

# FACILITIES MANUAL

2019-2020



**WESTERN  
ILLINOIS  
UNIVERSITY**

## QUICK REFERENCE GUIDE

EMERGENCIES	911
OFFICE OF PUBLIC SAFETY (OPS)	298-1949
McDONOUGH DISTRICT HOSPITAL	833-4101
MACOMB POLICE DEPARTMENT	833-4505
MACOMB FIRE DEPARTMENT	836-7800
POISON CONTROL	1-800-222-1222

### **Facilities Management (309-298-1834):**

#### **Monday-Friday 1<sup>st</sup> Shift----(7:00am-3:00pm)**

**All of Campus: 309-298-1834**

Facilities Management Routing Supervisor: Cindy McClintock (PRESS 1)

#### **Monday-Friday 2nd Shift----(3:00pm-11:00pm)**

**All of Campus: 309-298-1834**

#### **Monday-Friday 3rd Shift----(11:00pm-7:00am)**

**All of Campus: 309-298-1834**

**\*\*If no one picks up, contact OPS**

#### **Weekends & Holidays**

**All of Campus: 309-298-1834**

**\*\*If no one picks up, contact OPS**

If Facilities Management cannot be reached and you are forced to call OPS for any facility related issue, please note that if needed, you can request that the Facilities Management On-Duty Superintendent call your building Duty Phone. This may help when describing an issue or explaining what you need.

**\*Remember when calling OPS, to let the dispatcher know you are calling for a “Facilities Related Issue”**

**\*If the facilities issue needs immediate attention, please let the dispatcher know that you have “An Urgent Situation” or something that needs “Immediate Attention”**

**Work Orders--Sprocket ([wiu.upturnhost.com](http://wiu.upturnhost.com)) for standard (NON-EMERGENCY) maintenance work orders.**

### **OTHER QUICK REFERENCES:**

**ATM: Contact Director of Residential Facilities**

**BSW Issues: Work with your Building Service Supervisor & Assistant Director of Residential Facilities**

**Building or Floor Cleaning Issues: Contact Assistant Director of Residential Facilities**

**Entire Building Outage (utility or service): Contact Director of Residential Facilities**

**Internet, Wifi, Phone, Cable TV: Contact Utech Helpdesk**

**Keys (Other than Access or Student Room Keys): Contact Assistant Director of Residential Facilities**

**Light Bulbs—Contact your Building Service Supervisor**

**Microfridge: Contact Colton Eddington**

**Moves: Contact Director of Residential Facilities**

**Reupholstry: Contact Director of Residential Facilities**

**Rodents/Bedbugs/Pest Control: Contact Assistant Director of Residential Facilities**

# Facilities Manual

## Western Illinois University University Housing and Dining Services

*“Being a facilities manager is important to the learning environment. This isn’t the glamorous part of the job but it remains an important component. Our students deserve facilities that are comfortable, accessible, and are conducive for living and ultimately learning.”*

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# **INTRODUCTION TO RESIDENTIAL FACILITIES**

## Important Concepts

**In order to be a successful Facility Manager you need to remember the following:**

- Become familiar with the contents of this manual. Most questions regarding residential facilities can be answered promptly when going through the proper channels.
- We are one of many departments within the university thus; we are not the only department that physical plant serves.
- Facilities Management develops priority lists and what may be high on our list doesn't mean that it is always high on the overall university list.
- We pay for our Facilities Management services so be smart about decisions.
- Projects take planning and time to get through the bureaucracy of Facilities Management (UHDS has bureaucracy too!)
- Most of Facilities Management is unionized so we have to follow certain rules so we don't infringe on any collective bargaining agreements.
- Our buildings are older and need many improvements. Be kind to them and realize that they are not perfect.
- We can solve most problems through our relationships and the ones that you build, but it may take some time – Patience is important with facilities management. It only takes one poor interaction to get a years' worth of poor service.

### **UHDS Mission Statement:**

*The mission of University Housing and Dining services is to provide safe, clean, well maintained facilities, a creative, flexible dining program and residence hall and apartment environments that are stimulating and supportive of the academic mission of the university at the most competitive price possible.*



## AREAS OF RESPONSIBILITY RESIDENTIAL FACILITIES

**Residence Hall Day-to-day Facility Operations:** Manage the daily facility needs for the residential housing department, which includes 9 residence halls, 2 apartment complexes, 1 house, and 1 office complex.

*Key **internal** players: Director of Residential Facilities, Hall Staff, and Hall Clerks **External:** Facilities Management*

**Housing Liaison to Facilities Management:** Serve as primary liaison to Facilities Management Department regarding maintenance, cleaning, pest control, campus moves, and other daily operational needs of the facilities.

*Key **internal** players: Director of Residential Facilities **External:** Facilities Management*

**Housing Representative for Projects:** Serve as primary liaison to all housing related facility projects for both new construction and renovation on campus.

*Key **internal** players: Director of Residential Facilities & Assistant Director of Budget **External:** Facilities Management*

**Access Control:** Coordinate access control systems and authorization for entry into UHDS Facilities. This includes working with Physical Plant and OPS to grant permission to outside contractors, locking down facilities during break periods and times of crisis, issuing key requests to both internal and external entities, and coordinating access control permissions as necessary. Reviewing and coordinating installation of hardware components for new access control points in UHDS facilities.

*Key **internal** players: Director of Residential Facilities (Hardware), Assistant Director of Residential Administration (software) **External:** UTech& Facilities Management.*

**Cable Television, Laundry Systems, & Cameras:** Maintain and improve cable television, laundry reader, and camera systems for residence halls and other depts. utilizing services on campus.

*Key **internal** players: Director of Residential Facilities **External:** UTech*

**Inventory:** Maintain departmental inventory annually.

*Key **internal** players: Director of Residential Facilities and Facility Assistants (day-to-day processing). **External:** Property Accounting*

**Charges & Billing:** Review and update charges for vandalism and other non-traditional situation.

*Key players: Director of Residential Facilities, Chief Clerk, Assistant Director of Residential Administration*

**Housing Programs:** Maintain departmental communications with outside vendors such as Loft, futons, room setups, and microfridge.

*Key players: Director of Residential Facilities & Facility Assistants (Lofts/Futons), Tech Support Associate (Microfridge)*

**Departmental Technology:** Maintain and improve technology within the residence halls. This includes wireless upgrades/installations, maintenance, LAN runs, telephone/VOIP installations, etc...

*Key **internal** players: Director of Residential Facilities **External:** UTech*

# FACILITY GRADUATE ASSISTANT COLLATERAL AREAS OF RESPONSIBILITY

*Being the Facility Grad for your building is a very important role. You are the eyes and ears for the department and you see many of the problems in the building before our Facilities Management staff does. It is important that you know your responsibilities in this role and carry out the appropriate actions.*

## **PURPOSE**

These expectations are created in order to ensure consistency among all of the facilities managers throughout the residence halls as well as to ensure you are meeting certain expectations within UHDS. You are held to these expectations and UHDS reserves the right to amend them if necessary.

## **FACILITIES TASKS**

- You will walk the building prior to opening, collecting carts, and conducting an audit of card conditions throughout the year.
- You will work with Resident Assistant staff to ensure that rooms, lounges, and other common space are setup, properly stocked, and are in a presentable fashion at the beginning of the year; you will work with RAs and students to ensure building furniture is reset at the end of the year.
- You will coordinate the facility rounds for RAs each night. You will also make note of any facilities concerns listed on the RA duty log and report anything that needs to be fixed to the hall clerk.
- You will conduct weekly follow-up with students concerning the status of their maintenance concern.
- You will inventory and collect “Out of Order Signage” with the Office of Residence Life.
- You will complete a building walkthrough once a week and note any facilities concerns. Additionally, you will schedule and complete a building walk-through with the Director of Facilities every semester to point out and address concerns/outstanding issues, etc.
- You will assist with annual departmental inventory. Additionally, in conjunction with the Desk Grad, you will work to inventory and stock items monthly such as vacuums, vacuum bags, trash bags, moving carts, AV equipment, gaming equipment, first aid kit, facility kit, etc.
- You will facilitate in-hall smoke detector and sprinkler inspections as directed by UHDS.

## **ADMINISTRATIVE TASKS**

- You will attend all facilities meetings with the Director of Facilities or designee in UHDS. You are expected to communicate any scheduling conflicts with the Director of Facilities or designee.
- You will prepare and report outstanding facilities concerns to the Director of Facilities for work orders that are of major concern and/or work orders that have surpassed or approaching one month in system.
- You will be responsible for developing new, innovative initiatives and approaches to combat vandalism in the residence hall community.
- You will meet with the BSW supervisor weekly, in coordination with the CD, and establish a good working relationship with them in order to best meet the needs of students and Facilities Management staff working within the building.
- You will establish a working relationship with the Hall Clerk as she is very knowledgeable of the proper protocols with maintenance concerns, etc. You will meet with the Hall Clerk weekly to ensure all facilities issues are being resolved. You will also keep the Complex Director in the loop of major facilities concerns in the building.
- You will coordinate signage (i.e. no smoking, room #'s, etc.). You will routinely update RAs and communities of charges assessed.

Per the direction of the Complex Director, you could be asked to do some or all of the following in hall based on need:

- Assess all damage/vandalism charges on daily, weekly and monthly basis with the CD & Hall Clerk.
- Maintain nights away requests or duty scheduling/duty switches
- Helping keep track of RCR/MCR follow up spreadsheet

# **EMERGENCY PROCEDURES AND SAFETY**

# EMERGENCY PROCEDURES & SAFETY

## EVACUATION

- Building evacuations will occur when the fire alarm sounds continuously and/or when notified by the Office of Public Safety (OPS).
- Know the marked exits for your building. Know the exit routes from residence hall room and locations.
- Notify emergency personnel of persons with disabilities who are in the building and cannot evacuate.
- During emergencies, elevators are designated for persons with visual or mobility disabilities.
- Once outside, move to a clear area at least 150 yards from the affected building. Keep streets and walkways clear for emergency vehicles and personnel. If requested, assist emergency personnel. **DO NOT return to an evacuated building**, unless directed to do so by OPS.
- Should you or a student become trapped in a location, dial 911 and inform emergency personnel of your location. If a window is available, place the largest and most visible piece of material available outside a window.

## FIRE:

*Whenever a fire alarm occurs, an alarm sound will permeate the building. The alarm will be followed by voice instruction. This is your cue to follow the instructions below. There will never be any prior notification of a fire, false alarm or drill so all alarms must be treated as a real event.*

### Instructions for RA's

- Grab your rounds keys and fire flags
  - Close and lock your door.
  - Place one fire flag on the inside of the stairwell door closest to your room.
  - Check your own hallway – beginning on your side yelling “Fire alarm – Please Evacuate the building. **DO NOT BANG ON DOORS!**”
  - Proceed around the floor exiting at the stairwell door opposite your room.
  - Place your second fire flag on the other stairwell door.
  - Proceed down one flight of stairs and check if the door stairwell has been marked with a fire flag. If it has not, repeat above procedures.
  - You will continue to check floor until you come to a door with a fire flag. Once you come upon a fire flag, walk down the stairs and report to the information desk
  - Inform the Desk Assistant what floors you have check and pick up a fire card
  - Follow the instructions of the fire card
- ✘ Once the fire department has concluded that the emergency is over and provides the the “ALL CLEAR”, residence hall staff will then setup for allowing students back into the facility.

## TORNADO:

*Whenever the National Weather Service, state or local police declare that WIU is under a tornado **warning**, either a community siren will be activated or the severe weather radios will issue a notice. Once this alarm has sounded the Office of Public safety will contact each information desk on campus. Once the desk has been notified of the situation they will contact each RA and head staff member by calling each respective hall's duty phone. Once you have been notified please follow the procedures below.*

## WATCH vs WARNING:

Remember: A tornado **watch** means that weather conditions are favorable for the formation of a tornado. A tornado **warning** is issued when a tornado has actually been sighted in the surrounding area.

In the event that there is a tornado warning issued for the McDonough County, please listen for instructions from the campus Residential Housing Staff. If a tornado warning has been issued and you are inside a residence hall:

- Please **stay inside** and move to the lowest part of the building; stay away from outside walls and windows.
- Close all room windows and doors and wait in an interior corridor, stairwell (with no windows), or room without windows (grab if available bike helmet, heavy shoes, and blanket)
- Sit on the floor with your back to interior wall in a crouched position with your hands covering the back of your head and neck (Get under a sturdy piece of furniture such as a desk or heavy table and if you have a blanket completely cover yourself to protect from potential debris).
- **Do not leave the shelter area** until after the storm is over.
- After the tornado has passed, evaluate the situation and if emergency help is needed, call 911. Be aware of dangerous structural conditions. Report damaged facilities to the Office of Public Safety.
- Help avoid telephone overloads. Do not use telephones (including cell phones) except for emergency.
- Gas leaks and power failures create special hazards. **DO NOT** light a match or smoke.

### Instructions for RA's

1. RAs should proceed through their hallways just as they would with a fire alarm notifying residents there has been a Tornado sighted and we need to proceed to a safer location.
2. RAs should inform residents to travel down the stairs to a lower level in the building. Interior hallways or rooms are preferable, away from glass windows. They will be given instructions from other hall staff members. (During Tornado **warnings**, residents are **not** required to go to the basement, but we strongly encourage them to follow our safety protocols).
3. RAs should remind students to wear shoes and close their doors.

