



WHO YOU GONNA CALL?

Procedure

When problems arise with the facilities or operations, people don't always know who to call or what to do. In order to minimize confusion, a list of potential situations and solutions is provided below.

Please Note: Facilities Department DOES NOT loan out tools

<u>IN THE CASE OF...</u>	<u>EXAMPLE</u>	<u>YOU SHOULD....</u>
Emergency (Life Threatening)	<ul style="list-style-type: none"> • Fire • Armed Intruder • Life-threatening (Medical Emergency) 	CALL 911; Then call ext. 2230(Campus Security) and let them know 911 has been called.
Emergency (Non-Life Threatening)	<ul style="list-style-type: none"> • Vandalism / Graffiti • Minor Injury / First Aid Assistance • Total Utility Failure • Suspicious Person • Vehicle Accident - On campus or involving a University-Owned vehicle 	Call Ext. 2230 - Campus Security
Emergency Fix/Repair	<ul style="list-style-type: none"> • Roof leaking • Toilet Overflowing • Electrical Out in Limited Area • Too Hot / Too Cold • Door Lock Not Working 	Call Ext. 2213 (Facilities Mgmt); Then follow up with an online Work Request -Available on Facilities Mgmt Webpage
Altercation	<ul style="list-style-type: none"> • Fighting on premises 	Call Ext. 2230 (Campus Security)
Dispair	<ul style="list-style-type: none"> • Car Needs a Jump • Locked out of a room • Lost or stolen purse 	Call Ext. 2213 (Facilities Mgmt); 7-4 M-F ~OR~ Call Ext. 2230 (Campus Security); After Hrs
Access	<ul style="list-style-type: none"> • Open a classroom 	Call Ext. 2230 (Campus Security)
Repair/Service	<ul style="list-style-type: none"> • Fix Soap Dispenser • Trash Needs Emptied • Mount a Bulletin Board 	Submit an online Work Request -Available on Facilities Mgmt Webpage
Alteration (Minor)	<ul style="list-style-type: none"> • Need a New Outlet Installed 	Submit an online Work Request -Available on Facilities Mgmt Webpage
Alteration (Major)	<ul style="list-style-type: none"> • Need a Room Remodeled 	Complete a Project Request Form and submit to Facilities@pacificu.edu
Scheduling	<ul style="list-style-type: none"> • Need to Reserve a Room for a Meeting, Club or Event 	Submit your Request on the Pacific University Website's "Online Tools" under the "EMS Sceduling" Button
Move Requests	<ul style="list-style-type: none"> • Move Office Furniture -Within Office or to New Office 	Submit an online Work Request -Available on Facilities Mgmt Webpage
Set Up Requests	<ul style="list-style-type: none"> • Classroom Setup Changes • Event Set Ups 	Submit your Request on the Pacific University Website's "Online Tools" under the "EMS Sceduling" Button
Freight Deliveries	<ul style="list-style-type: none"> • Deliveries that Need Forklift Assist 	Email Facilities@pacificu.edu ~OR~ Call Ext. 2213 (Facilities Mgmt)