Association of Community College Facility Operations

ACCFO New Member Handbook

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The main focus of the facility person

⚒ **Provide a safe, clean, inviting, and comfortable environment for students, faculty and staff to learn study, teach, and expand their knowledge.**
  - **Not only are the buildings expected to be heated and cooled but all rooms are cleaned daily, grounds are inviting and well maintained, and people feel secure while on campus.**

⚒ **Facilities Management intends to provide a comprehensive and thorough program to enhance college buildings and grounds along with creating a safe and secure environment conducive to excellence of education in our community and those we serve.**
  The Facilities Management Department is one component of the Facilities Services Division. Facilities Management is a service department with the responsibility to provide infrastructure support to the Community College employees, students, and visitors:
  - **To ensure the learning environment is free from distraction that would adversely impact our students. This would include** constant vigilance on issues such as indoor air quality, environmental controls, furnishings and fixtures, and facilities condition assessments.
  - **To ensure the operation, maintenance, and repair of all buildings utilized by the community college as well as their mechanical and electrical** support systems and related equipment.
  - **To provide discretionary services as requested by building occupants when resources are available.**
  - **To provide alterations, renovations, and minor construction** services on a requested basis.
  - **Facilities Management handles all repair and maintenance** requests through a computerized work order system.

⚒ **Knowledgeable, dedicated, skilled, flexible, trainable, self motivated and technical people are desirable in all facility areas. If possible, hire an assistant. He or she can make your job a success and will go a long way in meeting the mission of the college.**
  - **Most facility personnel today need to know how to use a computer, various software programs, and email, plus must be knowledgeable of electronic equipment use to control buildings, fire systems, and two-way radios and/or electronic pagers, utilize PDA to recover data, and other emerging gadgets.**
  - **Must be able to implement current technologies, energy efficient equipment, conserve energy, and install building automation systems.**

⚒ **Maintain all the interior and exterior structures on all facilities including the roofing system.**
  - **The community college system operates on the fiscal year (July 1 through June 30) and operating funds usually come from the county in which the community college resides.**

- Salaries usually comes from the county budget, some positions may be paid from the state budget. The entire operating funds come from the county, so it is important to have good working relationship with county officials.
- Repair major room modifications as approved which may include construction, electrical, plumbing, fire protection system, flooring (carpet, vinyl composite tile, ceramic tile, etc.) painting, and other trades as required. Project may be funded from your operating budget or you may need to ask for capital reserve funds from the county for next fiscal year.
- Roof replacements are usually capital request projects requested a year or so ahead of year of replacement. Roof inspections and record of roof repairs are important in roof planning.
- Major construction projects less than $300,000.00 do not require State Construction approval. Funds may be requested from the county.

- Climate control has become a major function because students, faculty, staff, and visitors expect to study, teach, and work in a comfortable environment.
  - The majority of calls coming into maintenance are either "I am too hot" or "I am too cold." That is why it is important to have the building systems checked every morning throughout the year.
  - Hire a very good mechanical person. Most community colleges have various types of energy management systems to control both heating and cooling systems on campus.
  - Most community colleges utilize in-house HVAC personnel and a contract service. It is important to have a good relationship with your HVAC contractor(s) so as too provide energy efficient HVAC systems at a fair price and quick response time.

- Relocation of various department and personnel can be a real challenge especially when you take over a new building. The process of moving people and equipment into a new building creates unused space in older buildings.
  - New facilities usually have a furniture budget as part of construction project. If you purchase new furniture and/or equipment please have their installation as part of the price of those items.
  - Either hire part-time employees, use a temporary service, a moving firm, or you may have to use your own personnel to move items from existing location to new facilities.
  - Request additional funds from your boss and county (plan for these modifications) to up-fit areas vacated by the moves because otherwise the funds will come out of your operating budget.

- Most facility directors are responsible for Housekeeping services, in-house or contract service. Both have their pros and cons, but a very clean facility is a very important tool to increase student enrollment and to their success.
  - Hire a great housekeeping supervisor with good management skills and personnel skills.
  - Set-up a schedule which will allow some cleaning during the normal work day hours. Usually there are fewer students on campus in the afternoons.
  - Schedule flooring stripping/waxing at times when students are not on campus.

- ⮑ Establish a recycling program as part of your trash removal.
- ⮑ Establish a housekeeping inspection program and a follow-up to the inspections. Provide feedback to the housekeeper so they can correct the problems.
- ⮑ Training is one of the most important tools for housekeeping, not just a one time session but a monthly plan would be the most desirable.

✗ The Security Department has become an important department for the safety of students, faculty, and staff.
- ⮑ Providing parking areas for both students and employees with proper signage and identification of vehicles parking on campus.
- ⮑ Providing campus security through or a combination of the following; in-house security, contract security, use of off-duty police officers or sheriffs to provide security from early morning through late evening and in some cases 24/7 personnel.
- ⮑ Assist with emergency vehicles and fire department upon arriving to your site in response to emergencies, fire, bomb threats, terrorist threats, and national disasters.

✗ The Grounds Department usually will make the first impression on students and visitors arriving for the first time on your campus.
- ⮑ Having plant beds at high traffic areas onto your campus will make everyone coming on campus feel great about your overall facilities.
- ⮑ Keep grass evenly cut, pruned shrubs, grounds free of debris, trees pruned, leaves removed, and an overall pleasant view across campus.
- ⮑ You may utilize in-house employees and contract service depending on amount of mowing and possible, the number of campus you maintain.