## HIGH WINDS:

In the event that there are winds in excess of 70mph, McDonough County will sound the city sirens. During these events, the Residence Hall sirens will most likely not be activated unless OPS deems there is a direct threat to campus.

## SIREN TESTING:

The City of Macomb tornado sirens (not bilding alarms) are test at 10:00am on the first Tuesday of each month. If the sirens sound at any other time, the above procedurs should be followed.

## EMERGENCY PROCEDURES & SAFETY

### Suggested Shelter In-Place Locations

\*Locations listed below are merely suggested locations for shelter in-place. Students are NOT required to go to these locations.

#### Bayliss-Henninger

- Basement study lounges
- Laundry rooms
- Kitchen (Bayliss)
- Resource room (Bayliss)
- Staircases
- Floor lounges on lower level floors
- Bathrooms on lower level student floors

#### Corbin-Olson

- Areas of Safe Refuge locations in stairwells
- Basement hallways away from windows
- Conference Storage Room
- Bathrooms and hallway behind the front desk, down the ramp
- Bathrooms on lower level student floors

#### Grote

- Areas of Safe Refuge in stairwells
- Staircases
- 1st floor hallways away from windows
- 1st floor bathrooms
- Suite bathrooms
- E-classroom
- Hallway by E-classroom

#### Lincoln-Washington

- Basement tunnel
- Staircases
- Kitchen
- Laundry rooms
- Ramp that leads to loading dock in Grote
- Bathrooms on lower level student floors

#### Tanner

- Staircases
- 1st floor bathrooms
- 2nd floor hallways near elevators
- 3rd floor laundry rooms
- 3rd floor hallways near apartments
- Bathrooms on lower level student floors

#### Thompson

- 1st and 2nd floor bathrooms
- 2nd floor laundry rooms
- 1st and 2nd floor hallways (away from windows and keep office doors closed)
- Lower level student floors bathrooms and elevator lobby area

## EMERGENCY PROCEDURES & SAFETY FOR STUDENTS WITH DISABILITIES

A list of students with disabilities who have registered with the Disability Resource Center will be provided to each Complex Director near school beginning. The Complex Director or designee should meet with those individuals who may need additional assistance during an emergency to establish an emergency exit plan that meets their needs.

### ✘ **Fire**

*Unless a fire is detected in the elevator shaft or within approx. 15ft of the elevator doors, the elevators should be accessible for students with disabilities who need them during the event of a fire. Any student who can evacuate the building on their own should do so.*

### ✘ **Tornado or Severe Weather**

*All elevators will remain in operation during a tornado alarm. Students with disabilities needing elevator access can use the elevators to travel to the lowest level in the building and into an interior room in the building.*

### ✘ **Other Evacuation Emergencies**

*All elevators will remain in operation during other emergencies.*

If a student cannot evacuate their floor:

1. Students should stay in their room with the door closed in the event of a fire. Student rooms are considered the area of safe refuge, as student room doors have the appropriate fire ratings. (Exception in Grote & CO/OL, where areas of Safe Refuge are marked in the designated stairwells and alarmed). During a tornado, they should get to a designated area of safe refuge or interior hallway/room.
  2. Call 911 and let them know your location. OPS will communicate that to the first responders on the scene. If there is an actual fire occurring, the fire department will send in someone for RESCUE assistance. If the student is NOT in danger, the emergency personnel will attend to the fire or evacuation of other students in danger first.
  3. The Complex Director or designee should have available a list of students in his/her building who may require additional assistance. This list should be provided to first responders upon arrival to the scene to help those individuals.
- ✘ Once the fire department has concluded that the emergency is over and provides the head staff with the "ALL CLEAR", students should be allowed to return to their floor. The residence hall staff should attempt to make contact with the student with a disability once the emergency is over to let them know what has happened and to see if any modifications need to be made for future incidences.

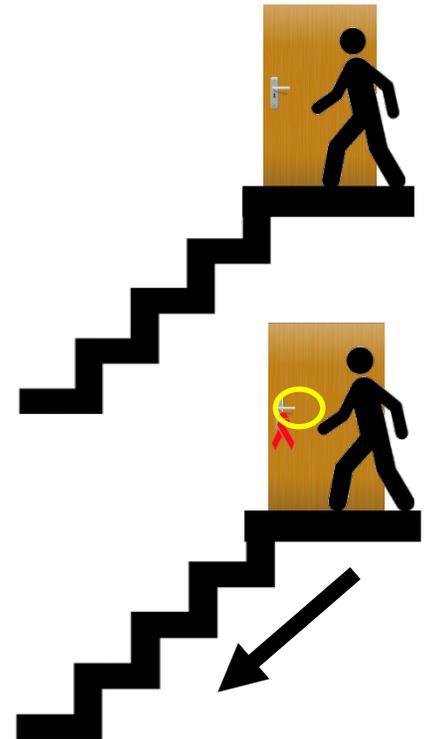
Please consult with Director of Residential Facilities for any other accommodations or needs brought forward by the student to enhance and further develop protocol.

# UHDS RESIDENCE HALL FIRE PROCEDURES & PROTOCOL

Whenever a fire alarm occurs, an alarm will sound in the building. The alarm will be followed by voice instruction. This is your cue to follow the instructions below.

## Resident Assistants should...

- ✓ Grab your rounds keys and fire flags
- ✓ Close and lock your door.
- ✓ Place one fire flag on the inside of the stairwell door closest to your room.
- ✓ Check your own hallway – loudly announcing “Fire alarm – please evacuate the building.” (DO NOT BANG ON DOORS!)
- ✓ Walk the hallway, check lounge, bathroom and exit through the additional (central) stairwell
- ✓ Place your second fire flag on the inside of the other (centralized) stairwell door
- ✓ Proceed down one flight of stairs and check if the door stairwell has been marked with a fire flag. If it has not repeat above procedures.
- ✓ You will continue to check floors through the stairwell until you come to a door with a fire flag. Once you come upon a fire flag you will proceed immediately to the front desk by walking down the stairwell.
- ✓ Inform the Desk Assistant what floors you have check and pick up a fire card
- ✓ Follow the instructions of the fire card.
- ✓ Assist with crowd control outside.
- ✓ You will wait outside until instructed by head staff to re-enter the building.



## Desk Assistants should...

- ✓ Call the head staff on duty when the alarm sounds
- ✓ Grab the fire reporting form
- ✓ Begin marking information down when RAs arrive to the desk (what floors were cleared, what fire cards were given out)
- ✓ Give out fire cards as Resident Assistant staff arrive to the front desk

## Head staff members should...

- ✓ Receive a phone call from the front desk when an alarm sounds
- ✓ Arrive to the front desk to assist with the proceeds and recording of information
- ✓ Meet the fire department personnel and OPS by the information desks
- ✓ Provide MFD and/or OPS with the “Students with Limited Accessibility” list so that they can begin checking-in with those individuals and assist in evacuating (if warranted)
- ✓ Once the fire department and OPS give the all clear, they will release elevators from “Fire Service Mode”. You will want to key off the elevators and turn to them “Independent Service Mode” and bring in RAs to operate or “bell-hop” the elevators.
- ✓ Once the elevators are ready, the Head Staff on Duty can call the all-clear and bring in the residents.
- ✓ The following day, post a sign in a prominent hall location (suggested by main elevators) as to the cause of the alarm. There is a template sign to be used.

# UHDS RESIDENCE HALL FIRE PROCEDURES & PROTOCOL

## Locations of Fire Panels by Building:

**Bayliss-Henninger:** around the corner from each front desk in each tower

**Corbin-Olson:** basement of each building, in the main hallway just down from the elevators

**Lincoln-Washington:** 1<sup>st</sup> floor between the two sets of doors on the West side

**Grote:** 2<sup>nd</sup> floor outside of the convenience store, near main entrance

**Tanner:** North hallway (men's elevator hallway) on the first floor

**Thompson:** 1<sup>st</sup> floor by the door (closer to the women's bathroom)

## Specific Notes by Hall:

Corbin-Olson

- There are 3 separate alarms for COOL, one for Corbin, one for Olson and one for the dining center.
- RAs should tie their fire flag to the west stairwell door, which is also the Area of Safe Refuge stairwell.

Bayliss-Henninger

- There are 3 separate alarms for BA-HE, one for the Bayliss Tower, one for the Henninger Tower and one for the dining center & Underground located in the basement level.

Lincoln-Washington-Grote

- There are 4 separate alarms for LI-WA-CG, one for the Lincoln Tower, one for the Washington Tower, One for Grote Hall, and one for the dining center & computer lab/E-Classroom located in the basement level.

## FIRE SAFETY AND SPRINKLER INFORMATION

**Sprinklers-** The following regulations shall apply to the use of all sprinkler systems in campus residence halls and other buildings:

- a. Under no circumstances may sprinklers be painted or in any way obstructed.
- b. Objects may **NOT** be hung or draped from sprinkler apparatus or piping.
- c. Sprinklers activated during an emergency are to be turned off only by authorized fire safety personnel or Facilities Management staff. The only exception to this is when there is a situation where the Hall Staff can identify with 100% certainty that there is no fire (i.e. student or custodian accidentally activates a head), in these situations, UHDS Staff has the authority to isolate the floor by turning off the sprinkler valve located in the stairwell.
- d. No one may commit acts which endanger the proper functioning of sprinkler systems. Violations of this regulation may result in both judicial and administrative disciplinary actions.
- e. Tampering with fire safety equipment, including the sprinkler system may result in referral for student disciplinary action and/or criminal prosecution.



Each sprinkler head is individualized, meaning if one head is activated, the others will remain off until activated by heat.

If a sprinkler is activated, it is estimated that around 2ft of water will be produced in under 10 min (I.E. A LOT OF WATER, QUICKLY!)

After an incident occurs with a broken sprinkler head, hall staff should do the following if items are found to be damaged.

- Take pictures of damaged property
- Obtain Serial Numbers, model numbers, and any other identifying information from the property
- Obtain a picture of the damaged property for record
- Follow-up with student and ask if they have renter's insurance or if they're on their parent's Homeowners Insurance.

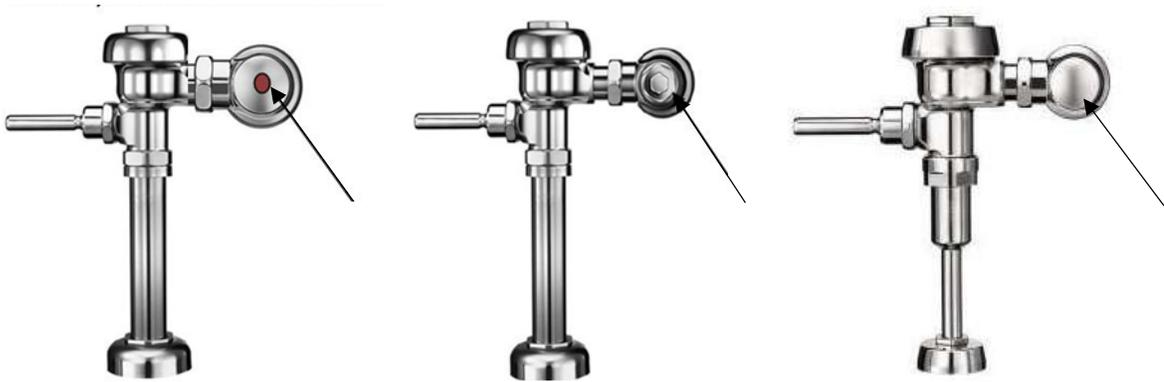
## WATER SHUT-OFF PROCEDURES

On occasion you may have a situation where a sink, toilet, urinal, or shower will not shut-off. In a majority of these cases, since there is a drain located within the unit, it is not considered an “emergency”, however, you may find yourself in a scenario where you will need to shut off the water yourself.

If you encounter a minor problem that can be resolved by simply shutting off the water, please use the equipment supplied in your building’s facility kit and shut it off. Remember to place out of order sign and bag (when applicable) the unit. Place a work order providing detailed information about the issue, including that the water had been turned off, so FM staff is aware of status.

If you encounter a severe issue (physical pipe is broken, stem is striped out, etc....) to where you cannot turn the water off manually, call into OPS 298-1949. Inform them that this is an URGENT matter so they understand the importance of dispatching assistance.

Currently we are not allowed to shut off showers, so in a majority of these cases, you will call Facilities Management or OPS. Since all showers have drains directly below them, minor water issues may be held off until the next day when a plumber cannot be dispatched.



**IMPORTANT NOTE: Newer style toilets and urinals may not have a traditional bolt cap to remove. In these cases, you may have to remove a cover or a small tab, exposing the shut off stem.**

## SINKS:



1.) Your Basic Tools. For sinks all you need is the water tool.



2.) Both the hot and cold shut offs are located under the sink.



3.) Insert the water key into each shut off valve.



4.) Turn to the right to shut off water.

## TOILETS:



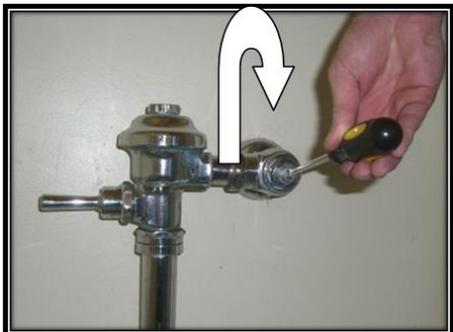
1.) Your Basic Tools. For toilets you need the following tools.



