

**Manhattan Area Technical College
Institutional Policy and Procedure Manual**

Policy 8.1.1

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| Title: Facilities Department Policy and Procedure manual | |
| Originated By: Vice President of Business Services | |
| Signature | Date |
| Reviewed: | |
| Signature | Date |
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Policy Statement: The College recognizes the Facilities Department as an essential function of the institution. This manual outlines the major functions of the department and establishes standard operating procedures.

Rationale: The Facilities Department, Head of Maintenance and custodial staff exist to provide quality service to the students, faculty and staff of Manhattan Area Technical College. Providing a safe and clean campus environment is necessary to provide a quality educational experience for MATC students and to a safe working environment for students, faculty and staff.

Procedure: Continued on next page.

Manhattan Area Technical College

Facilities Department

Policy & Procedure Manual

- Purpose
- Description
- Hours of Operation
- Duties and Responsibilities
- Work Request
- Locks and Keys
- Limitations
- Custodial Master Schedule
- Safety and Security
- Inclement Weather / Disaster Control
- Vacation and Personal Time

Purpose

The maintenance and custodial staff exist to provide quality service to the students, faculty and staff of Manhattan Area Technical College. The College recognizes the department as an essential function of the institution. This manual outlines the major functions of the department and establishes required procedures.

Description

The Maintenance Department provides services for the entire MATC campus. The MATC campus consists of nine buildings that total approximately 69,000 square feet and 18.5 acres located at the corner of Wreath and Dickens Ave in Manhattan, Kansas.

Hours of Operation

The MATC facility is open to students and the public from 7:00 a.m. to 10:00 p.m. Monday through Thursday and 7:00 a.m. to 6:00 p.m. Friday. Non-employees of MATC will be asked to leave the building at 10:00 p.m. for reasons of security and personal safety. To request access to the facilities outside the hours of operations, contact Vice President of Business Services or another Administrator in the main office.

The Head of Maintenance will unlock the facilities including the gate to the back parking lot. The night time custodial crew will secure the facility and the back gate at 9:00p.m.

Contractors, Students, or other non-employee should be accompanied during non-business hours by an employee while on campus.

Duties and Responsibilities

The department currently employs the Head of Maintenance/Custodial Supervisor and the custodial crew. Custodians report to the Head of Maintenance. The Head of Maintenance/Custodial Supervisor reports to the Vice President of Business Services.

- I. Head of Maintenance duties include but are not limited to the following.
 - a. Prioritize, assign and complete work orders based on standard criteria
 - b. Assign custodial duties to crew and monitor performance in accordance with master schedule
 - c. Supervise custodial crews, i.e. inspect work completed for work orders completed and turned in by custodial crew.
 - d. Provide safety equipment and training to all custodial/maintenance personnel.
 - e. Oversee outside contractors for ground maintenance, security, pest control, etc.
 - f. Order parts and materials for repairs and custodial functions in a timely manner and in proper amounts
 - g. Pick up and deliver supplies/parts as needed
 - h. Monitor front office for delivery of large boxes, deliver to appropriate department.
 - i. Inspect deliveries by common carriers in a timely fashion and reports any damage to Vice President of Business Services.
 - J. Constructs furniture and equipment.
 - k. Assist with preparation for special activities or events such as registration, board meetings, etc.
 - l. Prepare and maintain master custodial schedule.
 - m. Perform minor repairs as needed.
 - n. Perform grounds maintenance as needed.
 - o. Assist with custodial duties as needed.
 - p. Continuously monitors grounds and buildings.
 - q. Monitor the energy management system.
 - r. Provide regular updates to Vice President of Business Services vices regarding condition of facilities as scheduled
 - s. RESPOND TO EMERGENCY SITUATIONS AS APPROPRIATE

- II. Custodial duties include but are not limited to the following.
 - a. Remove trash daily.
 - b. Sweep, mop and/or vacuum floors in classrooms, commons areas, hallways, library, resource center and administrative offices daily.
 - c. Sanitize all restrooms and replace supplies on a daily basis.
 - d. Sanitize walls, stalls and doors in restrooms on a regular basis.
 - e. Sweep and mop and/or vacuum instructor offices weekly.
 - f. Change light bulbs as required.
 - g. Dust, including air registers, window sills and ledges.
 - h. Pick up outside trash.
 - i. Clean outside walk ways and stairs.
 - J. Assist with grounds maintenance as needed.
 - k. Assist with minor repairs or work orders as appropriate.
 - l. Clean windows, light fixtures and blinds as scheduled.
 - m. Water plants in commons area.
 - n. Dust and/or sanitize desk, table tops and computer monitors in

- o. classrooms, library and resource center as scheduled.
- o. Clean white board weekly.
- p. RESPOND TO EMERGENCY SITUATIONS AS APPROPRIATE

III. Faculty and Staff Responsibilities

- a. Report maintenance and/or repairs needed using a work request form.
- b. Maintain your area of professional responsibility, i.e., office, classroom, etc.
- c. Enforce College policy on food and drinks in the computer labs.
- d. Ask your students to pick up after themselves.
- e. Maintenance/custodial staff cannot be responsible for students left in instructional departments unattended.