✗ It is good to get an overall picture of the college personnel, such as using an organizational chart. The facility personnel usually report to the business officer of the community college. Establish a good working relationship with that person because he/she is depending on you to assist with the mission of the college.
- ⮑ Be honest with your boss and notify him/her of both potential problems and things that have been accomplished. Do not promise things you can't deliver, and give your honest opinion about the situation.
- ⮑ Understand how the community college is funded, usually there are two funding sources; the State Treasurers Office and the County Government in which the community college resides. Usually the facility budget comes from the County. The budget provides money for maintenance, repairs, some modifications, electricity, gas, water and sewer, housekeeping, security, grounds, and other facility issues.
- ⮑ Most of the community colleges have a fixed budget for the fiscal year and are not in the business of earning money. So you have to perform your job within a fixed of amount of money. This also includes emergency break downs so a good preventative maintenance program will reduce emergencies.
- ⮑ Utilizing your organization chart, you can see who department heads are, when people side step the process and request projects without approval.

The budget process of community colleges

� The community colleges are governed by the State of North Carolina Community College System Office in Raleigh, North Carolina.

✖ Operating Budget for community colleges is based on a formula which includes the number of Full Time Enrollment (FTE) students taking classes at your community college.   There is a baseline budget for your community college and for each satellite campus.   These funds cover salaries for most employees such as faculty, support staff, administration, (not facility personnel), teaching equipment (computers, lab equipment, etc.) and repairs to that equipment, and supplies to support faculty, staff, and administrators, travel, and other functions to support the academic side of the community college.

✖ The county which supports the community college is responsible for the maintenance of the facilities, personnel to maintain those facilities, funds for electricity, natural gas, propane, water & sewer, fuel oil, gasoline, minor modifications & repairs to the buildings, fire protection, security, grounds, housekeeping, and other items related to maintaining facilities on your campus. In some cases the county may give a supplement to the state salary funds to assist in hiring qualified employees.

✖ Each community college is governed by people from the community that serve on a Board of Trustees. They oversee the overall operation of the community college and meet on regular basis to make decisions concerning the operation of the community college. These individuals serve on the Board of Trustees without a salary; they volunteer and give of their time, knowledge, expertise, business skills, and wisdom.

✖ You can look at it as a budget for the academic side of the community college and one for the maintenance of the facilities. The funds are dispersed to various accounts set up in Colleague which have specified account numbers. The funds shown in each account is to be utilized over the entire fiscal year. A lot of community colleges will close most of their accounts near the end of April or first part of May. So you need to monitor your accounts to ensure you have sufficient funds for the entire year. Some funds can be transferred from one account to another with proper request form and approval from your superior. A good working relationship with your boss is important so that you have the flexibility to request funds for specific projects, emergency repairs, replacement of equipment, and other items that require additional funds.

✖ Documenting necessary repairs, deferred maintenance, and replacement of building equipment (chillers, boilers, smaller HVAC equipment, motors, variable frequency drives, generators, elevator equipment, etc.) roof replacement, fire suppression systems, alarms, security equipment, cameras, and other facility equipment so you can demonstrate why you need the additional funds and/or personnel.

- The North Carolina Community College System Office has requested over the last number of years have requested bond monies for construction projects throughout the community college system. The State maintains a matching construction chart for funding. These projects are approved through the State Construction Office, which we will cover some of those requirements later on.
- The county in which the community college resides may also provide additional money for what is referred to as capital reserve projects. Usually they have a dollar value attached to the project as requested by the Financial Officers. Usually the Financial Officer makes the budget request for the next fiscal year any where from February through May. They request the operating budget for the next fiscal year and for any additional funds. Some counties may request additional bonds from their citizens. Some bonds are designated for the community college. If passed, the community college may have additional funds for building new facilities without any State funds.
- Some community colleges have setup a Foundation to help the community college raise funds not covered by the State Budget or the County Budget. These funds are usually for specific programs, or upgrade of equipment, startup projects, and assistance to the overall operation and mission of the community college. Your Financial Officer would be the one to assist you in getting some funds from the Foundation. Keep in mind these funds are limited and you may not receive any additional funds, but with your documentation you can show the need.
- Colleague should be able to show you where you spent your budget at the end of the fiscal year so you can make adjustments for the coming fiscal year. Learn to utilize the reports that can be generated by Colleague.

Facility personnel at your community college

- Having good employees makes your job a lot easier, but like most community colleges, the salaries for the positions in your department are usually at the lower end for salaries. Not having sufficient funds to hire the best people makes your job a challenge to motivate existing employees.
- One of the best ways to get the most out of existing employees is training, training, and training. This includes all of your employees in the maintenance department, HVAC department, grounds department, housekeeping department, and security department. Utilize in-house trainers, faculty members, and supplier of parts, equipment, and other products, ask specialized contractors such as construction, mechanical, electrical, plumber, fire protection, and even architectural firms. The more topics your employees are exposed to will make better rounded employees.

- ⚒ **Your community college Human Resources Office should have some type of Professional Development Program (PDP) in place. If not you should establish a program which should assist your employees to grow in basic knowledge skills and personal skills in dealing with students, faculty, and staff. Usually your department has more exposure with the majority of people on campus hence, the social interaction reflects both on your department and the community college. Your Professional Development Program (PDP) plan should encourage your employees to learn new things, new technology, expand their knowledge, learn various people skills, and set goals that they can reach.**

- ⚒ **Utilize other community college salaries, public school systems salaries, published salaries by different organizations such as SRAPPA or APPA. Work to have your employees salaries upgraded when possible and again, documentation of what your employees do will assist in getting additional funds. If the position requires certification, a local license, or a state license such as electrical, mechanical, plumbing which are usually stringent to obtain; diploma, and even in some cases a college degree. Usually the college pays faculty for obtaining a higher degree, so your employee who earns a higher classification should receive some type of increase in their salary.**

- ⚒ **All of your employees are not the same and will not respond to the same means of encouragement, but usually everyone excels at something. Once you determine what they are proficient at, encourage them to become better at that aspect of their duties but at the same time challenge them to learn new tasks.**

