



University of Massachusetts Amherst

Facilities & Campus Services 
Administrative Services

October 13, 2015

From: Larry Snyder, Associate Director for Administrative Services

Subject: Solutions Center Facilities Emergency Response Plan

Purpose: To document the procedure for responding and communicating actions taken regarding Facilities Emergency Calls. The procedure has slight variations according to the time of day the trouble call is received. Physical Plant/Facilities & Campus Services (FCS) is fully staffed from 7:00 am to 3:00 pm Monday- Friday (except holidays). These shifts are known as 'normal working hours'. Off shift is to be considered from 3:00 pm to 7:00 am Monday – Friday, all day on weekends, and holidays. The second shift (3:00 pm to 11:00 pm) and the third shift (11:00 pm to 7:00 am) have limited Physical Plant staffing. The FCS Solutions Center is staffed 24/7 and is the primary contact for trouble calls. The Solutions Center will initiate any and all communications to the Customer and FCS staff regarding the emergency.

Discussion: This procedure applies to all non-residential facilities-, grounds- and utilities-related emergencies; it also applies to residential facilities-related emergencies affecting building-wide or campus systems. This procedure does *not* apply to residential facilities maintenance, routine or urgent, that is localized in nature and/or does not affect building-wide or campus systems.

Definitions: *“Non-residential facilities, grounds and utilities”* and *“residential facilities affecting building-wide or campus systems”* refer to any area of campus of or pertaining to the following:

- Partitions, doors, walls, ceilings, floors, shelves, windows, cabinets, air conditioning units, and any other equipment attached to *non-residential* campus buildings;
- All *non-residential* custodial services, refuse collection and disposal, and recycling;
- Utility (including electrical, gas, water, sewer, steam and air lines, and controls), structural, mechanical and fire protection systems outside and within both non-residential and, where building-wide or campus systems are involved, residential campus buildings;
- Trees, shrubs, flowers, lawn areas, and all campus landscape elements and features, including those outside both non-residential and residential campus buildings, except those used for instruction or research purposes;

- All ice and snow removal;
- And any work site involving the repair, maintenance, renovation, remodeling, alteration, or construction of a campus facility coordinated through either the Physical Plant or Design & Construction Management Divisions.

For the purposes of this protocol, “**Emergency**” refers to a *facilities-related* (as defined above) problem or incident that creates an immediate hazard to safety, property, or loss of essential services such as electrical distribution, potable water, sewage, steam distribution, or hydrant and building standpipes.

This procedure is intended for use by Facilities & Campus Services personnel in conjunction with the Facilities-related Emergency Contact Protocol dated September 9, 2014.

Action: In the event of a facilities emergency, the FCS Solutions Center will record pertinent information on the Repair Tag notepad (during normal working hours) or the Trouble Call Log (during off-shift hours). The Solutions Center shall access the appropriate section (Electrical, Water, Steam, Flood, Snow) of the Emergency Response Gamebook to determine Campus and FCS personnel requiring notification. During normal working hours, the Solutions Center shall immediately contact appropriate technicians to address the emergency. It should be noted that Environmental Health & Safety (EHS) should be contacted first if the emergency involves the presence of any sort of environmental issue including chemical, gas, or noxious odors. Until they clear the site, they become the “Lead Person” The Gamebook includes a checklist (Enclosure #1) to be utilized in determining who to call at what point in time. The Gamebook lists who to call for the initial report of the emergency and, in some cases, the minimum staffing levels for various situations. When the Lead Person is determined, that person will instruct the Solutions Center what other trades are necessary to call in. The Solutions Center shall record who answers the call and who doesn’t, as well as any refusals to respond. Once appropriate staffing is acquired, the Solutions Center shall report responses to the Lead Person.

Once the emergency response is being addressed, the Lead Person/On-site Supervisor shall report the situation status back to the Solutions Center. The Solutions Center shall send notifications to affected campus customers and FCS personnel via the campus notification system RAVE. Notifications shall include pertinent information such as feeder, manhole, system(s) affected, Buildings/Areas affected, and actions underway. Physical Plant staff shall take the lead to provide the Solutions Center with appropriate information to be included in the notifications. As the RAVE system has a limited SMS Text field (160 characters), standard procedure is to provide a brief message of the facilities issue in the SMS Text field refers to the Voice/Email text that includes a more detailed and comprehensive information about the issue and impacts.

