



## **PROTOCOLS FOR PHYSICAL PLANT PROBLEMS**

### **Monday through Friday between 7:00 a.m. and 4:00 p.m.**

- Please call the **work order line at X4020** or send an email to [facilitieswo@delhi.edu](mailto:facilitieswo@delhi.edu)

### **After Hours During the Academic Year (including breaks and intercession)**

- 1) If the problem is **traffic or roadway related** (i.e. snow and ice), call **University Police at X4700**. University Police will assess conditions and determine if it is necessary to call in the Grounds Crew. University Police will call the Heating Plant where staff will call in appropriate personnel.

If the problem is **fire safety related** (alarm pulls, inoperable systems, etc.), call **University Police at X4700**. Officers will contact Vince Olechnowicz, Environmental Health and Safety Officer. Vince will assess the problem and advise the officers if we can wait until the next business day or call in an electrician. If Vince cannot be reached, Officers will contact the Heating Plant at X4037. Engineers will call in an electrician.

- 2) **For all other problems:**

- A. If the problem is of a **non-urgent nature** (it can wait until morning), call the work order line at X4020 or send an email to [facilitieswo@delhi.edu](mailto:facilitieswo@delhi.edu).
- B. If the problem is of an **urgent nature**, call the **Heating Plant at X4037**. Please give your name and a number where you can be reached if you want a call back when the problem has been resolved. Engineers will assess the problem and either make necessary repairs or call in appropriate personnel. Staff called in on overtime will report to the Heating plant in person, by campus phone or by campus two-way radio. If need be, Heating Plant staff will update the staff person who has been called in. Once the problem has been addressed, the individual called in will give a final report to heating plant staff, including any unresolved issues. Heating Plant staff or mechanics will call the requesting party with a status report. Heating Plant staff will submit a work order for any unresolved work to Facilities office. Problems requiring call-ins which are serious in nature will be

reported to the Physical Plant Director and the shop supervisor's work phone's voice mail by the staff member who responded.

**After Hours During the Summer (from commencement until the first day of classes)**

- 1) If the problem is of a **non-urgent nature** (it can wait until morning), call the work order line at X4020 or send an email to [facilitieswo@delhi.edu](mailto:facilitieswo@delhi.edu)
- 2) If the problem is **fire safety related** (alarm pulls, inoperable systems, etc.), call **University Police at X4700**. Officers will contact Vince Olechnowicz, Environmental Health and Safety Officer. Vince will assess the problem and advise the officers if we can wait until the next business day or call in an electrician.

If Vince cannot be reached, officers will call in an electrician. If an electrician cannot be reached, officers should call Shawn Taylor or David Loveland.

If the problem is of an **urgent nature**, call **University Police at X4700**. Officers will call the supervisors listed below who will triage the problem and determine appropriate action. **Please give your name and a number where you can be reached if you want a call back when the problem has been resolved.** Staff called in on overtime will report to the UPD in person, by campus phone or by campus two-way radio. If need be, UPD will update the staff person on call in. Once the problem has been addressed, the maintenance staff member will give a final report to UPD, including any unresolved issues. UPD or mechanics will call the requesting party with a status report. The mechanic will submit a W.O. for any unresolved work to Facilities Office via phone call to 4020 or email. Serious in nature call-ins will be reported to the Physical Plant Director and the shop supervisor's work phone's voice mail, by UPD

Environmental Health and Safety (including fire safety/fire alarms)	Vince Olechnowicz	607.746.6180
Capital Construction	Joseph Batchelder Denis Burpoe Bruce MacIntyre	607. 760.8261 607. 434.7112 607. 435.2009
Grounds (roadways, snow removal)	Phil Hadley	607.746.2752
Custodial Services	Sharon McKee	607.746.6002
Keys and Locks	Phil Klejbuk	607.865.8828 (call Ritchie Gabriel if Klejbuk cannot be reached)
Structural Maintenance (glass, , painting, carpentry)	Ritchie Gabriel	845.676.3472
Electrical, air conditioning, plumbing, ventilation, locks and keys	Shawn Taylor	607.746-6298

Campus Motor Pool Fleet Repairs	Ritchie Gabriel	845.676.3472
Steam and Heating	Bob Nicholson	746-7262
Physical Plant Director	David Loveland	746-6979

If the appropriate supervisor cannot be reached, call David Loveland at 607.746.6979.

For emergencies that need to be reported immediately to the President's cabinet, please call Bonnie Martin at 607.432.7315 (cell 607.437.9257). If Bonnie cannot be reached, call Carol Bishop at 607.437.1716