- ⚒ **Some employees will try to get away with everything and do the least amount of work they can get away with each day. That is why the Professional Development Program (PDP) is a good tool to assist in training the employee with words of encouragement. To be able to dismiss someone from their position, you will need to document what the person is doing or not doing. A good understanding of the community college policies and procedures is your best tool to successfully dismiss an employee. Using the policies and procedures holds true for all college employees and the yearly performance evaluations is the tool needed for documentation.**

- ⚒ **Be fair with all your employees, have regular staff meetings, encourage your employees, praise them in public, confront unacceptable behavior in private and document if it pertains to policies and procedures of the college. Try to get special events or luncheons for your employees. Try to have an outstanding employee quarterly, semi-annually, or just annually give the employee something special. You will have certain employees that you can count on for anything; try not to show partiality in front of other employees. Also limit the amount of social contact with employees after hours. Your employees expect you to be a leader and a person they can talk with throughout each day. Do not be afraid to say you do not know, but show you are willing to listen, talk with knowledgeable people, and ask for assistance.**

⚒ **Having good communications skills will serve you well. A good communication line between your employees and you will show your leadership skills and they will feel they have a say in what happens. It is also good to have an open communication line between you and your boss. Most like to know what is going on, not just the things going wrong, but the outstanding response of your employees in the normal operation of the college.**

Yearly Reports

▤ **County Budget**
  - 🖑 **Operating Budget for the next fiscal year**
  - 🖑 **Capital Reserve Project Request**
  - 🖑 **Overview of last years operating cost**

▤ **Utility Cost**
  - 🖑 **Electrical Cost and Consumption**
  - 🖑 **Water & Sewer Cost and Consumption**
  - 🖑 **Natural Gas Cost and Consumption**
  - 🖑 **Propane Cost and Consumption**
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▤ **Employee Personal Development Evaluations**
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▤ **Higher Education Reports**
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▤ **State Construction Office**
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▤ **North Carolina Community College System Office**
  - 🖑 **Renovation Projects**
  - 🖑 **Construction Report**
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- **Fire Department Inspections**
  - **Individual Building Semi-annual/Yearly Fire Inspections**
  - **Backflow Preventer Inspections**
  - **Fire Alarm Systems Inspection**
    - **Pull Station Devices**
    - **Alarm Panels**
    - **Smoke detectors**
    - **Audible Alarms**
    - **Visual Alarms**
    - **Combination Audible and Visual devices**
    - **Sprinkler systems**
    - **Standpipes**
  - **Fire Extinguisher Inspection**
  - **Emergency Generator Inspections**
  - **UPS Systems**

- **Department of Labor**
  - **Elevator Inspections**
  - **Vessel Inspections**
  - **Confined Spaces Inspections**
  - **OSHA Inspections**

- **SACS Accreditation**
  - **Facility Procedures**
    - **Staffing Requirements**
    - **Preventative Maintenance Procedures**
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- **Other Reports**
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Using State Procurement Guidelines

� **The Procurement Department has a set of established guidelines that the State Procurement publishes. The community college system utilizes Colleague to track all purchase both State Budget and County Budget funds.**

⟁ **Definitions**

State funds **are annual appropriations from the state to the College for day-to-day operating expenses such as salaries, equipment, and library book purchases. Occasionally, the state appropriates money for buildings.**

County funds **are appropriations from the County Board of Commissioners for College plant operations and employees' salary supplement. College funds are the money collected and spent by local, self-supporting College operations like Student Activities and the Bookstore.**

Foundation funds **support employees' insurance benefits and the President's discretionary budget.**

Federal funds **support Federal Grant Programs.**

⟁ **RFP/BID TERMS AND DEFINITIONS:**

MAY: Indicates something that is not mandatory but permissible/desirable.

SHALL, MUST, WILL: Indicates mandatory requirement. Failure to meet these mandatory requirements may result in rejection of your proposal as non-responsive. CPCC may, but is not required to, reserves the right to request additional information.

SHOULD: Indicates something that is recommended but not mandatory. If the Proposer fails to provide recommended information, The College may, at its sole option, ask the Proposer to provide the information or evaluate the proposal without the information.

⟁ **Fiscal year limitations**

Unless the State Budget Division grants special permission to carry operating funds forward into the following budget year, all unexpended, current expense money (operating funds) for the current fiscal year must revert to the State, according to North Carolina General Statutes.

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✍ **End-of-year planning**

Because purchased goods must be received before payment is made, the Procurement Department makes a concerted effort two to three months before the end of the fiscal year to expedite all outstanding purchase orders.

The Procurement Department will call vendors to expedite orders expected within the fiscal year and may cancel outstanding items or entire orders if the vendor assures the College that an item cannot be delivered during this period.

Encumbrances should be requested by use of on-line requisitioning for expected purchasing card usage in April and May and entered by the requisition cut-off date; charges made in June will be paid from the beginning of the new year's budget.

NOTE: Purchase orders issued late in the fiscal year may be held open in Accounts Payable if the issuing department indicates to such a need to the Procurement Department, and the invoice will be paid from the beginning of the new fiscal year.

✍ **Definitions**

🔖 **A requisition is a departmental or office unit's request for goods or service from a provider of products and services (a vendor). It is prepared by department personnel and forwarded to Procurement Department.**

🔖 **A purchase order is an order from Procurement Department to buy requested goods or services from a vendor specified on the order. It is prepared by Buyer and sent to the vendor, who fills the order and sends an invoice for payment.**

🔖 **A purchasing card (P-Card) is a credit card issued by a financial institution contracted by the State of North Carolina to provide an alternate means of purchasing goods and services, according to established guidelines. It does not require approval, on-line entries, or available funds encumbrance; monthly billing statements show all charges which are to be reconciled by the cardholder. Allows emergency purchases and can replace some types of check requests and petty cash.**

NOTE: P-Card cannot be used for airfare or hotel payments.