2.) Using the wrench, loosen the bolt cap by turning to the left.



3.) Unscrew the bolt cap by hand. (Careful that the cap doesn't fall in!)



4.) Turn to the right to shut off water.

## URINALS:



1.) To shut off water to urinals, you need the following tools.



2.) To get the bolt cap off, use the wrench and turn to the left.



3.) Once the bolt cap is off, unscrew by hand.



4.) Use a screwdriver and turn to the right carefully.

## PROTOCOL FOR PLUMBING/WATER EMERGENCY

You may find yourself responding to an emergency within your building where you can't turn off the water due to a pipe break or a broken valve. This will be a very hectic situation as in most cases, the water will be coming out very fast and begin making its way down hallways, under doors, and eventually flowing to the floor(s) below. Remember to stay calm and do the following to help mitigate damage.

- Immediately call Facilities Management or OPS and explain that this is an URGENT matter and you need assistance right away. By using the term "urgent", the dispatcher should know that this cannot wait and should call anyone on campus that is available to assist rather than going through the duty supervisor and delay response.
- As tempting as it is, DO NOT try to shut-off any valves or adjust anything in a mechanical room, this could cause further issues.
- If the water is making its way down a residential hallway, work with the residents on the floor to put a towel in front of the door to help dam the water and prevent it from entering the student(s) room.
- Request residents to move any items that are on the floor up onto their bed or other furniture to get it off the ground.
- For rooms below the incident, have them move personal property away from the walls to prevent water from dripping down onto them.
- If the incident affects more than half of a floor, it is best to request that all residents leave the floor and go to a centralized area such as a lounge, Dining Center, etc.... until the situation is under control and building staff can follow-up with them as a group to review and provide direction.
- Don't forget to contact the Director of Residential Facilities to explain the situation. Provide details about the situation.
- If you have RA Staff available, please request that they assist with manning elevators and keeping individuals off the floors.
- If this is an "ALL HANDS OF DECK" emergency, do not be afraid to call other headstaff members to request their help.

## Follow-Up:

The time and attention you spend following the incident is just as important as this is when you will be able to get specifics regarding property and be able to thoroughly assess the damage.

- Unlock all student rooms affected so that Building Services can gain access and begin the cleanup process. It is important that someone from the building staff (RAs are acceptable) stay on the floor while rooms are unlocked to help move personal items that were missed and to ensure nothing is tampered with or stolen.
- Go through each room and create an assessment of the state of the room to assist with building services cleanup efforts and to provide information for the next day that will be used for further cleanup and follow-up. Be detailed as this will help with documenting and review.
- As you are going through rooms, it is recommended that you grab a roll of garbage bags and put the towel(s) that were used to help stop the water into the bag. This gets them out of the way for custodians picking up the water, as well as helps you keep track of the rooms you've been in. It also helps from a perception standpoint as when residents return to their rooms, they know that you've been there and are concerned for their property. In most cases, UHDS will issue a general laundry credit to students affected so they can wash these items. This will be administered by the Director of Residential Facilities or designee following their assessment and follow-up of the incident.
- In some situations you may find it that some rooms just can't be moved back into that day/evening due to the amount of water that got into the space (these are usually the first few rooms closest to the origin of the problem or directly below. Why cleanup is taking place, you should be looking for temporary spaces to get residents by for 24-48 hours.
- After you have concluded with your assessment, determined the total amount of inconvenience, and located temporary space (if applicable), you should meet with the residents effected and provide them an update. At that time, you will want to dismiss them and have them go back to their rooms to do their own assessment. Anything they feel is damaged (including damp clothing/bedding, etc...) should be noted on your assessment. If property such as TVs, gaming systems, printers, computers, etc...are damaged, you need to note this and add important info such as brand, model, and serial number. Text books should be noted with book title, published date, etc..... Anything over \$100 in damage should receive a picture and sent as a group to the Director of Residential Facilities.
- DO NOT promise reimbursements or compensation for anything damaged. After all damage is reported, UHDS will determine the course of action. If students inquire, you should direct them to look into their renter's insurance or parent's home owners insurance.
- Residents should be told that Building Services will continue work on the floor and in affected rooms the next day beginning at 9:00am. They do not have to be present for this work to continue. Fans and dehumidifiers will be brought onto the floor for 24-48 hours to assist with drying out.
- After you have received the updates to your assessment and all residents are taken care of for the evening, please send the report to your supervisor, as well as the Director and Assistant Director of Residential Facilities. UHDS will issue a statement and direction within 24 hours to the hall staff and to residents.

# BREAKER PROTOCOL

## Tripped breakers

- If a resident has a power outage in their room, a member of your head staff may go to the breaker box on that floor to reset the switch for that room.
  1. Switches in the breaker boxes are labeled according to the room they supply. First identify the switch that supplies the room without power.
  2. If tripped, the switch will be in the middle or off position.
  3. Flip the switch all the way off to reset and then back to on.
- Before resetting the breaker, please be sure to work with the student(s) for possible reasons as to why it tripped and remind them that plugging too many items in at once could draw too much power and more often than not, this is what causes the breakers to trip.
- Do not continue to flip the breaker if you are called more than a second time. If the problem continues after the student has reduced the amount of items plugged in call facilities management to investigate the issue as the issue could be more than a simple overloaded circuit.
- Breaker boxes are located in the custodial/luggage closet or hallway of each floor. You can gain access to these doors using the X17 key or the building sub-master key.
- Grote hall & COOL is the exception to this with a locked breaker box on each floor.
- Breaker Boxes on non-residential floors are located in various places. When there are issues with these, contact facilities management.



## Turning off lights at night

- Grote- these are located on the West wall of the North corridor on each floor but *do not get shut off at night*.
- Corbin & Olson-these are located in the janitors closet but are *set to shut off automatically at a designated time*
- In all other buildings your RA's are responsible for turning off their hallway lights at night.
  - Bayliss and Henninger- There are two switches that lead to the hallway lights located behind the door in the RA rooms. The top switch goes to the lights in the front corridor and the bottom switch goes to the lights in the back corridor. It is the responsibility of the RAs to turn the lights off at night and back on in the morning.
  - Tanner, Thompson, Lincoln, & Washington- The switches to the hallway lights are located in the custodial or luggage closet of each floor. It is the Duty of the RAs on duty to turn these off during their nightly rounds. They will be able to gain access to these rooms with the X17 on their rounds keys.

# UNIVERSITY HOUSING AND DINING SERVICES

## PROTOCOL FOR BOIL ORDER

### **What is a Boil Order?**

A boil-water advisory or boil-water order is a public health advisory or directive given by government, health authorities, or university administration to consumers when a community's drinking water is, or could be, contaminated by pathogens.

A Boil Order needs to be issued when water pressure drops below 20 PSI. The most common problem on campus when we experience this issue is when a water main breaks near one of our buildings and the water needs to be shut-off to the facility.

When water is shut-off to a building and a possible Boil Order may be in affect following the water being turned back on, the following procedures should be followed.

### **Notification Process**

#### **Step 1: Water Offline Notification**

1. Facilities Management will send information to the Director of Residential Facilities indicating the problem and that water to a specific building will be brought down
2. The Director of Residential Facilities will proceed with the following notification processes:
  - a. The Sodexo General Manager and Regional District Manager will be e-mailed and phoned
  - b. The building head staff of the affected building will receive a phone call on the Duty Phone
  - c. Members of UHDS Central Staff will be e-mailed
  - d. E-mail notification will be sent all residents in the affected building by the Assistant Director of Marketing & Communication notifying them of the problem and provided timeline of water restoration

#### **Step 2: Water Restored Boil Order Notification**

1. Facilities Management will send information to the Director of Residential Facilities indicating that water is restored and whether or not a Boil Order will be in effect.
2. The Director of Residential Facilities will proceed with the following notification processes:
  - a. The Sodexo General Manager and Regional District Manager will be e-mailed and phoned.
  - b. The building head staff of the affected building will receive a phone call on the Duty Phone
  - c. Members of UHDS Central Staff will be e-mailed
  - d. An E-mail update will be sent all residents in the affected building by the Assistant Director of Marketing & Communication notifying them that the water service has been restored, a Boil Order is in effect until further notice, and that water service is being provided at their respective information desk
  - e. Air voids of water will be placed at the information desk by Sodexo of the affected building and serviced until the Boil Order is lifted
  - f. If a Dining Center is located where the Boil Order is present, plate ware will be switched from china to paper products
  - g. Building Services Staff will administer appropriate signage on all floors near water fountain. \*If a building decides that they need additional signage, the template signage is available for printing

#### **Step 2: Boil Order Lifted Notification**

1. Facilities Management will send information to the Director of Residential Facilities indicating that the Boil Order has been lifted.
  - a. The Sodexo General Manager and Regional District Manager will be e-mailed and phoned
  - b. The building head staff of the affected building will receive a phone call on the Duty Phone
  - c. Members of UHDS Central Staff will be e-mailed
  - d. An E-mail update will be sent all residents in the affected building by the Assistant Director of Marketing & Communication notifying them that the Boil Order has been lifted and water can be consumed
  - e. Air voids of water will be picked up at the information desk by Sodexo of the affected building
  - f. If a Dining Center will resume with china plate ware
  - g. Building Services Staff will go through and remove signage on all floors near water fountain

## UNIVERSITY HOUSING AND DINING SERVICES PROTOCOL FOR INFECTIOUS DISEASE

If you are approached by or hear that a resident has medical issues regarding possible infections or infestations, follow up with the resident and refer them to the Beu Health Center.

After they have visited the health center they will be given the Beu Health Center/UHDS Communication Form. This form suggests possible courses of action for the student and head staff team to take to ensure that the infection or infestation does not increase or spread. Since the information is confidential, the student is not required to share the form, however, if he/she does, the following guidelines shall be followed:

As represented in the form the following guidelines should be followed:

- Contact the Assistant Director of Residential Facilities, so they are aware of the issue and additional cleaning tactics that will be implemented.
- This student should be given cleaning solution that is bactericidal and has activity for Staphylococcus. Some examples of solutions include Oxivir TB, and a 10% solution of bleach.
  - *To obtain this, contact your BSW supervisor.*
- The student should use the same shower or tub every day. After they take a shower, or bath, they should saturate that shower, or tub, with a cleaning solution that is bactericidal and has activity for Staphylococcus; making sure to cover all surfaces within the tub or shower after every episode of bathing. They should continue this procedure until their wound(s) is/are healed and no longer draining for 24 hours.
  - *One bottle of solution should be sufficient for following protocol. If the resident requires another bottle, contact your BSW supervisor.*
- This student should coordinate with the custodial staff on their floor so that the custodian can give extra attention to the shower that the student chooses and can be sure to clean the shower with appropriate care once daily.
  - *This is for the resident's peace of mind. Our BSW staff currently sanitizes each facility on a daily basis. This is sufficient for removing bacteria from the facilities. You are the face of UHDS and it is your responsibility to mediate communication between residents and BSW staff.*
- The shower **DOES NOT** have to be isolated for this student only, if the above precautions are taken and the directions for the cleanser are followed as per the labeling for that product.
- **DO NOT** have a shower or tub taped off. This is unnecessary and does nothing but create additional fear within the community.

## UNIVERSITY HOUSING AND DINING SERVICES PROTOCOL FOR INFECTIOUS DISEASE- RESPIRATORY ISOLATION

- If a student is believed to suffer from infectious disease, such as mumps it is recommended that the student be directed to contact Beu Health Center before coming to the clinic, so medical staff can coordinate a special route of entry for student.
- In rare instances, the student may have to be quarantined or isolated to their room or to another building, depending on the accommodation needs and direction of medical staff.
  - Medical staff will initiate communication to the UHDS Central Staff, who will assist in coordination and accommodation needs (Hall staff should not relocate the student or initiate the quarantine procedure without contacting a member of the Residence Life Central Staff team first.
- Depending on the diagnosis, the illness may fall under the County Health Department and Center for Disease Control (CDC) classification as a “reportable” ailment, thus allowing us to talk more openly about it.
- Beu Health Center medical staff will handle all communication with the County Health Department and CDC. They will also serve as the main contact to University Relations as it relates to campus communication.
  - Depending on the severity of the situation, the Health Department may direct the University to issue a press release. The information will be provided to members of the press via University Relations/Beu Health Center. UHDS personnel should direct any media related questions to University Relations.
- In extreme circumstances, the student may be asked to return to his/her home. Beu Medical Staff will initiate this conversation, as well as help facilitate communication to WIU’s Student Development Center (SDO).

The following guidelines should be followed in a case of Respiratory Isolation (Quarantine):

- This student should be given cleaning solution that is formulated for bactericidal. Some examples of solutions include Oxivir TB, and a 10% solution of bleach.
  - *To obtain this, contact your BSW supervisor.*
- The student should remain in the quarantined space at all times unless directed by healthcare provider.
- The student should wear a surgical mask when they are outside of the quarantine space and around other people. If they are alone in the room they do not need to wear a mask.
  - *Provided to student by healthcare provider.*
- Staff should remember to wash hands before and after interacting with student to mitigate the risk of spreading.
- UHDS will coordinate initial communication between student and nearest Dining Center location Dining Manager for meal accommodations. Meals will be prepared and delivered by Dining Center staff in coordination with hall staff.
- If needed, a microfridge will be brought to the room at no charge.

