**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**

<table>
<thead>
<tr>
<th>IN THE CASE OF...</th>
<th>EXAMPLE</th>
<th>YOU SHOULD...</th>
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</table>
| Emergency (Life Threatening) | * 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) | * 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 | * 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 - Staff, Faculty, & Current RA Staff ONLY |
| Altercation | * Fighting on premises | Call Ext. 2230 (Campus Security) |
| Dispair | * Car Needs a Jump  
* Locked out of a room  
* Lost or stolen purse | Call Ext. 2213 (Facilities Mgmt); B-5 M-F - OR -  
Call Ext. 2230 (Campus Security); After Hrs |
| Access | * Open a classroom | Call Ext. 2230 (Campus Security) |
| Repair/Service | * Fix Soap Dispenser  
* Trash Needs Emptied  
* Mount a Bulletin Board | Submit an online Work Request - Available on Facilities Mgmt Webpage - Staff, Faculty, & Current RA Staff ONLY |
| Alteration (Minor) | * Need a New Outlet Installed | Submit an online Work Request - Available on Facilities Mgmt Webpage - Staff, Faculty, & Current RA Staff ONLY |
| Alteration (Major) | * Need a Room Remodeled | Complete a Project Request Form and submit to Facilities@pacificu.edu |
| Scheduling | * 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 Scheduling” Button |
| Move Requests | * Move Office Furniture - Within Office or to New Office | Submit an online Work Request - Available on Facilities Mgmt Webpage - Staff, Faculty, & Current RA Staff ONLY |
| Set Up Requests | * Classroom Setup Changes  
* Event Set Ups | Submit your Request on the Pacific University Website’s “Online Tools” under the “EMS Scheduling” Button |
| Freight Deliveries | * Deliveries that Need Forklift Assist | Email Facilities@pacificu.edu  
OR  
Call Ext. 2213 (Facilities Mgmt) |