🔖 A **check request** is a request for a check to be issued without going through the purchase order process. However, check requests can be used only for certain transactions under $1,000:

✏ **Regulation**

🔖 **All requests to purchase goods and services from vendors must be submitted directly to the Procurement Department using the on-line Requisition screens, or by use of the purchasing card.**

EXCEPTIONS: Travel requests are prepared by the originator/manager and forwarded directly to the Accounts Payable office.

✏ **Conflict of interest**

The College is not allowed to purchase goods or services from employees or immediate family members of any employee.

✏ **Purchases for personal use prohibited**

The Procurement Department is prohibited by the State of North Carolina and College regulations from issuing purchase orders for an employee's benefit. All purchase orders issued must be for goods and services to be consumed in instructional/administrative use only.

✏ **Personal items**

The following is a list of special events which cannot be purchased using state funds (Account numbers beginning with a '1'):

- greeting cards or the postage to mail them
- membership dues for individuals
- refreshments (coffee, donuts, drinks, cream, sugar, stirrers, cups, bottled water, coffee service, mints (candy), etc.)
- Christmas or other seasonal decorations
- pictures or wall hangings
- other room or office decorations, plants/flowers (real or artificial), lamps
- personal appliances - radios - televisions - coffee makers - microwave

✏ **Non-state fund purchases**

With the use of discretionary funds only (non-state), the purchase of postage stamps, cards, flowers for illness and death, food, plants, lamps, decorative items, coffee and bottled water services, etc., which are not necessary for the operation of a department's function may be made using the P-Card as a method of payment. Postage stamps are not approved for general purchase; all mail items should be sent through Mail Services for handling.

✏ **Equipment Purchase guidelines**

- **Minor Equipment costs between $501 and $1,000 (per item), including tax and freight and having a minimum two-year life expectancy, may be considered minor equipment. Minor equipment is not tracked or reported on the college's inventory; therefore, it is the owner's responsibility to retain warranty and identification records in the event of damage, loss or theft. ==Option:== Supply funds may be used for this category, under $1,000.00 if desired.**
- **Major equipment costs over $1,000 (per item), including tax and freight and has a two-year minimum life expectancy. It is assigned a CPCC inventory number.**
- **Budget: The object code for minor equipment (#5510) will pull budget using the ABR rule from object code 5100. Budget transfers are not necessary if sufficient funds are available.**
- **Both minor and major equipment MUST be purchased using the requisition process.**
- **==Use of the P-card for equipment purchases is not allowed.==**

Definitions

A quotation is a vendor's price, by fax, or in writing, to a College employee. The Procurement Department requires three (3) written quotations for orders totaling between $5,000 and $9,999.

A bid is a vendor's formal, written, sealed response–to be opened at a specific time–to a written invitation to furnish bids on goods or services. The Procurement Department solicits bids, through the State of NC Interactive Purchase and Contract website, for purchases over $9,999.

State rules

North Carolina General Statues require solicitation of bids to be issued by the Division of Purchase and Contract when the total not on State Contract purchase amount exceeds $25,000.

The Procurement Department alone maintains the responsibility of obtaining bids and quotations on purchases of *less than $25,000* and for certain other goods and services. Faxed quotes obtained by end user may be allowed if all purchasing requirements are met.

State regulations specify that three competitive quotations be obtained for purchases between $5,000.00-$9,999.00, according to agency guidelines and delegations.

Bid guidelines

The following regulations govern quotation solicitation and purchasing at the College:

1. **If an item is not on state contract, the following applies (the dollar amounts are inclusive of freight and taxes.):**

BID GUIDELINES			
Zero to $5,000	**$5,001 - $9,999.99**	**$10,000.00-$24,999.99**	**$25,000 and up**
The CPCC Procurement Department may purchase merchandise, services or equipment from a requisition's suggested vendor without soliciting any quotes after determining that state contract merchandise or equipment is not available. (lead-time maximum of 7 days)	The CPCC Procurement Department, or requisitioning department, must solicit informal written quotes from at least three vendors after determining that state contract merchandise or equipment is not available (faxed quotes are acceptable if signed and dated by a company representative). (lead-time 1-20 days)	The CPCC Procurement Department must solicit formal written (can not accept faxes) bids on CPCC bid form with terms and conditions attached from at least three vendors after determining that state contract merchandise or equipment is not available. This must be posted at the State of N.C. Interactive Purchasing System for 7-10 business days. (lead-time 1-20 days)	A formal requisition package must be sent to the Purchase and Contract Division in Raleigh for bid solicitation after determining that state contract merchandise or equipment is not available. (lead-time 20-60 days, maybe longer depending on P&C)

2. **Bid and quotation requirements are determined by the total amount of the requisition and not on the price of a single item.**
3. **Per statute, a requisition cannot be split or divided in order to prevent it from being bid or quoted.**
4. **Single source items require a letter of justification from the originator citing specific reasons why the item is available from only one particular source**

(see **Designating a Sole Source Vendor**). **Further substantiation may be required by Buyers to document Purchasing file.**

� **Colleague has specific account codes for various types of purchases, travel, equipment, supplies, salaries, and other items utilized by the community college.**

✖ **The State Procurement utilizes E-Procurement to verify your purchase orders.**

✖

Colleague System

✖ **Datatel is the company responsible for the overall implementation of Colleague. Colleague is made up with various modules and different employees will have access. Others have the ability to enter data into the system.**

✖ **There are number of modules with sub-modules, there are some examples:**

⤷ **CF stands for College Financials with sub-modules:**
  - ↳ **AP – Accounts Payable**
  - ↳ **BU – Budget Management**
  - ↳ **FX – Fixed Assets**
  - ↳ **IN – Inventory**
  - ↳ **PU – Purchasing**

⤷ **ST stands for Student Applications:**
  - ↳ **AC – Academic Records**
  - ↳ **AM – Recruitment/Admissions**
  - ↳ **AR – Accounts Receivable**
  - ↳ **DA – Degree Audit**
  - ↳ **FA – Financial Aid**
  - ↳ **RG – Registration**