After the student is released, custodial staff will deep clean the room before putting it back online.

# Student Isolation: Frequently Asked Questions & Information

*Provided by University Housing & Dining Services and Beu Health Center*

*Who do I contact with a question or an emergency?*

- Emergencies: contact the Office of Public Safety 24 hours a day at 309-398-1949.
- Medical questions: during business hours, 8am-4:30pm, contact Beu Health Center at 309-298-1888. You can also contact McDonough District Hospital at: 309-833-4101
- General Questions: Please contact the front desk of the residence hall. Another point of contact during the hours of 8am-4:30pm (M-F) is the WIU Housing & Dining Services main office at 309-298-3000.

*Moving in/Moving out of the isolated space:*

- Upon leaving Beu Health Center, you will be issued a protective mask – it is expected that you wear this mask at all times when not in your room.
- When moving to your isolation room, we ask that you bring the minimum needed for the 5-7 days you have been asked to move. Examples of these items would be: linens, your computer/text books, comfortable clothes, and snack items.
- You will be provided transportation in a university vehicle courtesy of WIU in order to assist with your move from one residence hall to the other, as needed.
- Upon arriving to the hall, you will have been assigned a room and should check in at the front desk to receive your temporary room key.
- When you have been cleared of isolation, you should contact Beu Health Center who will make contact with University Housing & Dining Services (UHDS) to assist with transportation back to your original hall.
- Upon leaving the isolation hall, you will be expected to return your temporary room key to the front desk and notify the staff that you are checking out.

*Important information regarding the process for meals:*

- You will receive an email from University Housing & Dining Services to inquire if you will opt-in to the provided meal service. You must respond to this email one way or the other. If you do not respond in a timely manner (within 24 hours of the email), you will be charged for meals to be delivered to the floor.
- If you choose to opt-out of the meal service, you will be required for securing your own meals.
- If opting in, meal service will be provided twice daily to the floor. It will arrive around 12:00pm and 5:30pm, and you will be expected to put your mask on, exit your room, and pick up your meal service at the designated area on the floor.
- Meals will be a simple entree, a vegetable, soup & crackers, fruit, jello or pudding and Water or Gatorade. Paper plates, bowls, spoons, forks, napkins, etc. will be provided as well.
- You will be charged a daily rate on your meal plan for each meal -- \$8 a meal. These charges will be assessed after your period of isolation is complete and you depart isolation.
- We do not advise that you call for delivery service when you are in isolation. However, should you choose to do so, you will need to work it out with the delivery service location on how you will make contact to get your food, and it is advised that you wear a mask when doing so.

*What if there is an emergency (ie: fire alarm) when I am in isolation?*

You are expected to follow directions from staff on all emergency procedures during an evacuation as normal, but it should be emphasized that you wear your protective mask to avoid the spread of germs.

*What do I need to do about my classes that I will miss?*

As a student you are responsible to contact your professors to explain your circumstances and inquire about assignments and work missed. If you need assistance in working with faculty, please contact the Student Development Office at: [sdo@wiu.edu](mailto:sdo@wiu.edu) or 309-298-1884. This is the same procedure if you choose to go home for a period of time instead of staying on campus in isolation.

*Important information regarding cleaning and safeguarding against germs:*

- The floor bathroom will be cleaned and wiped down daily.
- A bottle of Oxivir has been left in the bathroom and we ask that you use this to wipe down surfaces you come in contact with in order to prevent the spread of germs between cleanings.

# BEU HEALTH CENTER/UHDS HOUSING COMMUNICATION FORM

Date \_\_\_\_\_

Provider \_\_\_\_\_

Student \_\_\_\_\_

Student ID number \_\_\_\_\_

This student has an abscess and is suspected of having a skin infection with a bacterial infection which may include Staphylococcus / MRSA.

It is anticipated that this will last:

\_\_\_\_\_ 1 week      \_\_\_\_\_ 1-2 weeks      \_\_\_\_\_ 2-3 weeks      \_\_\_\_\_ 3-4 weeks

\_\_\_\_\_ Other \_\_\_\_\_

\_\_\_\_\_ This student may shower as needed.

\_\_\_\_\_ This student should soak in a tub if available once daily.

This student should be given cleaning solution that is bactericidal and has activity for Staphylococcus. Some examples of solutions include Oxivir TB, and a 10% solution of bleach.

This student should use the same shower or tub every day. After they take a shower, or bath, they should saturate that shower, or tub, with a cleaning solution that is bactericidal and has activity for Staphylococcus; making sure to cover all surfaces within the tub or shower after every episode of bathing. They should continue this procedure until their wound(s) is/are healed and no longer draining for 24 hours.

This student should coordinate with the custodial staff on their floor so that the custodian can give extra attention to the shower that the student chooses and can be sure to clean the shower with appropriate care once daily.

The shower **does not** have to be isolated for this student only, if the above precautions are taken and the directions for the cleanser are followed as per the labeling for that product.

\_\_\_\_\_

This patient has a rash which could be consistent with insect bites. Please inspect their room to make sure there is no evidence of bedbugs or other infestation.

\_\_\_\_\_

This patient is having respiratory problems. Please inspect their room to make sure there are no unusual sources of mold, mildew, dust, insect infestation, or animal droppings.

\_\_\_\_\_

This patient is experiencing a medical condition(s) that requires additional housing accommodations. OTHER: \_\_\_\_\_

\_\_\_\_\_

***\*Please have the student return this form to the Hall Clerk or Complex Director in their residence hall.***

# **FACILITIES MANAGEMENT SERVICES**

# FACILITIES MANAGEMENT OVERVIEW

## Maintenance Requests (Service Requests/Work Orders)

All maintenance requests normally are entered by your Hall Clerk or Headstaff member through the Sprocket Work Order System. The Director of Facilities handles the password problems for this system if there is a problem or questions.

**Work Orders--Sprocket ([wiu.upturnhost.com](http://wiu.upturnhost.com)) for standard (NON-EMERGENCY) maintenance work orders.**

- ✘ The web address for this system is: <http://wiu.upturnhost.com/>
- ✘ The username is your building name (if complex, it is still by building)
- ✘ Password is **sprocket** (The password should never be changed)

## Calling into Facilities Management:

### Monday-Friday 1<sup>st</sup> Shift----(7:00am-3:00pm)

**All of Campus: 309-298-1834**

Facilities Management Routing Supervisor: Cindy McClintock (PRESS 1)

### Monday-Friday 2nd Shift----(3:00pm-11:00pm)

**All of Campus: 309-298-1834**

### Monday-Friday 3rd Shift----(11:00pm-7:00am)

**All of Campus: 309-298-1834**

**\*\*If no one picks up, contact OPS**

## Weekends & Holidays

**All of Campus: 309-298-1834**

**\*\*If no one picks up, contact OPS**

If Facilities Management cannot be reached and you are forced to call OPS for any facility related issue, please note that if needed, you can request that the Facilities Management On-Duty Superintendent call your building Duty Phone. This may help when describing an issue or explaining what you need.

**\*Remember when calling OPS, to let the dispatcher know you are calling for a "Facilities Related Issue"**

**\*If the facilities issue needs immediate attention, please let the dispatcher know that you have "An Urgent Situation" or something that needs "Immediate Attention"**

- ✘ Elevator entrapments should automatically be called into OPS.
- ✘ All emergencies should be eyeballed by the duty person before calling in unless time is a critical factor.
- ✘ Remember that typically these charges are charged as OVERTIME to UHDS. PLEASE make sure that the call is justifiable, and cannot wait until morning.
- ✘ No one is on campus for 2<sup>nd</sup> or 3<sup>rd</sup> shift for elevators, paint, or grounds and very few, if any of any other trade.

A few examples of justifiable things to call in on overtime are: elevator problems, a room re-core, broken windows, bodily fluid clean up, safety concerns, etc...

A few examples of non-justifiable things to call in on overtime are: water fountain not working, a toilet that is running (that could otherwise be turned off and bagged), burnt out light bulbs, broken furniture, etc...

# FACILITIES MANAGEMENT OVERVIEW

## Terminology:

**Mechanical Maintenance:** Heating, Air Conditioning, Plumbing, Controls, Kitchens, Appliances, and Ceilings

**Building Maintenance:** Carpenters, Locksmiths, Electricians, Painters, Elevators, Environmental.

**Building Services:** Pest/Animal control, Spills, Biohazard, Trash, Water Clean-up.

## Building & Mechanical Maintenance Staff:

- ✘ This is the staff that handles the work orders that are submitted and do regular maintenance.
- ✘ Each Trade has certain employees assigned to the Residence halls. Sometimes these are by area so you may get to know some of the particular employees.
- ✘ They are not uniformed but should have an ID displayed.
- ✘ Building Maintenance includes Plumbing, Carpentry work, Locksmiths, Electrical, and Painting.
- ✘ Mechanical Maintenance includes Laundry, Heating, Ventilation/Air Conditioning, and Elevators.
- ✘ Know the difference between a “project” and a maintenance requests. If it exists and broke it is maintenance, if it has to be created it is a project. All projects must go through the Director of Residential Facilities.
- ✘ Be patient with unions. They have rules to follow as well.

## Building Services

- ✘ UHDS maintains a close relationship with building services. It is important to maintain these relationships.
- ✘ Custodians bid to their assignment in the halls several times a year.
- ✘ Each Building Service Worker is assigned an area and will become quite familiar with the residents in that area.
- ✘ There are custodial staff members on 2<sup>nd</sup> shift assigned to each area of campus unless there is vacation or sick leave.
- ✘ There is a small crew of custodial staff on 3<sup>rd</sup> shift that covers the entire campus. Be patient on how fast they may arrive to the situation.
- ✘ BSW's are here to provide the environment that is most conducive for learning and community. They are not maids and should not be treated as such. There are some instances however, in which BSW assistance may be needed outside of emergency situations. These are instances in which it will be to your benefit to have established a positive relationship with your building services staff.

## Campus Moves

- UHDS currently has over 3,000 items listed on our active inventory, so it's important that things are not moved around without proper approval.
- Since WIU's campus is Unionized, there are strict rules regarding the moving of items and how is allowed to perform such duties.
- Before any items are moved out of an area (Lounge, Dining Center, Apartment, E-Classrooms, Study Rooms, etc..., you must obtain permission from the Director of Residential Facilities first.

# FACILITIES MANAGEMENT OVERVIEW

## Trash chutes

- Trash chutes are cleaned in the early morning while the doors are still locked from the prior night.
- If a chute is clogged you may attempt to unclog the chute (at the floor in which it clogged) yourself first. If you are unable, you may seek out assistance from your building services staff.
- If someone drops something down the chutes, seek out assistance from Building Services first. They must be the one to open the door at the bottom of the chute.
- Please note that during Opening, Winter Break Closing, and Spring Closing, we may elect to close and lock trash chutes in an effort to avoid the clogging of the chutes.

## Light bulbs

- Light bulb replacement **SHOULD NOT** be submitted through Sprocket.
- If a bulb goes out in a common area or resident room, inform your BSW supervisor so that they may inform the BSW assigned to that area.
- If a light bulb goes out in your apartment it is your responsibility to replace it. You may however, ask your BSW staff for the replacement bulb.

## Relationship with the Hall Clerk

- As issues are found in your building, BSWs should be reporting concerns to the Hall Clerk and building head staff, so work order submission is centralized.
- As residents vacate their rooms, Building Services will complete the checklist on the following page. As rooms are cleaned they will be updated in the Cleaning logs that are viewable by your hall clerk, Complex Director, and members of Facilities Management. It is your responsibility to maintain contact with your hall clerk and to check these rooms as they are cleaned.

## Services that Facilities Management **DOES NOT** Provide:

- Cabinet Refinishing/Painting
- Cleaning of Personal Items
- Computer Repair
- Desk Refinishing/Painting
- Drapery Cleaning
- Fish Tank Repair Maintenance
- Furniture Refinishing/Painting
- Off Campus Moving/Hauling
- Office Equipment Repair
- Picture Framing
- Plant Care - Inside Buildings
- Signage - Painting or Manufacturing
- Telecommunications Repair/Maintenance
- Internet Service
- Tools, Loaned
- Weight/Athletic Equipment Repair

# BUILDING SERVICES STANDARD ROOM CLEANING CHECKLIST

Building \_\_\_\_\_ Room # \_\_\_\_\_ Cleaning Check List

Date: \_\_\_\_\_ Name: \_\_\_\_\_

## Entering:

- Knock on door and announce yourself
- If room has personal belongings, work with a partner (**do not touch or move personal belongings**)

## Lights:

- Change any burnt out lights
- Clean bugs out of light fixtures
- Shut off the lights and lock room

## Windows and Glass:

- Clean window glass, open window and clean window track, wipe down window frame
- Clean any mirrors

## Damages & Replacements:

- Report any damage to the room to your Foreman (lights, furniture, walls, flooring, etc)
- Report or replace bad mattresses

## Cleaning:

- Clean closets making sure to wipe off the shelves
- Move furniture to center of the room
- Starting at the top of the room, dust blinds, vents etc
- Open drawers, wardrobes and vacuum out hair and crumbs
- Clean baseboards
- Clean bulletin boards. Remove tape, staples and other debris. Wipe down.
- Clean bed frame under mattress
- Remove tape, dirt, black marks and smudges etc from walls
- Wipe down door frame and door
- Move furniture to default position
- Scrape off any gum, tape etc from furniture

## Carpet & Flooring:

- Sweep room with a broom if hard surface, or vacuum carpet
- Mop/vacuum where furniture will be moved to
- Mop/vacuum out of the room
- Sweep floor in the center of the room where furniture was

## Disinfecting:

- Disinfect door knob (both sides) and light switch
- Wipe down all sides of furniture with disinfectant, including the drawers you vacuumed
- Wipe down both sides of mattress with disinfectant, if covered in nylon.
- Wipe down heating unit and clean underneath it where applicable.