Once the emergency situation is resolved, the Lead person shall inform the Solutions Center of actions taken and any resolution. The Solutions Center staff shall record a brief description of these actions on the Repair Tag if emergency occurs during normal working hours or on the Trouble Call Log if the emergency occurs outside of normal working hours. The Solutions Center shall make every attempt to contact the original caller and all campus and FCS personnel originally notified and inform them of any resolution or actions taken. If there is no resolution during the current shift, an entry on the off-shift Trouble Call Log shall be made and communicated to the staff on the following shift.

It is the Lead Person’s responsibility to escalate any incident by contacting the Solutions Center

for action. In turn, if the Solutions Center staff deems it necessary to call-in additional Solutions Center support, they shall contact the Maintenance & Operations Work Management Manager for approval and instruction.

If the situation requires escalation to a catastrophic emergency, it is the responsibility of the appropriate Assistant/Associate Director to declare the escalation per Emergency Response Plan, policy # [PP.11.A.001.B](#). Should the emergency continue for a duration that requires providing lodging for the work force, staffing requirements shall be communicated to the EOC Incident Commander, who shall make arrangements with the Campus Center Hotel (or Environmental Health & Safety if no rooms are available).

All responses and action taken shall be noted on the Solutions Center Repair Tags or Trouble Call log. Prior to the end of the shift on which the incident occurred, the Solutions Center staff member shall review all Repair Tags and/or Trouble Calls during their shift and make sure each incident is updated to the most current status. Unresolved incidents need to be referred to the next shift personnel. All incidents should be documented through to resolution/completion. At the start of the normal working hours shift (M-F 7:00-3:00), the Solutions Center shall email all Physical Plant Supervisors, Managers, Assistant/Associate Directors, and the Director and Associate Vice Chancellor the previous night's Trouble Call Log. If any trouble calls remain unresolved, the Solutions Center staff shall state in the Subject Line of that email notification "Unresolved Calls need to be addressed". It is the responsibility of those supervisors/managers to ensure that the issue is addressed in a timely manner.

It is the responsibility of the Assistant/Associate Directors of the various units of Physical Plant to maintain up-to-date Emergency Callback and minimum staffing requirement lists at the Solutions Center. It is recommended these lists be reviewed on a monthly basis at a minimum.

Enclosures: (1) **Emergency Plan Checklist**
 (2) **Facilities-related Emergency Contact Protocol**

Enclosure #1 - Emergency Plan Checklist

Emergency Call to Solutions Center –

- Access appropriate section of Gamebook – Electrical, Water, and/or Steam for notification lists
- Determine who to call to report emergency
 - Notify EHS if it is environmental in nature including any chemical, gas, or noxious odor
- Call Lead Person from list. The Lead Person will determine who else to call in
- Call technicians as directed by Lead Person
 - Record who answers and who doesn't
 - Record refusals
- Report back to Lead Person RE responses

Emergency Response is being addressed

- Lead Person/On-site Supervisor reports situation status back to Solution Center. The Solution Center shall send notifications to affected campus customers and FCS personnel. Include pertinent information such as:
 - Feeder, Manhole, System(s) Effected
 - Buildings/Areas Effected
 - Actions underway
- Notify affected people/buildings via RAVE
- If emergency continues for an extended period of time and it is deemed appropriate to house employees on site, Lead Person/On-site Supervisor/EOC Incident Commander coordinates with Campus Center Hotel for rooms or EH&S for additional cots if no rooms available.

Lead Person informs Solutions Center that problem is resolved, emergency over.