⤷ **HR stands for Human Resources:**
  - ↳ **PE – Personnel**
  - ↳ **PR – Payroll**
  - ↳ **PC – Position Budgeting**

⤷ **Core**
  - ↳ **FP – Facilities Profile**
  - ↳ **LOCN – Locations**
  - ↳ **BLDG – Buildings**
  - ↳ **BRMS – Buildings/Room Summary**
  - ↳ **LCRG – Location Regions**
  - ↳ **RMUD – Room Usages**
  - ↳ **RTYP – Room Types**

Preventative Maintenance Program

- � **A computerized preventative maintenance program is an important tool to maintain major pieces of equipment, building envelope, roof, vehicles, and other building systems.**

- � **Colleague has a module for facilities but it may not cover all the aspects of preventative maintenance. SchoolDude.com had partnered with Datatel to integrate their software into the Colleague system since it has a work order system and a preventative maintenance module which would be a great assistance to your department.**

- ✺ **For any preventative maintenance system, you will first need to collect data about all the equipment and items that you want to pull preventative maintenance. We suggest using a form to collect the information off the equipment or use a spreadsheet to collect data about similar pieces of equipment.**

- ✺ **If you have access to a digital camera, take pictures of all the equipment you want to put into the preventative maintenance, this way you and your employees can see the piece of equipment before going to the piece of equipment. Take pictures at different sides or angles and items you want your employees to pull preventative maintenance on. This will take a lot of time but it will pay off in the long run especially with employee turn-over.**

- ✺ **You will need to set up detailed procedures for each piece of equipment. Use the manufacture guidelines as a starting point and use any free standards either through supply houses, websites, and free descriptions from government agencies.**

- ✺

Life Safety and Security Program

[Biological Safety](#)

[Blood borne Pathogen Online Training](#)

[Biohazard Disposal Process for Central Campus](#)

[Blood borne Pathogens Manual](#)

[Bloodborne Pathogens Exposure Guidelines for Students](#)
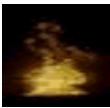
[Chemical Safety](#)

[Documents](#)

[Driver Safety](#)

[Electrical Safety](#)

[Ergonomics](#)

[Fire Safety](#)

[Forklifts](#)

Inspections

Machine Guarding

Material Handling

Outdoor Safety

Personal Protective Equipment

Respiratory Safety

Tool Safety

Training

Wellness

Slips, Trips, & Falls

Required Manuals for your community colleges:

Bloodborne Pathogens Manual
Chemical Hygiene Plan
Hazard Communication Manual
Respirator Manual
Safe College Team Manual
Occupational Health and Safety Manual

⚒ **Central Campus Security Office**
⚒ **Security Office location and telephone number**

The campus security officers are here to help you. No matter what kind of situation arises at the Community College, 24-hour Central Dispatch Station, located in the Security Office, is the first step toward resolving problems. As soon as you dial for assistance, a radio call will go out to the nearest security officer. And if additional help is needed—first aid, fire protection, city police—that extra help can also be immediately dispatched by radio.

⚒ **First Aid location and telephone number**
⚒ **Parking Lots for Students and Faculty & Staff**
⚒ **Parking Regulations and Parking Stickers**
⚒ **Handicap Parking locations with proper markings**
⚒ **Request to unlock a room**

College's grounds are open to visitors on a daily basis. Vehicular access to campus is controlled by uniformed security officers. Visitor parking is allowed in designated areas or by special permit.

College facilities are open only to members of the College community and escorted or authorized visitors. Academic and administrative buildings are locked after normal working hours.

⚒ **Incident Reports**

Offenses Reported for:	2003	2004	2005
Murder	0	0	0
Rape	0	0	0
Robbery	9	3	4
Aggravated Assault	8	11	13
Burglary	2	0	2
Motor Vehicle Theft	4	5	7

Arrests initiated for the following:	2003	2004	2005
Liquor Law Violations	3	1	0
Drug Abuse Violations	1	1	1
Weapons Possession	2	3	1

Fire or Smoke:
Activate nearest alarm pull station and exit building using the quickest/shortest exit route. Do not use elevators. When exiting, cut off lights, secure door to office/class, and take personal items that are within arms reach. Instructors should ensure all students have exited prior to leaving. Immediately contact Security at XXXX or (XXX) XXX-XXXX from a non campus phone upon reaching safety outside of building. Do not attempt to use a fire extinguisher unless properly trained. Individuals with disabilities, please proceed to area of rescue assistance.

Bomb Threat or Suspicious Package:
If you receive a bomb threat by phone, hang up and immediately dial 9*57 or *57 from a non campus phone to electronically flag the call. If the phone number is displayed on your phone, record that number. Notify Security at XXXX or (XXX) XXX-XXXX from a non campus phone. Proceed as instructed by Security personnel. Do not handle or disturb suspicious mail/packages or other items. Proceed as instructed by Security. Do not use cell phones, walkie-talkies, or other radio devices if you are within 150 feet of a potential bomb. Use landline telephones only.

Hazardous Material Spill:
Contact Security at XXXX or Occupational Health and Safety at XXXX. Minimize personal exposure by evacuating immediate area, closing all doors. Do not attempt stop spread of spill unless properly trained.

Hurricane/Tornado:
Shelter in place. You are safer in building than attempting to venture outside. Notify Security at XXXX.

Medical Assistance/First Aid/Blood/Bodily Fluid Spill:
Contact Security at XXXX. Security will administer first aid and notify Housekeeping for clean up.

Criminal Behavior:
Contact Security at XXXX. Give location and nature of disturbance. Stay on phone until Security asks you to hang up.