# GRADUATE AND FAMILY HOUSING CLEANING CHECKLIST

Building: \_\_\_\_\_ Apartment #: \_\_\_\_\_ Date: \_\_\_\_\_

BSW's Name: \_\_\_\_\_ Foreman: \_\_\_\_\_

## Bathroom:

- \_\_\_\_\_ Cabinets items removed; clean inside and outside, shelving in place
- \_\_\_\_\_ Walls scrubbed down, Ceilings wiped down and ceiling vent free from dust and lint
- \_\_\_\_\_ Wash basin cleaned; soap scum and stains removed
- \_\_\_\_\_ Bathtub cleaned; soap scum, stains removed
- \_\_\_\_\_ Tile grout cleaned; free of soap scum, stains and mold
- \_\_\_\_\_ Toilet cleaned inside and out; free of stains
- \_\_\_\_\_ Towel bar and toilet paper holder cleaned
- \_\_\_\_\_ Floors swept and mopped

## Bedrooms:

- \_\_\_\_\_ Walls cleaned
- \_\_\_\_\_ Closets cleaned top to bottom and shelves free of dust
- \_\_\_\_\_ Windows, window sills and screen cleaned inside and outside
- \_\_\_\_\_ Air vent grill free of dirt and dust
- \_\_\_\_\_ Clean baseboards
- \_\_\_\_\_ Floors swept/vacuumed: mopped and free of scuff marks/carpet shampooed
- \_\_\_\_\_ Wipe down all furniture and ensure the dresser drawers are clean inside

## Living Room:

- \_\_\_\_\_ Walls cleaned
- \_\_\_\_\_ Windows, window sills and screen cleaned inside and out
- \_\_\_\_\_ Air vent grill free of dirt and dust
- \_\_\_\_\_ Clean baseboards
- \_\_\_\_\_ Floors swept/vacuumed; mopped and free of scuff marks/carpet shampooed
- \_\_\_\_\_ Wipe down all furniture and ensure all drawers are clean inside

## Kitchen:

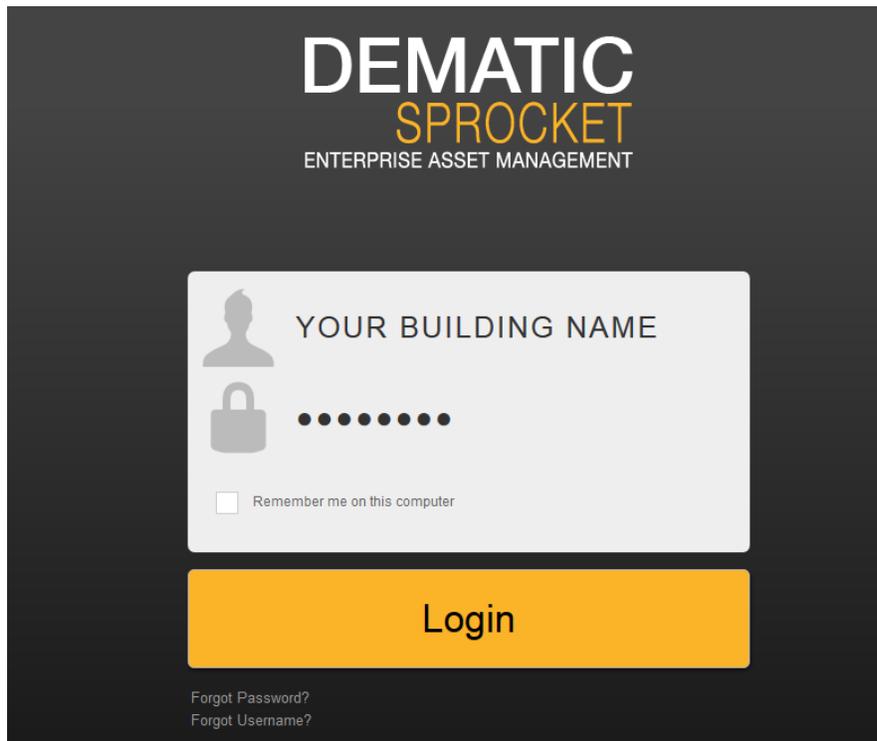
- \_\_\_\_\_ Oven cleaned; free of all grease, baked on food, etc.
- \_\_\_\_\_ Oven racks, broiler pans free of all grease and grime
- \_\_\_\_\_ Clean stove top, burners, drip pans, controls, stove exterior thoroughly washed down, etc.
- \_\_\_\_\_ Cabinets: all items removed, clean inside and outside
- \_\_\_\_\_ Refrigerator: interior washed; exterior cleaned including door seal
- \_\_\_\_\_ Freezer defrosted, cleaned (including ice cube trays)
- \_\_\_\_\_ Counter tops cleaned and free of stains
- \_\_\_\_\_ Sink scrubbed and free of stains
- \_\_\_\_\_ Garbage disposal cleaned, working and free of food and debris inside
- \_\_\_\_\_ Wall and floors cleaned behind and under stove and refrigerator
- \_\_\_\_\_ Fire extinguisher wiped off and checked
- \_\_\_\_\_ Windows cleaned inside and outside
- \_\_\_\_\_ Baseboards cleaned
- \_\_\_\_\_ Floor swept, mopped, free of scuff marks: apply wax if needed

## Other:

- \_\_\_\_\_ All mirrors cleaned free of streaks
- \_\_\_\_\_ All light fixtures cleaned and free of dust and bugs
- \_\_\_\_\_ Doors and door frames cleaned and free of scuff marks and dirt
- \_\_\_\_\_ Outside mailbox cleaned out
- \_\_\_\_\_ All burned out light bulbs replaced
- \_\_\_\_\_ Report any damage to the room to your Foreman (lights, furniture, walls, flooring, mattress, etc.)
- \_\_\_\_\_ Shut off the lights and lock apartment

# SPROCKET PROCEDURES

## 1) SIGNING IN



USERNAME: Your Building Name (If it is a complex, each building has it's own account)  
PASSWORD: "sprocket" (all lower case)

## 2) NAVIGATING



- You have three tabs in the Work Management console when you log in:
1. Sprocket Portal-the blank landing page when you log in
  2. My Requests-displays requests you have submitted
  3. New Work Order-the new work order screen



### 3) SUBMITTING A REQUEST

Insert Requested Information

This box is for events, you should never fill this box out

Restate building and location of problem. Be detailed!

Once submitted, your work order will be issued a unique number.

A comma will appear in the contact box. This will need to be deleted before you can enter your information.



When inserting pictures, shrink them down to 300x400 pixels.

## 4) FOLLOWING UP

Western Illinois University  
Work Management

JROSELEB | My Account | Logout  
7/25/2014 11:33 AM

SprocketPortal My Requests **New Work Order**

My Requests

Refresh Search

**New Work Order**

Dispatch Actions Saved Searches Export

To Review A Detailed Record, Select "My Requests"

Western Illinois University  
Work Management

JROSELEB | My Account | Logout  
7/25/2014 11:33 AM

SprocketPortal My Requests **New Work Order**

My Requests

Refresh Search

**New Work Order**

Dispatch Actions Saved Searches Export

Page size: 200

Showing 388 items in 2 pages. Total Results 388

Work Order Identifier	Status	Request Name	Reported By	Contact	Contact Phone	Contact Email	Date Opened	Date Closed	Location Description	Short Description	Comments	Follow Up	Tenant Closed	Tenant Name	Room
233164	Waiting for Assignment	SERVICE REQUEST	JROSELEB	Joe Roseleb	8-3320	JA-roseleb@wiu.edu	7/25/2014 11:27 AM		HENNINGER HALL	Quick Service Call	In the BA/HE Underground decorative panel has come off the front of the lower bar area and now is no longer there. Please repair.				Underground
232990	Assigned	ELECTRICIAN	JROSELEB	Joe Roseleb	8-3320	JA-Roseleb@wiu.edu	7/24/2014 8:51 AM		TANNER HALL	Electrical work	In Tanner Hall, Apt. D (CD Apt.), please replace pull string in bedroom closet and it was reported to be broken. Tenant scheduled to more in Tuesday, July 29, 2014.				Apt. D
232989	Assigned	CARPENTER	JROSELEB	Joe Roseleb	8-3320	JA-Roseleb@wiu.edu	7/24/2014 8:42 AM		HENNINGER HALL	Carpentry work	In Henninger Hall, Red Room, please re-attach vinyl base on west wall.				Red Room
232972	Assigned	ELECTRICIAN	JROSELEB	Joe Roseleb	8-3320	JA-Roseleb@wiu.edu	7/23/2014 5:01 PM		SEAL HALL	Electrical work	In Seal Hall, 1st floor, West wing, the east face of the hallway clock has stopped and will not work. Please repair.				Halfway
232971	Assigned	ELECTRICIAN	JROSELEB	Joe Roseleb	8-3320	JA-Roseleb@wiu.edu	7/23/2014 4:38 PM		SEAL HALL	Electrical work	In Seal Hall, 3rd floor, east wing, The outlet on the north wall in room 203 in the AOD Resource Center is not working. We plugged in two items to check and neither one would turn on.			Kaycee Peterman	203
232968	Assigned	LOCKSMITH	JROSELEB	Joe Roseleb	8-3320	JA-Roseleb@wiu.edu	7/23/2014 4:07 PM		BAYLISS HALL	Locksmith work	Football camp coordinators would like to lock the stairwell doors in BA from floors 5-14 tomorrow (Thurs 7-24) through Saturday as they are only using 3 floors in that building and they are concerned with campers investigating the building. We can go ahead and unlock on Monday, July 28.			Football Camp 2014	Stairwells
232884	Assigned	HVAC	JROSELEB	Anna Korbel	309-298-3229	ak-korbel@wiu.edu	7/23/2014 6:35 PM		LINCOLN HALL	UMR / Building engineer / Temperature Controls work	Air Conditioner in Lincoln Hall room 803 is leaking water onto the carpet. Air conditioner unit was turned off to prevent more water from leaking out.				803
232881	Assigned	PLUMBER	JROSELEB	Sunami, Naoyuki	(309)569-9447	n-sunam@wiu.edu	7/22/2014 3:58 PM		INTERNATIONAL HOUSE	Plumbing work	Please repair a water leak of the shower head at the 3rd floor north bathroom of Westbrook House. When it is in use, it squirts water from the joint indicated in the picture attached here.			per Naoyuki Sunami	North Bathroom
232833	Assigned	LOCKSMITH	JROSELEB	ROSELEB, JOSEPH	8-3320	JA-ROSELEB@WIU.EDU	7/22/2014 8:47 AM		CORBIN HALL	Locksmith work	In CO/OL Hall Clerk Office, please install small key cabinet for Aux keys.				Hall Clerk Office
232828	Assigned	LOCKSMITH	JROSELEB	ROSELEB, JOSEPH	8-3320	JA-ROSELEB@WIU.EDU	7/22/2014 7:46 AM		SEAL HALL	Locksmith work	Please make the following keys and deliver to Sara Featherlin in Seal Hall 149 MESS (1)IM46 (2)M70 (1)Key to Washington Entrance door only—not sub for entire building if possible. If not, then submaster.				KEYS
232810	Assigned	HVAC	JROSELEB	Joe Roseleb	8-3320	JA-Roseleb@wiu.edu	7/21/2014 3:19 PM		WASHINGTON HALL	UMR / Building engineer / Temperature Controls work	In Washington, Apt. B, please repair garbage disposal. When turned on it makes a crunching sound like something is lodged in it. Tenant tried to clear it, but didn't find anything obstructing.	7-24-2014	7-25-2014	Trey Yocum	Apt. B

To select a particular work order, just click on the work order number

233164	Waiting for Assignment	SERVICE REQUEST	JROSELEB	Joe Roseleb	8-3320	JA-roseleb@wiu.edu	7/25/2014 11:27 AM		HENNINGER HALL	Quick Service Call	In the BA/HE Underground decorative panel has come off the front of the lower bar area and now is no longer there. Please repair.				Underground
232990	Assigned	ELECTRICIAN	JROSELEB	Joe Roseleb	8-3320	JA-Roseleb@wiu.edu	7/24/2014 8:51 AM		TANNER HALL	Electrical work	In Tanner Hall, Apt. D (CD Apt.), please replace pull string in bedroom closet and it was reported to be broken. Tenant scheduled to more in Tuesday, July 29, 2014.				Apt. D
232989	Assigned	CARPENTER	JROSELEB	Joe Roseleb	8-3320	JA-Roseleb@wiu.edu	7/24/2014 8:42 AM		HENNINGER HALL	Carpentry work	In Henninger Hall, Red Room, please re-attach vinyl base on west wall.				Red Room

## 5) SEARCHING FOR WORK ORDERS

Western Illinois University  
Work Management

SprocketPortal My Requests New Work Order

My Requests

Refresh Search

Dispatch Actions Saved Searches Export

To perform a search for a variety of fields, click here.