IV. Other Custodial Issues/Responsibilities

Custodial staff will not move items on the floor or desk in your office to clean. If you wish your desk to be dusted or sanitized, the surface area must be free of paperwork. If you have parts or other items on the floor, the custodians will clean around them.

Custodians will not attempt to tame the jungle of cords adjacent to or behinds computers or servers to clean. If you wish for these areas to be cleaned, please prepare the area with cable ties or fasteners.

Custodians are not available to run errands for your department, remember they have a schedule and priorities too!

Work Requests

Requests for services should be directed to the Maintenance/Custodial department by completing a MATC Buildings & Grounds Maintenance Departmental Work Request form. The form can be obtained from MATC Online. Please complete the form and submit to your Vice President of Business Service for approval. The form may be submitted via email or hard copy. Once approved the signed form should be submitted to the Log Clerk.

Work request will be prioritized as follows.

Level One (1) Emergency- A situation that meets any of the following conditions.

- a) creates a major safety hazard
- b) prohibits continuation of a campus activity
- c) will result in damage to the facilities and /or personal property

Maintenance will respond as soon as possible, target response time is 30 minutes.

Level Two (2) Urgent- Defined as a situation that is disruptive, but does not present an immediate threat to health or safety. Target response time is 24 hours.

Level Three (3) Necessary or Routine- Services that do not qualify as either a11 emergency or urgent situation will be responded to within 3-5 working days. Repairs will be completed as soon as possible, dependent upon parts, outside contractors, etc.

Hallway work request cannot be honored.

IMPORTANT -IN A LIFE THREATENING SITUATION (FIRE, NATURAL GAS LEAK, ETC.) REPORT THE EMERGENCY TO 911 AND THE ADMINISTRATIVE OFFICES, PREFERRED FROM A CELL PHONE OR LOCATION OUTSIDE THE FACILITY. EXIT THE BUILDING IMMEDIATELY AND INSTRUCT OTHERS TO DO SO AS WELL. IN THE CASE OF A TORNADO, REPORT TO A DESIGNATED SAFE AREA INSIDE THE BUILDING. SEE THE EMERGENCY RESPONSE & MANAGEMENT PLAN FOR MORE DETAILS. EVACUATION PLAN MAPS ARE POSTED IN EVERY DEPARTMENT.

Locks and Keys

The Head of Maintenance maintains the key cabinet with duplicate sets of keys for all locks and master keys for the building. All locks used in campus buildings must be keyed to the master system for security and personal safety reasons.

Request for outside door keys, master keys or duplicate keys must be directed to the Head of Maintenance.

Upon retirement or termination of employment, all individuals are expected to return all MATC keys to the building, offices and/or locking cabinets or furniture. The Director of Human Resources will collect keys during the exit interview process.

Limitations

Custodial and maintenance services are limited to College facilities and property and may not be used for personal profit or benefit.

Custodial Master Schedule

It is the responsibility of the Head of Maintenance to prepare a master custodial schedule and to revise the schedule as needed. The schedule should include a list of all room numbers, a list of services to be provided in each area, and frequency required. In addition, the Head of Maintenance will inspect for completion and quality on a regular basis.

Safety and Security

The Maintenance and Custodial department is responsible for security of the building after completion of classes or other schedule events, Monday through Friday. If custodial or maintenance services are required outside of normal operating hours, arrangements must be made with Administration.

Custodial staff members working between the hours of 10:00 p.m. and 6:00a.m. will notify the Riley County Police Department if unauthorized persons or vehicles are found on campus.

Under the direction of the Head of Maintenance, each member of the maintenance and/or custodial staff is responsible for observing proper safety standards and precautions including but not limited to the following.

- Never wedge or block a fire door in an open position.
- Never block a fire exit.
- Know the location and how to operate all fire extinguishers in the facilities.

- Always wear safety equipment such as goggles, gloves, etc. appropriate for the job.
- Ensure adequate ventilation when working with chemicals.
- Do not smoke in the presence of combustible materials.
- Do not store combustible materials near a source of heat or sparks.
- Do not operate equipment or power tools you are not qualified to operate.
- Do not wear loose clothing, neckties, or jewelry that may be caught in equipment or power tools.
- Seek assistance when lifting heavy or awkward loads.
- Maintain a clean and safe working environment.

COMMON SENSE SHOULD BE EMPLOYED AT ALL TIMES, SAFETY IS EVERYONE'S BUSINESS!

Inclement Weather / Disaster Control

Maintenance and Custodial personnel must report for work as soon as reasonably possible during inclement weather or after a disaster in order to minimize damage and return the school to a ready for operation condition. If emergency personnel and/or outside contractors are on the campus, give whatever assistance necessary. Keep the President and the Vice President of Business Services informed of operational status until conditions are returned to normal. Keep all unnecessary persons out of the way; do not talk to the media. Refer all questions to the President or a Vice President.

SAFETY FIRST!

Vacation and Personal Days

The services provided by the department and the timing of those services are vital to daily operations of the college. Maintenance and Custodial personnel are expected to schedule vacation and personal days during times when classes are not in session. Only one custodian can be scheduled off at a time. It is expected that requests for vacation or personal time off will be made in advance so that the cleaning schedule can be adjusted accordingly.