✶ **What You Can Expect from Campus Security**

Varied services are available to students, employees, and visitors.
- **For employees with departmental approval, offices and designated classrooms will be locked or unlocked on request.**
- **An escort service will be provided upon request.**
- **Parking lots are monitored for safety. Elevators in the student parking deck are also equipped with telephones which you may use to call campus security. College Security's first priority is to ensure parking lots are safe and non-threatening for you.**
- **Security officers will investigate if you feel that your safety is being threatened or if you believe that a crime has occurred. Law enforcement officers will be called when necessary.**
- **Police officers are here for your personal protection.**
- **Every reported incident will be thoroughly investigated on campus.**
- **"Safe College Operations" is available through Professional Development for anyone who has the desire to gain knowledge about campus security procedures and individual safe practices.**

✶ **Office Security**
- **Laptop computers are especially attractive targets for theft.**
- **Never leave purse or billfold in plain view or in the pocket of a jacket hanging near a door.**
- **Personal property should be marked with your driver's license number preceded with the letters NC.**
- **Don't leave cash or valuables at the office.**
- **If you work alone or during hours other than normal business hours, keep the office door locked.**
- **If you work late, try to find another worker or a security guard to walk out with you.**
- **If you are in the elevator with another person, stand near the control panel. If you are attacked, press the alarm and as many of the control buttons as possible.**
- **Be alert for pickpockets on crowed elevators.**
- **Report all suspicious people and activities to the campus security officers.**
- **Be aware of escape routes for emergencies and post the phone numbers of the police and fire departments near telephones. Call XXXX for campus emergencies.**

✶ **Car Safety**
- **Always lock car doors after entering or leaving your car.**
- **Park in well-lighted areas.**
- **Have your car keys in your hand so you don't have to linger before entering your car.**
- **Check the back seat before entering your car.**
- **If you think you are being followed, drive to a public place or a police, sheriff or fire station.**

- ✂ If your car breaks down, open the hood and attach a white cloth to the antenna. If someone stops to help, stay in the locked car, roll down the window a little and ask them to call the police or sheriff or a towing service.
- ✂ Don't stop to aid motorist stopped on the side of the road. Go to a phone and request help for them.

✖ **Street Precautions**
- ✂ Be alert to your surroundings and the people around you, especially if you are alone or if it is dark.
- ✂ When possible, go with a friend.
- ✂ Stay in well-lighted areas as much as possible.
- ✂ Walk close to the curb. Avoid doorways, bushes and alleys where someone could hide.
- ✂ Walk confidently and at a steady pace.
- ✂ Make eye contact with people when walking.
- ✂ Do not respond to conversation from strangers on the street. Continue walking.
- ✂ If you carry a purse, hold it securely between your arm and your body.

Elevator Program

✖ Maintain a list of all of your elevators and handicap lifts.
✖ Maintain a copy of all elevator inspections made by the North Carolina Department of Labor. Work with your elevator contractor to correct any deficiencies. The Department Labor usually pulls two semi-annual inspections.
✖ Maintain a log of all repairs and the date of those repairs.
✖ Upgrade all your elevators with a telephone inside the cab.
✖

HVAC Department - Chiller/Boiler Program

The HVAC (Heating, Ventilation, and Air Conditioning) Department is under the direction of Supervisor.

The Community College has a variety of heating and air-conditioning equipment. For HVAC service, please call John Doe at XXX-XXX-XXXX. The HVAC Department asks your patience in addressing requests. Highest priority is given to those areas affecting students. Likewise, those affecting an entire building are higher priority than ones affecting one room or area. We are always in the process of updating equipment for more efficient units. The HVAC Department is responsible for maintaining and the repair of this equipment. Your comfort is our highest concern and we use a preventive maintenance program to ensure the equipment functions at its optimum operation.

Indoor Air Quality
- The community college is committed to providing a high level of indoor air quality and environment for students, faculty and staff through experienced and skilled maintenance staff and a computerized maintenance management system.
- College's indoor cooling and heating air is filtered and routinely maintained resulting in cleaner air inside the College's buildings than the air outside.
- The College is committed to providing a high level of indoor air comfort for students, faculty and staff through experienced and skilled maintenance staff and a computerized energy management system.

Building Automation Systems (BAS)
The Building Automation Systems consists of computerized equipment to monitor, control, set points, and record alarms for major pieces of equipment in each new building. With the newer technologies and software, we are able to monitor the operation of the equipment, check individual areas or rooms within the building for temperature and make any necessary changes. The BAS allows access to the equipment via the Internet as well as at each building site. The BAS allows Facilities Management to change the operation time of the equipment so when the college is not open, then a shorter operation time can take control. Facilities Management utilizes different energy management systems which are integrated so the BAS can recognize each system and allow the technician to make changes and monitor the equipment. The BAS will allow for monitoring of the primary electrical system to each building, further reducing the peak demand which the power company uses to set our electrical rates. The BAS helps the College conserve energy (electrical and natural gas), reduce operating cost, and provide a more efficient building system. In addition to the BAS, the new central energy plants at campuses, are able to control the HVAC system for maximum comfort. We will be able to augment the existing building HVAC systems on Central Campus with the loop provided by its central energy plant

Most Common HVAC Problems
The most common complaint the HVAC Dept. receives is "I Am Too Hot" or "I Am Too Cold".   We ask you to call John Doe at XXX-XXX-XXXX to report temperature problems in an area. Please do not try to adjust the thermostat because you may change the setting such that it will require calibration. Also please remember that on Central Campus we have many systems that are only capable of either heating or cooling, but not both at the same time. This means the "shoulder months" like March/April and October/November we may have switched from heating to cooling (or vice versa) only to have the weather make a radical change on us. In these situations, the only solution is to wait for the weather to change back to the normal temperatures for the system that is in operation.