Saved searches have already been formatted to help you quickly narrow your search.

Western Illinois University

My Requests - All

Search Criteria (MY REQUESTS - ALL)

Work Order Identifier, Request Type, Request Code, State, Status, Account Code, Project Account, Contact, Contact Phone, Contact Email, Tenant Name, Room, Short Description, ReportedBy Equals, Employee Equals, Supervisor Equals, PM Project, WorkType, Shop, Craft, Location Identifier, Location Description, Date Opened On or After, Date Opened On or Before, Date Closed On or After, Date Closed On or Before, End Date On or After, End Date On or Before, Target End Date On or After, Target End Date On or Before, Target Start Date On or After, Target Start Date On or Before

You can search in a variety of fields. Remember to clear out before returning to "My requests" page.

## 6) PRINTING WORK ORDERS

Western Illinois University

Work Management

SprocketPortal My Requests New Work Order

My Requests - All

Refresh Search

New Work Order

Print

Add Note to Work Order

Update Tenant Info

Total Results 1681

Work Order Identifier	Status	Request Name	Reported By	Contact	Contact Phone	Contact Email	Date Opened	Date Closed	Location Description	Short Description	Comments	Closing Comments	Follow Up	Tenant Closed	Tenant Name	Room
30645	Closed	BS	THOMPSON	denise daugherty	8-3625	DL-Daugherty@wiu.edu	5/16/2017 3:44 PM	5/18/2017 4:53 PM	THOMPSON HALL	Building Services work	In Thompson on floor 1 behind the desk, vacuum #15 will not pick up.	PICKED UP, REPAIRED AND RETURNED DONE WAYNE RITTENHOUSE 5/17/17 1:5 Closed Complete				behind desk
30646	Assigned	PAINT	THOMPSON	denise daugherty	8-3625	DL-Daugherty@wiu.edu	5/16/2017 2:05 PM		THOMPSON HALL	Painting	In Thompson on floor 15m in the men's lounge, there is a large indentation and crack on the wall.					men's lounge
30643	Assigned	ELECTRICIAN	THOMPSON	denise daugherty	8-3625	DL-Daugherty@wiu.edu	5/16/2017 2:05 PM		THOMPSON HALL	Electrical work	In Thompson on floor 16m in the lobby outside of the lounge, the light above the bulletin board is broken.					men's lobby
30642	Assigned	PAINT	THOMPSON	denise daugherty	8-3625	DL-Daugherty@wiu.edu	5/16/2017 2:04 PM		THOMPSON HALL	Painting	In Thompson on floor 14m in the men's lounge, the material between the wall and the floor is ripped on the back wall.					men's lounge
30643	Assigned	PAINT	THOMPSON	denise daugherty	8-3625	DL-Daugherty@wiu.edu	5/16/2017 2:00 PM		THOMPSON HALL	Painting	In Thompson on floor 13m across from room 1302 in the hallway, there is a patch of paint missing.					across from room 1302 in the hallway
30643	Closed	CARPENTER	THOMPSON	denise daugherty	8-3625	DL-Daugherty@wiu.edu	5/16/2017 2:00 PM	6/6/2017 9:16 AM	THOMPSON HALL	Carpentry work	In Thompson on floor 13m outside of rooms 1312 and 1320 the door number signs are off. They are in my office on the table by my desk.	Closed Complete				rooms 1312 and 1320
30643	Assigned	PAINT	THOMPSON	denise daugherty	8-3625	DL-Daugherty@wiu.edu	5/16/2017 1:57 PM		THOMPSON HALL	Painting	In Thompson on floor 13m in the elevator lobby, there is a large crack and paint/wall damage across from the elevators.					elevator lobby
30642	Closed	CARPENTER	THOMPSON	denise daugherty	8-3625	DL-Daugherty@wiu.edu	5/16/2017 1:55 PM	6/6/2017 9:11 AM	THOMPSON HALL	Carpentry work	In Thompson on floor 13m in the non ra side, the glass from the alarm pull station is missing.	Closed Complete				men's non ra side
30642	Assigned	PAINT	THOMPSON	denise daugherty	8-3625	DL-Daugherty@wiu.edu	5/16/2017 1:52 PM		THOMPSON HALL	Painting	In Thompson on floor 13m in the men's lounge there is a dime sized hole in the wall right across from the lounge door.					men's lounge

## 7) CLOSING OUT WORK ORDERS

# 1 SELECT ROW YOU ARE WANTING TO EDIT

2

Western Illinois University

Work Management

SprocketPortal My Requests New Work Order

My Requests - All

Refresh Search

Dispatch Actions Saved Searches Export

New Work Order

Print

Add Note to Work Order

Update Tenant Info

Total Results: 1682

Work Order Identifier	Status	Request Name	Reported By	Contact	Contact Phone	Contact Email	Date Opened	Date Closed	Location Description	Short Description	Comments	Closing Comments	Follow Up	Tenant Closed	Tenant Name	Room
309904	Assigned	CARPENTER	THOMPSON	Joe Rosalieb	8-3320	JA.Rosalieb@wiu.edu	7/13/2017 4:01 PM		THOMPSON HALL	Carpentry work	Thompson Hall—Room 1007—window is shattered. MACOMB GLASS – PLEASE REPLACE GLASS. WE HAVE GLASS.					1007
306489	Closed	BS	THOMPSON	denise daugherty	8-3825	DL-Daugherty@wiu.edu	5/16/2017 3:44 PM	5/18/2017 4:53 PM	THOMPSON HALL	Building Services work	In Thompson on floor 1 behind the desk, vacuum #15 will not pick up.	PICKED UP, REPAIRED AND RETURNED DONE WAYNE RITTENHOUSE 5/17/17 1:5 HR				behind desk
306440	Closed	PAINT	THOMPSON	denise daugherty	8-3825	DL-Daugherty@wiu.edu	5/16/2017 2:08 PM	7/11/2017 10:28 AM	THOMPSON HALL	Painting	In Thompson on floor 15m in the men's lounge, there is a large indentation and crack on the wall.	Closed Complete				men's lounge
306438	Assigned	ELECTRICIAN	THOMPSON	denise daugherty	8-3825	DL-Daugherty@wiu.edu	5/16/2017 2:05 PM		THOMPSON HALL	Electrical work	In Thompson on floor 15m in the lobby outside of the lounge, the light above the bulletin board is broken.					men's lobby
306437	Closed	PAINT	THOMPSON	denise daugherty	8-3825	DL-Daugherty@wiu.edu	5/16/2017 2:04 PM	7/11/2017 10:27 AM	THOMPSON HALL	Painting	In Thompson on floor 14m in the men's lounge, the material between the wall and the floor is ripped on the back wall.	Closed Complete				men's lounge
306435	Closed	PAINT	THOMPSON	denise daugherty	8-3825	DL-Daugherty@wiu.edu	5/16/2017 2:01 PM	7/13/2017 9:30 AM	THOMPSON HALL	Painting	In Thompson on floor 13m across from room 1302 in the hallway, there is a patch of paint missing.	Closed Complete				across from room 1302 in the hallway
306433	Closed	CARPENTER	THOMPSON	denise daugherty	8-3825	DL-Daugherty@wiu.edu	5/16/2017 2:00 PM	5/8/2017 8:10 AM	THOMPSON HALL	Carpentry work	In Thompson on floor 13m outside of rooms 1312 and 1320 the door number signs are off. They are in my office on the table by my desk.	Closed Complete				rooms 1312 and 1320
306430	Closed	PAINT	THOMPSON	denise daugherty	8-3825	DL-Daugherty@wiu.edu	5/16/2017 1:57 PM	7/13/2017 9:31 AM	THOMPSON HALL	Painting	In Thompson on floor 13m in the elevator lobby, there is a large crack and paint/wall damage across from the elevators.	Closed Complete				elevator lobby
306429	Closed	CARPENTER	THOMPSON	denise daugherty	8-3825	DL-Daugherty	5/16/2017 1:55 PM	5/8/2017 9:11 AM	THOMPSON HALL	Carpentry work	In Thompson on floor 13m in the non ra side, the glass from the alarm pull station is missing.	Closed Complete				men's non ra side

3

Update Tenant Info

UPDATE TENANT INFO

1) Tenant Name: \*

2) Tenant Close: \*

3) Follow Up: \*

Submit Cancel

INSERT INFORMATION AND SELECT SUBMIT

## SPROCKET PROCEDURES



- 1.) Remember to fill out the form completely as this helps when performing searches.
- 2.) After you have completed a search, you must go back and clear out the search fields in order to see an exhaustive list of work orders for your building.
- 3.) Remember to restate the information as part of the narrative in the description field.
- 4.) If you attached photos, make sure they are small in size and you shrink to fit the description box. This will prevent the work orders from printing on multiple pages.
- 5.) After you submit a work order, it may look like it didn't go through as the form does not default back to being empty. Do NOT keep resubmitting---if you are in doubt, go to "My Requests" and see if the work order has been generated.
- 6.) If you find that a work order hasn't been attended to and it's been 2 weeks since the initial submission, Do NOT resubmit a new work order---this only puts a duplicate ticket in the rotation, instead, gather the work order number and work with the Director or Assistant Director of Residential Facilities to see if the work can be moved to a higher priority.
- 7.) Do NOT list multiple issues on one ticket---each issue should be submitted as a separate work order.
- 8.) Do NOT put in work orders for light bulbs---these are simple fixes and instead should be submitted through your BSW Supervisor.
- 9.) Remember technology issues such as problems with Cable TV, Internet, Wireless, Computers, etc... should not be submitted through Sprocket, but rather Utech's work order system.
- 10.) Reference the list of items that UHDS handles independently first before submitting work orders for things like reupholstery, signage, microfridges, etc.... These things should not be submitting via sprocket and will be sent back.

## FOLLOWING UP ON WORK ORDERS

Each building is responsible for following up on work order. This is not only a way to ensure efficient and effective maintenance of our facilities but a great way for you to get face time with your communities. Work orders shall be checked on a weekly basis. All work orders that are two or more weeks in outstanding status or need priority in terms of attention, need to be submitted to the Director of Residential Facilities during the monthly Residence Life meeting. In order to accommodate our residents' privacy please follow the following guidelines:

- Knock on the door and politely, announce yourself and explain the reason for your presence at that location. "hello this is ACD (*your name*), I am following up on a maintenance request for room (*their room number*)"

Whenever following up on maintenance requests, residents may not always be in their rooms. If this happens repeatedly, you may key under maintenance. Remember, just because the student does not answer the door, does not mean that no one is there. The resident may be asleep, have headphones in, or simply not feel like answering the door. To respect the resident's privacy and to avoid any confusion when keying into resident rooms for work order follow-ups, you should always:

- Knock a second time on the door and politely, announce yourself and explain the reason for your presence at that location. "hello this is ACD (*your name*), I am following up on a maintenance request for room (*their room number*)"
- Knock a third time and politely, announce yourself, you are keying into the room, and why you are keying in. "Hello this is ACD (*your name*), I am keying into (*their room number*) to follow up on a maintenance request.
- As you enter the room, do so hesitantly and continue to announce yourself.
- Any time that you key into a room you are to leave a "While you were out tag", just as members of Facilities Management are required to do. This will not only shows residents that we are concerned and following up with their concerns but also provides them with piece of mind that we hold ourselves accountable and no one "going through their rooms without reason".
- While you were out tags are located on the S: drive under UHDS > EVERYONE > FACILITIES GRADS. Tags can be opened in Microsoft Publisher so that you may fill in your contact information prior to printing.

<b>University Housing &amp; Dining Services</b>	
<b>WHILE YOU WERE AWAY</b>	
DATE: _____	TIME: _____
REASON FOR VISIT: _____	
_____	
_____	
_____	
_____	
_____	
_____	
_____	
NAME OF STAFF MEMBER: _____	
PHONE NUMBER TO CONTACT: _____	

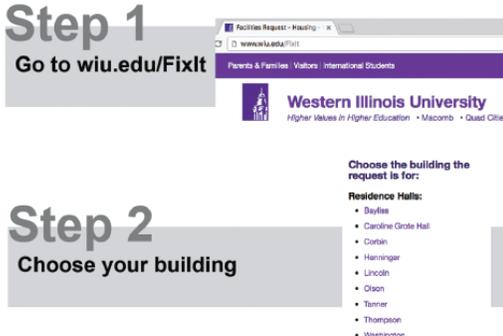
## USING “FIX IT” LINK

- Encourage residents, RA’s and Desk Workers to use the online “Fix It” tool for routine maintenance issues. [www.wiu.edu/fixit](http://www.wiu.edu/fixit)
- This will help maintenance flow smoothly through the proper channels.
- For any issues with the “Fix It” link, work with the Director of Residential Facilities
- PDF of the image below is located on the S: drive under UHDS> Facilities> Signage. This may be printed and given to residents in an effort to help promote this practice.
- When working with residents on submitting work orders, please make sure they are providing details (side of room issue is located on, window-right, left, center, temperature readings from heating/cooling issues, etc....)

