE	GAS SHUT OFF LOCATION
South Classroom	P100C near men's restroom and lunch room.		Exterior NE side near 11th street entrance.
TAPS	P100A Walnut St side of building mech room	P100A	
Technology	123B, enter thru room 123.	123B P100K Fire pump	Exterior NW by room 127 outside door. Meters on 9th St, and 10th St side of building, see plans
Tivoli	Corridor by P100K fire pump room.		
West Classroom	P100EE next to NW auto door entrance.		
1144 5 TH St	Meter caped or removed.		Service caped / removed.
1376 5TH St,			
Blue Warehouse	none		Exterior NW side, Walnut street.
1015 9TH ST	Basement		Exterior front.
1020 9TH ST	Basement		Exterior NW side, common meter with 1024 9th St.
1024 9TH ST	Basement		Exterior SE side, common meter with 1020 9th St.
1027 9TH ST	Basement		Exterior front.
1033 9TH ST	Basement		Exterior front.
1041 9TH ST	Basement		Exterior front.
1045 9TH ST	Basement		Exterior front.
1050 9TH ST	Basement		Exterior SE side. .
1051 9TH ST	Basement		Exterior front.
1056 9TH ST	Basement		Exterior NW side.
1059 9TH ST	Basement		Exterior front.
1061 9TH ST	Basement		Exterior front.
1068 9TH ST	Basement		Exterior rear.

IRRIGATION SYSTEM

VALVE LOCATION

1050 Champa ST, <u>not in use.</u>	Not in use.
850 Curtis ST	Behind 1068 9th street.
951 Champa ST	Behind 1020 9th street.
Parking Lot A	Feeds from Lot E
Parking Lot B	Corner near 7th curtis St
Parking Lot E	Left side of entrance
Parking Lot K	Right side of entrance
Parking Lot M	On grass toward Speer blvd
Parking Lot N	On grass toward Speer blvd

Attachment C – HVAC Shop Guidelines

Hot / Cold Calls:

Note: Building HVAC systems are scheduled to maintain comfort conditions only during the hours when the building is occupied. During un-occupied hours, the temperature in the building will be warmer than normal in warm weather and cooler than normal in cold weather by up to ten degrees. In cold weather heating systems will operate 24/7; cooling systems only operate during occupied hours. Many of the larger computer labs and the Campus Police offices have a dedicated A/C unit which provides cooling 24/7. Animal, Biology and Chemistry labs have HVAC roof top units that heat & cool 24/7.

Procedure:

- When contacted by Campus Police, obtain contact information for the person that reported the problem.
- Contact person that made the report to clarify the information received.
- Determine if the problem exists because of equipment failure or because the equipment is not scheduled to operate.
- If you have determined that a problem is due to equipment failure, report to work
- Swipe-in at the time clock and then notify Campus Police when you arrive to work.
- When you arrive at the work site, look over the equipment that serves the affected area and look for obvious problems:
 - Has the equipment been turned off or has the electrical service been interrupted.
 - Are there alarms present on any of the effected equipment?
 - Does the equipment have a broken belt or sheave?
 - Is there a risk of pipes or coils freezing?
- Make repair and check for proper operation.
- If you are unable to make a repair to the equipment, contact the lead-worker for that zone or another HVAC shop employee.
- Leave a note detailing the problem and what was done for the HVAC Shop Supervisor.
- Notify Campus Police that you are leaving and then swipe-out at the time clock.

Attachment D – Structural Guidelines

How to repair a broken window on campus

Procedure:

- Contact Campus Police get information on who called it in and what time it was reported.
- Report to location where incident has occurred and look over the affected area that needs repair.
- Use caution tape to restrict access to area (as required)
- If the glass is cracked, use duct tape to prevent the glass from breaking and falling out of the frame.
- If the glass is broken and must be removed, remove and clean up all broken glass.

Caution: Wear leather gloves when picking up glass

- Locate a piece of plywood in the Carpenter Shop and cut it to fit the opening. Secure the plywood over the opening and make sure the area is fully secured.
- Notify Campus Police that you are leaving and the building is secure.
- Notify Structural Trades Shop Supervisor of the incident the first thing in the morning the following business day.

Attachment E – Electrical Guidelines

Tripped breaker:

ONLY A QUALIFIED ELECTRICIAN MAY WORK ON OR RESET:
2 pole and 3 pole circuit breakers,
Main circuit breakers, and
3 phase 480V panel boards

- Locate the panel, identify the breaker, and perform a field check to determine the cause of trip, (overload, signs of over heating at outlet, bad cord etc.).
- Clear the problem by unplugging appliances and reset the breaker.
 - First: turn off the circuit breaker then switch the circuit breaker to the on position.
 - Second: field verify that the power has be restored in the area.
 - Third: relay to the customer your findings and assist in any other way.

Elevators:

The Denver Fire Department and/or Ambulance Medical Service will be called by Campus Police if there is a “true emergency.”

The On-Call Technician should post “**out of service**” tags (in 911 Cage) on each floor the elevator serves. DO NOT turn the elevator off at the electrical disconnect. Leaving the elevator in the current position will aid in troubleshooting by the elevator service contractor.

Exception: Emergency Services Personnel.

Walk upper floors of buildings that do not have elevator service to ensure there are no disabled persons needing assistance off the upper floors. The buildings without secondary elevator service include Science, South (3rd Fl), and St. Francis Interfaith Center.

Notify Electrical Shop Supervisor first thing the following business day of the outage.

Building Loss of Power:

- Identify all buildings that might be without power.
- If there are multiple buildings without power, contact Xcel Energy at 303.xxx.xxxx and notify them that we are experiencing a power outage on campus.
- Contact Electric Shop Supervisor and/or Manager so that a shut down and start up procedure can be developed and equipment checks can be performed.

Generator running:

- Ensure that the build has not lost power.
 - In most cases the generator will be running because of a loss of power.
 - Locate two or three light switches that are in different rooms.

- Turn each switch on and off. If the light fixtures turn on then off, then the building has normal power.
- If building power exists, let generator run until normal generator time-out is complete. Usually for 15-60 minutes but never longer than one (1) hour.
 - If generator does not shut down within an hour, notify Electric Shop Supervisor and/or Manager immediately.

House Air Compressor (Non HVAC):

- Do not attempt to repair.
- Notify Electric Shop Supervisor.

Auto Door:

- Do not attempt to repair.
- Notify Electric Shop Supervisor.

Attachment F – Environmental Health & Safety Guidelines

In the event of a chemical or biological spill:

- Do not attempt to clean up a spill unless you are trained, know the hazards, and have the proper personal protective equipment.
- Auraria Campus Police will initiate calling Denver Fire Department Haz Mat.
- Contact an EH&S staff person for advice and/or response assistance.
- Assist Auraria Campus Police and/or Denver Fire Department.
- Help secure the area until additional help arrives.
- Help prevent anyone from disturbing the site until investigated.

In the event of a fire or evacuation:

- Assist Auraria Campus Police and/or Denver Fire Department.
- Contact an EH&S staff person for advice and/or response assistance.
- Help secure the area until additional help arrives.
- Help prevent anyone from disturbing the site until investigated.