- Notify those effected and FCS personnel. Included in this notification are Physical Plant Maintenance Area Supervisors, who are responsible for resetting system(s) if necessary. Maintenance Area Supervisors are also responsible for addressing any ancillary work
- Submit checklist(s) with Trouble Call log at end of shift

Enclosure #2 - Facilities-related Emergency Contact Protocol – September 9, 2014

Scope

This protocol applies to all non-residential facilities-, grounds- and utilities-related emergencies; it also applies to residential facilities-related emergencies affecting building-wide or campus systems. This protocol does *not* apply to residential facilities maintenance, routine or urgent, that is localized in nature and/or does not affect building-wide or campus systems.

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- Trees, shrubs, flowers, lawn areas, and all campus landscape elements and features, including those outside both non-residential and residential campus buildings, except those used for instruction or research purposes;
- All ice and snow removal;
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Personnel

This protocol is intended for use by all University personnel, contract workers, and the campus community in general.

Scenarios/Actions

- **If the facilities-related emergency involves fire, fire potential, loss of life, bodily injury, life-threatening or criminal activity, chemicals or other environmental hazards –**

Call 911 if using a campus phone. The preferred method for reaching the UMass Police using a cell or off-campus phone is to direct dial 413-545-2121.

Once the area and the public are reasonably secure, the controlling UMass authority on the scene (UMass Police, Environmental Health & Safety, or other) should notify the Facilities Solutions Center ASAP by calling 413-545-6401.

- **All other emergencies involving non-residential facilities, grounds or utilities, or residential facilities affecting building-wide or campus systems, should be reported immediately and directly to the Facilities Solutions Center by calling 413-545-6401.**

Facilities Solutions Center – 24/7/365 Coverage

The Facilities Solutions Center is staffed 24 hours a day, 7 days a week, 365 days a year. Regardless of when the emergency occurs, or is discovered, the witness/first responder should report the incident as soon as possible to the Facilities Solutions Center by calling 413-545-6401.

Further Notifications

It is the responsibility of the Facilities Solutions Center, upon assessment of the situation, to notify and mobilize any repair or service personnel, and to determine if any other parties require immediate notification, including UMass project managers, construction site contractors, building occupants, administrative staff, research personnel, department heads, Departmental Building Coordinators, or F&CS Customer Service Representatives. Facilities Solutions Center personnel, or their direct assigns, will coordinate and carry out this notification process.

Documentation and Resolution

The Facilities Solutions Center will monitor and document all facilities-related incidents. All repair or service personnel should update the Facilities Solutions Center as to their progress in a timely manner. The Facilities Solutions Center will update all relevant parties as necessary and upon resolution of the incident.

Approved by:

Date:

Procedural Addendum – Data and Information Management

- All Facilities Solutions Center personnel will have access to, and be trained in using, the RAVE emergency notification system in order to notify building occupants when necessary and appropriate. The RAVE system, or its successor(s), will be maintained by the department of Environmental Health & Safety, Emergency Preparedness and Planning Manager.
- All Facilities Solutions Center personnel will be trained in generating and using a weekly updated Emergency Contact List for Active Campus Construction Projects. The Facilities Solutions Center will generate this list on a weekly basis from information contained in the project information management program (PIMS or e-Builder) currently in use by Design & Construction Management (D&CM); D&CM project managers will be required to keep emergency contact information current and accurate for all active construction projects. This information will be further posted and distributed as necessary by the F&CS Communications Manager, or assign(s).

- All Facilities Solutions Center personnel will be provided, and trained in using, updated contact lists for Departmental Building Coordinators and Customer Service Representatives. These lists will be updated, maintained and provided to the Facilities Solutions Center by F&CS Work Management.
- All Facilities Solutions Center personnel will occasionally be provided, and trained in using, specialized building- or departmental-specific contact lists. It is the responsibility of the individual department and/or Departmental Building Coordinator to provide such lists to the Facilities Solutions Center in a readable and accessible fashion, and to make certain the lists are kept current and accurate.
- The Physical Plant Assistant Manager for Building Maintenance, or assigns, may make special arrangements to include various parties in an automated notification processes attached to building system monitors/alarms. It is the responsibility of the Physical Plant Assistant Manager for Building Maintenance, or assigns, to provide the Facilities Solutions Center with an accurate, updated list of these automated notification arrangements.