# Submitting a {work order}

## Step 1

Go to [wiu.edu/FixIt](http://wiu.edu/FixIt)

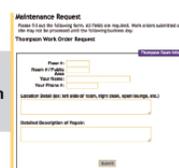


## Step 2

Choose your building

## Step 3

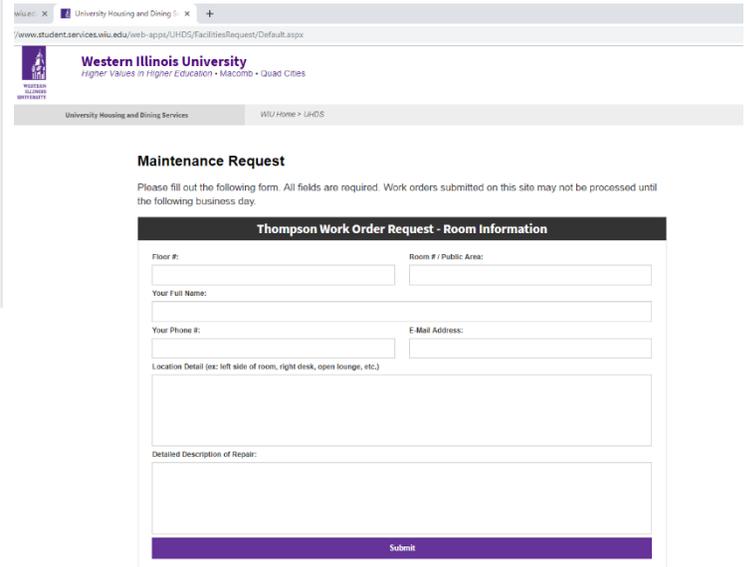
Fill out the form with a detailed description of the reason for your request



{we will take it from here}

Questions? Contact your RA or 24-hour information desk





## LAUNDRY

- We are a self-operated laundry department, meaning we service our own equipment and do not have any contractual agreements with any outside companies.
- All of our residential laundry equipment was replaced in the summer of 2012 (Thompson Summer of 2013).
- All of our machines accept both Coin and Card.
- Facilities Management performs all of the service for our **machines** on campus
- UTech performs all of the service on the **card readers** on campus.
- Problems with the actual machines should be directed to Facilities Management via the online work order system.
  - *Common issues include smoking (from overloading), water not draining properly, washer making a loud clanking sound (from overloading), and dryers not drying clothes (usually related to overloading).*
- If you have card reader problems, these go to University Technology.
  - *Common issues include reader not talking to machine (Slid card through, selected machine, but machine wouldn't start), couldn't select a machine, card reader not powered, etc...*
- When a machine goes out, please get a sign from your clerk's office and post on the machine. Once the technician has completed their work, they will bring the sign back to the clerk and the tenant closed field can be filled out with the date and initials indicating the work has been completed.
- Replacement "Out of Order" Signs can be picked up from the Assistant Director of Residential Facilities.

### COIN DRAW FOUND LEFT OPEN:

- Coin trays are emptied on a weekly basis (rotating schedule). If a coin tray is found open, do the following:
  - Count the change that is in the tray
  - Store the coins and tray securely with your Hall Clerk
  - Place an "Out of Order Sign" on the machine
  - Email the Assistant Director of Residential Facilities, stating that a coin tray was left open, how much money was in it, and where the tray and coins are stored.
  - Facilities assistants will arrive ASAP to re-insert the tray properly and to collect the loose change.

### WASH ALERT

- To access website go to ***washalert.wiu.edu***
  - Web interface that allows students and staff to view which machines are available
  - Can also utilize program to see any units that are not online or that are not functioning correctly
  - If you experience issues with Wash Alert you can submit a work order through Utech Helpdesk



### **Speed Queen Topload and Frontload Washer Fault Codes:**

**Alarm** - Break In Alarm Door - Service door or coin vault switches.  
**door** - Door Open Indicator - Close door if open. If door is not open, check door switch for improper wiring.  
**E:00** - General Error - Re-aim micro-wand and try again.  
**E:01** - Proximity Error - Micro-wand is incorrectly aimed at infrared communicator. Re-aim micro-wand and try again.  
**E:02** - IR Communication Disconnection - Micro-wand has been removed before communication complete. Re-aim micro-wand and try again.  
**E:05** - Invalid Value Communication - This error occurs when an invalid codes has been downloaded from the micro-wand to the electronic control. Re-aim micro-wand and try again.  
**E:07** - Inoperative Control - Replace control board.  
**E:08** - Inoperative Control - Replace control board.  
**E:09** - Proximity Error - Micro-wand has been removed before communication complete. Re-aim micro-wand and try again.  
**E:0B** - IR Communication Disconnection - Micro-wand has been removed before communication complete. Re-aim micro-wand and try again.  
**E:0C** -IR Communication Disconnection - Micro-wand has been removed before communication complete. Re-aim micro-wand and try again.  
**E:0d** - Pressure Switch Error - Check fill and drain hoses for clogs or kinks and check electrical circuit. Replace in defective.  
**E:0F** - IR Communication Programmed Off - Reprogram Infrared communicator on and manually enable IR on control. Re-aim micro-wand and try again.  
**E:dF** - Drive Failure - Check motor and tachometer circuit open. Disconnect power and restart machine to reset.  
**E:dL** - Door Lock Error - Open and close door. Check door lock and switches.  
**E:dO** - Door Open During Running Cycle - Make sure door is properly closed. Check door lock and switches for defects.  
**E:dr** - Drain Error - Maximum drain time exceeded or water is still being detected at end of spin cycle.  
**E:FL** - Fill Error - Pressure switch fails to open in 30 minutes in any fill agitate cycle.  
**E:HT** - Heater Error - Replace bad heat circuit component.  
**E:OP** - Open Temperature Sensor Error - Replace temperature sensor.  
**E:Pr** - Pressure Switch Sequence Error - Replace pressure switch.  
**E:SH** - Shorted Temperature Sensor Error - Replace temperature sensor.  
**E:SP** - SPI Communication Error - This error is caused by transformer unplugged or wiring to motor control incorrect.  
**E:Ub** - Unbalance Error - Redistribute load and run cycle.  
**EC:00** - General Communication Error - Communication problem. Try card again.  
**EC:02** - Time Out Error - Communication problem. Try card again.  
**EC:03** - Invalid Command Code - Wrong machine type. Before downloading, ensure data is current for machine type.  
**EC:05** - Invalid or Out-Of-Range Data - Wrong machine type. Before downloading, ensure data is current for machine type.  
**EC:06** - Invalid Data Code - Wrong machine type. Card my need to be replaced. fore downloading, ensure data is current for machine type.  
**EC:09** - Corrupted Data Error - Communication problem. Try card again.  
**EC:0A** - Invalid Machine Type - Wrong machine type. Before downloading, ensure data is current for machine type.  
**EC:19** - No Card Reader Communication - Power down unit and power back up to try again. If error persists, reader or control board is faulty.  
**EC:20** - Unreadable Card - Clean chip card and card reader contacts. If error persists, card may be bad.  
**EC:21** - Security ID Mismatch - Wrong card. Use card with correct security code.  
**EC:22** - Site Code Mismatch - Wrong card. Use card with correct security code.

**EC:23** - Card Maximum Value Exceeded - Use card which does not exceed maximum value.  
**EC:24** - Insufficient Memory On Card - Download card contents to PC and clear card for re-use.  
**EC:25** - Card Reader Malfunction - Card reader may need to be replaced.  
**EC:26** - Card Write Error - Try card again. If error persists, card may need to be replaced.  
**EC:27** - Diagnostic Test Card Write Failure - Card reader may need to be replaced.  
**EC:28** - Diagnostic Test Card Write Failure - Card reader may need to be replaced.  
**EC:29** - Diagnostic Test Memory Test Failure - Card reader may need to be replaced.  
**EC:2A** - Diagnostic Test Card Interface Failure - Card reader may need to be replaced.  
**EC:2b** - Diagnostic Test Flash Failure - Card reader may need to be replaced.  
**EC:2C** - Bad Biberon or Non-Biberon Device - Card reader may need to be replaced.  
**EC:2d** - Firmware Update Failed S/W (Software) Not Intact - Card reader may need to be replaced.  
**EC:2E** - Firmware Update Failed S/W (Software) Not Intact - Card reader may need to be replaced.  
**EC:2F** - Firmware Updates, S/W Not Intact - Card reader may need to be replaced.  
**EC:30** - Timeout Error - Card reader may need to be replaced.  
**EC:31** - Hotlisted Card Inserted Into Reader - If card is hotlisted, control will destroy card.  
**EC:50** - Loyalty Purse Read Error - Try card again. If error persists, card may need to be replaced.  
**EC:56** - Loyalty Purse Write Error - Try card again. If error persists, card may need to be replaced.  
**EI:00** - General Communication Error - Re-aim micro-wand and try again.  
**EI:01** - Bad Transmission - Re-aim micro-wand and try again.  
**EI:02** - Device Timeout - Re-aim micro-wand and try again.  
**EI:03** - Invalid Command Code - Wrong machine type. Before downloading, ensure data is current for machine type.  
**EI:04** - Expecting Upload Request - Re-aim micro-wand and try again.  
**EI:05** - Invalid or Out-Of-Range Data - Wrong machine type. Before downloading, ensure data is current for machine type.  
**EI:06** - Invalid Data Code - Wrong machine type. Before downloading, ensure data is current for machine type.  
**EI:07** - Error Writing to RTC - Control may need to be replaced.  
**EI:08** - Error Writing to EEPROM - Control may need to be replaced.  
**EI:09** - CRC-16 Error - Re-aim micro-wand and try again.  
**EI:0A** - Invalid Machine Type / Proximity Error - Wrong machine type. Before downloading, ensure data is current for machine type. Re-aim micro-wand and try again.  
**EI:0F** - Invalid Wake-up of IR Disabled - Manually enable IF on control and re-aim micro-wand and try again.  
**ERR / Err** - Coin Error - Check coin drop area and remove any obstruction.  
**OFF** - Break Down In Alarm Shutdown Error - Service door or coin vault switches.  
**Speed Queen Dryer Fault Codes:**  
**Alarm** - Break In Alarm Door - Service door or coin vault switches.  
**E:00** - General Error - Re-aim micro-wand and try again.  
**E:01** - Proximity Error - Micro-wand is incorrectly aimed at infrared communicator. Re-aim micro-wand and try again.  
**E:02** - IR Communication Disconnection - Micro-wand has been removed before communication complete. Re-aim micro-wand and try again.  
**E:05** - Invalid Value Communication - This error occurs when an invalid codes has been downloaded from the micro-wand to the electronic control. Re-aim micro-wand and try again.  
**E:07** - Inoperative Control - Replace control board.  
**E:08** - Inoperative Control - Replace control board.

**E:09** - Proximity Error - Micro-wand has been removed before communication complete. Re-aim micro-wand and try again.

**E:0B** - IR Communication Disconnection - Micro-wand has been removed before communication complete. Re-aim micro-wand and try again.

**E:0C** -IR Communication Disconnection - Micro-wand has been removed before communication complete. Re-aim micro-wand and try again.

**E:0F** - IR Communication Programmed Off - Reprogram Infrared communicator on and manually enable IR on control. Re-aim micro-wand and try again.

**E:OP** - Open Temperature Sensor Error - Replace temperature sensor.

**E:SH** - Shorted Temperature Sensor Error - Replace temperature sensor.

**EC:00** - General Communication Error - Communication problem. Try card again.

**EC:02** - Time Out Error - Communication problem. Try card again.

**EC:03** - Invalid Command Code - Wrong machine type. Before downloading, ensure data is current for machine type.

**EC:05** - Invalid or Out-Of-Range Data - Wrong machine type. Before downloading, ensure data is current for machine type.

**EC:06** - Invalid Data Code - Wrong machine type. Card may need to be replaced. Before downloading, ensure data is current for machine type.

**EC:09** - Corrupted Data Error - Communication problem. Try card again.

**EC:0A** - Invalid Machine Type - Wrong machine type. Before downloading, ensure data is current for machine type.

**EC:19** - No Card Reader Communication - Power down unit and power back up to try again. If error persists, reader or control board is faulty.

**EC:20** - Unreadable Card - Clean chip card and card reader contacts. If error persists, card may be bad.

**EC:21** - Security ID Mismatch - Wrong card. Use card with correct security code.

**EC:22** - Site Code Mismatch - Wrong card. Use card with correct security code.

**EC:23** - Card Maximum Value Exceeded - Use card which does not exceed maximum value.

**EC:24** - Insufficient Memory On Card - Download card contents to PC and clear card for re-use.

**EC:25** - Card Reader Malfunction - Card reader may need to be replaced.

**EC:26** - Card Write Error - Try card again. If error persists, card may need to be replaced.

**EC:27** - Diagnostic Test Card Write Failure - Card reader may need to be replaced.

**EC:28** - Diagnostic Test Card Write Failure - Card reader may need to be replaced.

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**EI:0A** - Invalid Machine Type / Proximity Error - Wrong machine type. Before downloading, ensure data is current for machine type. Re-aim micro-wand and try again.

**EI:0F** - Invalid Wake-up of IR Disabled - Manually enable IF on control and re-aim micro-wand and try again.

**ERR / Err** - Coin Error - Check coin drop area and remove any obstruction.

**OFF** - Break Down In Alarm Shutdown Error - Service door or coin vault switches.

**OP** - Open Thermistor - Replace thermistor.

**SH** - Shorted Thermistor - Replace thermistor.

## TEMPERATURE: AIR CONDITIONING/HEATING PROCEDURES

All of the residence halls are air conditioned and heated. The process of switching from air to heat or from heat to air is guided by long range weather forecasts, day and evening temperatures, and scheduling of maintenance.