HVAC System Failure
In the event of an entire building system failure, windows may be opened when outside air temperatures permit, circulating fans will be placed in critical areas, and in cases where it is available another HVAC system (central energy plant) may be used to augment the existing building systems. Also, the building air handler will be utilized to help bring outside air into the building. Normally a minor repair can be done within a day or two, however a major repair may take up to a week depending on parts availability and/or equipment availability. Due to our preventive maintenance program, we are able to avoid the majority of these problems.

Central Energy Plant
Facilities Management now has a Central Energy Plant which will provide better and more reliable heating and cooling to the Central Campus. The system consists of a two pipe underground distribution system to provide chilled water or hot water to HVAC systems throughout Central Campus. Future phases will allow the system to serve existing building systems on campus plus future buildings. Since a number of buildings have an old HVAC system which will need to be replaced in a few years, the Central Energy Plant will allow us to tie the existing buildings into the loop to insure that these existing buildings could be air conditioned during repair of maintenance problems associated with existing chillers. The Central Energy Plant will also allow the College to shift from all electric heating in a number of buildings to a gas fired water system with small boilers and conversion of constant volume fan systems to variable volume fan systems. These changes will lead to greater comfort and fewer outages. The Central Energy Plant will allow for new technology to control and distribute energy in a cost saving method and provide better comfort for building occupants.

Preventive Maintenance
The HVAC Department. performs routine maintenance on all HVAC equipment and evaluates the life expectancy to determine when a piece of equipment needs to be replaced. To ensure proper operation of the equipment, the HVAC Dept. performs the following procedures: cleaning each cooling tower before the cooling

season, rod out (cleaning the interior tubes) of the chiller which helps with heat exchange, clean the evaporating coils in the air handler which helps the hot air to dissipate into the air, use of a sand trap filter to help clean the water at the bottom of the cooling tower (including tablets for water treatment) for proper heat exchange, chemical treatment of water used in the cooling of a building, grease fan motors and chilled water and condenser pump motors, replace worn belts, log chilled and condenser water temperature for proper operation, service all natural gas boilers before the heating season, check all safety equipment on boilers, and performing many other procedures. All of these procedures contribute to the overall air quality of the building and its occupants. Using a preventive maintenance system allows us to extend the life of the equipment, makes it more efficient, more cost effective to operate, and hopefully avoid untimely failures.

Building Filter System

The filtration system in each building may vary depending on size and type of HVAC installed. The HVAC Department utilizes a computerized preventive maintenance system to track and schedule the replacement of all filters. The HVAC Dept. utilizes pleated type filters, rolled filter medium for larger air handlers, and bag type filters. Changing each filter helps with the indoor air quality in the building. We use the manufacturers' recommendations and our employees can change the frequency of the change out based on their assessment of the dirty filters. For example, areas such as welding and woodworking require a more frequent change out schedule. We realize filtration is one of the best ways to control air quality in a building.

Portable Space Heaters

Portable space heaters may seem like a good source of heat for one individual, however it creates a fire and electrical hazard and may thwart the operation of the HVAC system. When you plug a portable heater into an outlet, it may cause a circuit breaker to trip which disrupts the operation of other equipment in the area. Also, it may ignite flammable items in and around the portable heater. There is also the "Catch-22" effect of using a space heater near a thermostat. This may even tell the building system to send you more cold air. We encourage all personnel not to use portable heaters because they pose such a high risk of an accident occurring. We encourage you to make a service request if your individual area is too cold or hot so the HVAC Dept. can look at the distribution system to see if modifications or adjustments can be made to make your area more comfortable. If you use a portable heater, it may be confiscated for everyone's safety.

Plumbing Systems

Plumbing equipment is maintained by the HVAC Dept. The hot water storage systems are checked for proper operating temperatures and pressures. When possible, equipment is converted to more efficient types. The Maintenance Dept. will handle minor plumbing problems like a leaky faucet, water closet overflows,

or a stopped drain. For any plumbing problem, a service request can be called into John Doe by calling extension XXXX or by emailing.

Plumbing Reminders
Storm and floor drains should not be used to dispose of chemicals and/or other hazardous substances. Solids should not be put into the domestic waste system.

Housekeeping Program

HOUSEKEEPING SERVICES

Housekeeping services of the College are provided by contractor managed by Facilities Management. Everyone has a part in helping maintain our facilities and making our college a pleasant environment for our students, visitors, and our fellow employees. The Housekeeping Contractor has the function of cleaning and maintaining all interior rooms throughout the campus. They also provide other services such as solid waste removal, recycling removal, assistance with biomedical waste and food waste, exterior window cleaning service, floor restoration and distribution of marker board supplies. The Housekeeping Contractor has a specific list and frequency of performing certain tasks within their contract; however, every item or situation cannot be covered in their contract. That is why we ask you to go through Facilities Management when requesting service from the contractor. If you have specific service requests, contact **Customer Service** at extension XXXX.

If you have general concerns or questions, or need additional information about the performance of the contractor, please direct those issues to the Facilities Management Manager or Director.

Grounds Program

GROUNDS DEPARTMENT

The Grounds Department consists of one Horticulturist, two Senior Groundskeepers and eight Groundskeepers who are all full time and help maintain eight campus sites throughout the county. Tasks performed by the Grounds Department include: the pruning of trees and ornamental shrubs; planting of annual and perennial flower beds; lawn care including fertilizing, seeding, aeration, mowing, and weed control; campus litter control activities and campus leaf removal. The Grounds Department also supplements their workforce with outside contractors which provide a variety of services like mowing, indoor plant maintenance (in common areas), large tree limb removal, and tree removal. The Grounds Department also utilizes the services of the City of XXXXXXXX Landscape Management Division and the XXXXXXXXXX County Cooperative Extension Service.

State Construction Office Projects

<u>General</u>

It is the intent of the College to maximize the design potential of each campus building project in terms of accommodating the programs to be served, fostering collegiality on the campus, and contributing to the public realm that defines the College campus as a unique, yet traditional place. In order to achieve the programmatic goals of each project, the design must cost-effectively overlay the specific, user-generated objectives for the project with the College objectives of institutional identity, durability, longevity, flexibility, and adaptability. In order to foster collegiality, each project must create environments, which encourage interaction and discourse among students, faculty and staff. This potential should be recognized in the development of interior and exterior environments. While a major responsibility of programmatic accommodation is to the development of the "insides" of the project, every project also has a responsibility to the greater whole of the campus. This responsibility to the public realm recognizes the importance of the architectural and planning traditions at the College and strives to contribute to the further development of the campus as a highly imaginable, unique, and inspiring place. To achieve these goals, it is incumbent upon the project design team to invest in an understanding not only of immediate program goals but also of the history of planning and architecture on the respective campus, of the goals and objectives of the current Central Campus master plan, and particularly of the immediate context (precinct and site) for the project.

Accessible Design

It is the policy of CPCC to create a learning and working environment, which fosters participation by all persons who visit, attend and work for CPCC. Design of new and renovated space, which allows inclusion of all persons, is a top priority. Accessibility is something that should be included in the initial planning of all new facilities, not an after thought in a code review of a design that is complete. Universal design that incorporates access for all persons should be a primary planning criteria. In new construction, there is no need to segregate access for persons with disabilities from that for the general population.

Green Design Sustainability

Designers are encouraged to combine quality design with environmental sensitivity. There are countless ways design can address and incorporate green issues. Green design is not merely a matter of add-ons or product specification. Rather, it influences the form of the whole building and is one of its major generators from the first moments of the design process. As CPCC develops long-range plans, it is anticipated that green design will evolve from a current preference to a requirement in the future.

DESIGN RECOMMENDATIONS

Design Character

1. Buildings should extend and enhance the underlying planning and traditional architectural strengths of their respective campus.
2. New buildings should balance individual expression with contextual sensitivity.
3. New buildings should reflect the traditional character of CPCC as an institution with a rich past, vibrant present, and promising future.
4. Program, site, and budget parameters should all be addressed in an integrated fashion.

Site Planning

1. Buildings should be sited to reinforce and enhance the spatial structure of the campus and its circulation patterns.
2. Building entries should be clear and coordinated with circulation patterns and landscaping elements. Do not plant large shrubs near entrances.
3. Ground level uses should consider the harmony of interior and exterior activities.
4. Hard capes: Take care to articulate public sidewalks and outdoor patio areas. The use of brick pavers or brick borders is encouraged. Concrete paving should have tooled joints. Avoid large expanses of concrete and sawed joints, except in service areas.
5. Design and integrate the pedestrian paving with the lighting, seating, landscaping, and trash receptacles.

Site Lighting

1. Parking should be convenient and well lighted to one fc minimum. Do not plant trees next to parking lot light poles. Avoid freestanding light poles in the parking lot. Parking lot light poles are usually leased from the local utility and

are not in the construction contract. Confirm with the Construction Director. Designer is responsible for coordinating the lighting design and pole location with the utility and indicating sleeves (by the electrical contractor) where necessary to facilitate the construction process.

2. Pedestrian lighting near walkways and entrances should be traditional and enhance the overall design. Avoid the use of wall packs or other utilitarian fixtures that would be visible to the public.

Building Exterior

1. Massing should be simple.
2. Buildings should be tall enough to define adjoining spaces. This will require a minimum 3-story or 45 feet high building.
3. Bays, porches, towers, and other minor adjustments to massing are encouraged.
4. Locate main building entrance near the ground level. Avoid too many steps to the main entrance that will force elderly or disabled people to take an alternate route.
5. Avoid multiple entrances to a building and avoid "hidden" entrances.
6. Avoid use of EFIS, and light gauge metal siding.

Roof Forms, Roof Lines and Silhouette

1. Well-developed and articulated rooflines are encouraged. Refer to the current Central Campus Master Plan for more direction.
2. Sloped roofs and flat roofs are both acceptable.
3. Flat roofs should have carefully selected aggregate or pavers if visible. Visible roofs capes must be as carefully designed as any other exterior surface of the building.

Architectural Details

1. Buttresses, coping, string courses, and other traditional architectural details are acceptable and encouraged on the Central Campus.
2. The joining of several dissimilar materials must be resolved carefully.
3. Where possible, caulk joints should be placed in less visible locations such as inside corners or reveals.
4. Extreme care and experienced oversight should be given to details designed to prevent water infiltration.

Masonry

1. Material selection should be made to reinforce existing campus patterns. Color choices for brick must be coordinated with the existing campus and reinforce the overall campus design.
2. Masonry design must comprehensively consider unit size, texture, color, mortar, and striking. The creative use of masonry patterning is also acceptable as an ornamental strategy.

Exterior Doors

1. Wood, metal, and glass doors are all acceptable.
2. Doors should have a quality and character appropriate to the overall façade.
3. Vision panels, reveals, and carving (when appropriate) are encouraged.

4. **Provide overhead protection from weather at the primary entrances. Avoid locating primary entrance on north side of the building.**
5. **Vestibules are not required. Provide vestibules if people will be working in an open space nearby.**

Interior Numbering of Spaces

1. **The software that CPCC uses for Facilities inventory will only allow up to four (4) characters when identifying a space. The numbering needs to be sequential. Avoid adding letters to identify small rooms within a large space. For example, a closet in room 1234 could be labeled 1235, not 1234A.**
2. **Rooms on floors below grade can begin with "0" as long as there are secure spaces (such as mechanical and electrical rooms) and no habitable classrooms or offices. Basement levels that house classrooms or offices should be considered the first floor and begin labeling with a "1".**
3. **If the building plan is clearly organized into sections, label rooms within the same section with the same prefix; for example, all spaces in section 1200 would begin with "12". On the other side of the main lobby in section 1500 all spaces begin with "15".**