Facilities Management must protect the aged equipment so heating and cooling can be provided for the duration of each season. If a system is turned on or off prematurely, a system failure can occur, resulting in a 6- to 8-week wait for replacement parts. Most campus buildings are two pipe systems, which means the same piping is used for both heating/cooling and the changeover is not automated. Therefore, filling the cooling coils in most buildings to ready them for operation creates a risk of destroying the University's older air conditioning equipment if temperatures dramatically decrease after operations begin.

In addition, preparing these systems for operation is a multi-day process that takes many hours of labor, which has to be re-done if Facilities Management is forced to drain the systems to prepare for a cold weather snap. This is additional time we do not have available due to staffing requirements and other campus wide priorities.

**For Air Conditioning to be turned on:** We need 3 consecutive days of 80 degree weather or higher and for the night temperature not to drop below 50 degrees.

**For Heating to be turned on:** We need 3 consecutive days of the weather to not go above 60 degrees and for the night low temperatures to not go above 45 degrees.

*Please note that these above protocols are just guidelines. These are not set in stone and followed exactly as written. As I stated before we look at both the short term and long term forecasts.*

**An example to student explaining why the air conditioning is not turned on in the early spring months:**

*Student,*

*The reason the air conditioning is not turned on in the buildings is due to the mechanical engineering in our facilities. In most of our buildings we have what is called a two piped system. Due to this, we are only able to either have 1.)Air or 2.)Heat. Because of these capabilities it is very difficult to switch back and forth like it is in a typical home.*

*In these regards, since we only get one chance to turn on the air we look at many things before giving the "Ok" to our Facilities Management staff. These decisions include looking at the short term forecast, as we need 3 consecutive days of 80 degrees or higher and for the night temperature not to drop below 50 degrees, as well as the long range forecast. If you look at the weather for the next week, you can see that the weather is still predicted to be that of cooler temperatures (insert forecast temps-accuweather.com)...*

*As I'm sure you are doing this already, it is recommended that you open your windows and keep your doors open to circulate air through the halls. In addition, if you feel your room is excessively hot you can go to your front desk and check out a thermometer. Take this thermometer back to your room and take 2-3 temp readings in the middle of the room, 3-5 minutes apart. When this is complete, take the results back to the front desk and they will notify the hall clerk. The clerk will then know how to proceed.*

## TEMPERATURE CONTROL PROCEDURES

- ✘ In buildings where a readable thermostat is present in the room, the resident should be reporting the temperature visible on the unit.
- ✘ In buildings where readable thermostats are not present, students should be given thermometers from the Information desk. Students or staff should take (2) room temperature readings from the middle of the room.

### Role of a DA/RA for Temperature Readings:

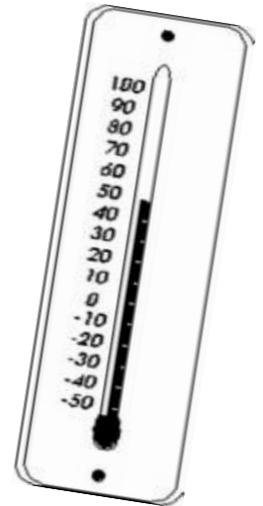
- DA/RA should have the resident check out the thermometer from the front desk (located in Facilities Kit) when a resident informs them that they feel there is an issue with the climate of their room.
- DA/RA should give the resident the following information:
  - Resident should take a room temperature reading from the middle of the room.
  - After the initial room temperature is taken, the resident should also take a temperature reading on top of the fan coil unit. This will tell us what the temperature of the air that is coming out of the unit and help the maintenance staff diagnose the problem. The temperature should be included by the student when completing the Fix-It request and again when the work order is submitted to FM.
  - The DA/RA asks the resident to come back down to the desk with their temperature. DA/RA reminds resident to come back down with the reading in a timely fashion to maintain accuracy of the temperature reporting.

### When the resident returns to the desk:

- When the resident returns the DA/RA informs them that they will be contacted with additional information about their maintenance request.

**It is important that the 60 degree or 84 degree temperature guidelines are not given to students prior to them reporting the reading so they don't exaggerate the number to get it on the list.**

- DA then looks at the temperatures- and takes the following action.
1. If the temperature is below 60 degrees or above 84, it is considered a **high priority** problem and hall clerk or head staff should be contacted immediately.  
If this temperature is between 60 degrees and 68 degrees or between 78 and 84, this would be considered a **minor priority** problem. The maintenance request needs to be placed in the hall clerk's box to be entered into the SPROCKET work order system.
  2. If the temperature is between 68 and 78, this is considered optimal range, students still completes a work order request and it will be considered low priority and will be placed in the hall clerk's box for record keeping unless the resident requests that a work order be placed.



### **Role of a Head Staff member/Hall Clerk**

- For high priority temps head staff or hall clerk should be calling those temps directly to Facilities Management or for after hours, calling OPS. They should also be contacting the resident to let them know that it is a high priority and that the issue has been reported.
- For minor or low priority temperature readings the hall clerk/hall staff can let the resident know that a maintenance request has been entered or that their temperature reads as optimal range. If the residents should feel that the temperature changes to please let hall staff know.

### **NOTE:**

- Problems may take some time to appear so the first time the temperature reading is taken the result may be in minor problem category however, subsequent readings may show it getting worse. Students should continue to call or submit work orders as the conditions change.

# ELEVATORS

## Special Features

To ensure safety and proper operation, maintenance or security personnel should be instructed on the correct use of any special features that may be installed on your elevator. Keys should be kept in a central location and only available to authorized, trained personnel. Some special features on your elevator may include:

*Infrared Door Edge:* A series of infrared beams that cover the door opening. If a beam is interrupted, the doors will automatically re-open. The Infrared Door Edge replaces the mechanical safety edge and photo eyes.

*Door Open Button:* Re-opens the doors when pressed. Also used to control doors when Fire Service is activated.

*Door Close Button:* Begins closing the doors when pressed. Also used to control doors when Fire Service is activated.

*Alarm Bell Button:* Sounds an alarm when pressed to alert others that assistance is necessary.

*Emergency Light:* Automatically illuminates when power fails.

*Emergency Telephone:* Provides two-way communication from the elevator to a point outside the hoistway. Must automatically dial and be monitored 24/7 (see KRMS section).

*Light/Fan Keyswitch:* Controls operation of lights and fan in elevator.

*Inspection Keyswitch:* Activates inspection mode. Normally in "Off" position.

*Fire Service Keyswitches:* Fire service is initiated automatically by the building's smoke detectors or by activating the fire service keyswitch located by the hall pushbutton stations on the main floor. When initiated, all hall and car calls are cancelled, the elevators return to the designated floor and doors open and remain as such for use by trained fire fighters. If not initiated automatically, may be manually initiated by turning the Hall (Phase I) Fire Service Keyswitch to the "On" position. Trained fire fighters may activate the fire service keyswitch in the elevator (Phase II) and control the elevator by turning the keyswitch to the "On" or "Hold" positions. To return the elevator to normal operation, return the elevator to the designated fire service floor, hold constant pressure on the door open button and turn the fire service keyswitch in the car to the "Off" position. Place the hall fire service keyswitch in the "Bypass" position, and then turn the keyswitch to the "Off" position. If this has been activated by smoke detectors, only authorized personnel should re-set the fire service.

*Emergency Stop Keyswitch:* Stops elevator in hoistway and alarm bell is not activated. Should normally be in "Run" position.

*Photo Eye Keyswitch:* Activates and deactivates photo eye beams.

*Independent Service Keyswitch:* Allows authorized personnel to commandeer the elevator.

*Floor On/Off Keyswitch:* Enables authorized personnel to lockout access to specific floors.

## Elevator Terminology

Card Reader Keyswitch: Activates and deactivates card reader.

Door Hold Keyswitch: Holds door in fully open position.

Down/Up/Off Keyswitch: Allows authorized personnel to register an up or down hall call.

Emergency Service Keyswitch: Allows elevator to be commandeered for medical emergency service.

Code Blue Keyswitch: Spring return medical emergency keyswitch mounted in the hall station, which calls the car to that floor.

Emergency Light Test Keyswitch: Allows testing of emergency light.

Emergency Power Keyswitch: Activates emergency power.

Attendant On Service Keyswitch: Activates and deactivates in-car attendant service.

Lobby Park Keyswitch: Brings car to designated floor and shuts down car.

When there is a fire alarm in the elevator lobby of a building, the elevators will switch into fire service mode, drop to the first floor, and lock out. You know this when the red light is lit.

After the fire alarm is reset at the panel, the elevators must be manually reset. To do this, use the barrel key (MFD1) on your fire service keys and turn to the reset position and then back.

Turning the key to the on position anytime will immediately stop the elevators and drop them to the first floor.



## Elevators Maintenance

- Kone Elevator Corporation is the contracted company who services and repairs the elevators on the WIU Campus.
- If there are **LOW** maintenance issues discovered (call buttons, lights, etc...) put through Sprocket work order system and Facilities Management will route these to the mechanics.
- Taping flyers to the elevator signage is a safety violation, as well as taping anything to the elevator doors themselves. Taping flyer's to the door leads to malfunctions of the door operation and can prevent the mechanisms from opening and closing properly.
- Billing information can be found in the Damages and Charges section of this manual.

### Before placing a service call (Building):

In some cases, simple and fast checks are enough to put the elevator back in operation and save you from what could otherwise be an additional charge(s).

Before placing a call, please check the following items:

- Is the Stop button activated?***
- Are all key switches in the normal "run" position?***
- Is the Independent Service switch in the "on" position?***
- Is the elevator on Fireman Service?***
- Is there an object (gum, paper, etc.) obstructing the infrared door detector or photo eye?***
- Is there an object (screw, coin, etc.) in the door sill or track, preventing the door from closing?***
- Are the doors properly closed at all floors?***

If the elevator is not operational after checking the above items:

**1) Please lockout the elevator by turning the run switch to the "stop" position and remove key. \*\*DO NOT PUT THE ELEVATOR ON INDEPENDENT SERVICE!**

**2) Place a sign in the car that the unit is out of operation.**

**3) Key out the lights in the elevator car. (This is so students know that the car is out of order)**

**4) A service call may then be placed to the local dispatcher (Facilities Management or OPS), who will in turn place a service call to the KONE Service Center.**

### Placing a service call (Building):

The KONE Service Center is open **24 hour/day, seven-day/week.**

**You will be calling either Facilities Management (298-1834) or OPS (298-1949).** They will then call the KONE Service Center:

When calling facilities management or ops, be ready to provide the following information:

1. Building Name
2. Your name & phone number (Duty Phone #).
3. The specific car requiring service. **\*\*REQUIRED**
4. Description of the equipment problem and confirm whether the elevator car is running or not.
5. The urgency of your service request. (Entrapments=Urgent)

## Service Request Process

- If during normal hours (7am-3pm), callout will be immediately be addressed by elevator technician.
- If an **After-Hours** Service request is received by the KONE Service Center, a technician will be dispatched to repair the issue. If the issue isn't related to an entrapment, the technician can take longer to respond to the call.
- If an **After-Hours** Service request is received involving an entrapment, the Call Center will provide an estimated arrival of time (Should be approx. 45 min based on contract). OPS or FM as the caller should then relay this information to the Residence Hall staff to help inform the individual(s) trapped.
- A technician can only refuse to come to a call for the following reason:
  1. The building being reported has two (2) working elevators per side & the elevator car being reported has been turned off and tagged out appropriately.
- A list of priority elevators shall be reported on Friday or the following:
  1. Any bldg with only 1 elevator
  2. Any Residence Hall with duplicate loss on same side.
  3. Sherman Hall
  4. University Union
  5. Any additional units added for "Special Events."
- When technician reaches campus, he shall radio into OPS for meet-up point on entrapment. Technician shall remove person(s) from the elevator as this is the FIRST priority. UHDS/OPS will handle identification and complaint process of passengers, fill out incident report, and provide necessary follow-up.
- Technician then troubleshoots and/or repairs elevators. An email will be reported to identify if the unit remains down for additional parts and identify if the shutdown was due to vandalism / nuisance and may be billable.
- Once the technician leaves the building, he will return the "out of order" signage to front desk so they know the unit is operational.
- Technician will radio back to OPS when they leave campus and status.
- It is the responsibility of UHDS staff to obtain the necessary information from those who were trapped and to properly follow-up when direction is provided by supervisor.

### Safety

Elevators are equipped with numerous safety circuits that are continually checked while the equipment is running or stopped at a floor. In the event of an entrapment, please:

1. Check if anyone is in need of medical assistance and contact emergency authorities if necessary. \*MFD will only perform extraction if a medical emergency is reported.
2. When calling in make sure that you clarify that an entrapment has occurred. A highest priority response is given to an entrapment.
3. Advise the passenger(s) that your maintenance provider has been contacted and help is on the way. Remind passenger(s) that they are safest in the elevator and to remain calm.
4. **DO NOT** attempt to evacuate passengers yourself! For your safety and the safety of the passengers, evacuations should only be performed by trained personnel!
5. If someone calls from inside the elevator, the desk attendant should stay on the line with them until help arrives. They should put them on hold to dial any numbers out of the building. They should **NEVER** hang up.

**Tips for proper use:** Like all mechanical equipment, safety, performance and reliability of elevator equipment is dependent on proper use.

- Enter and exit the elevator promptly and do not stick arms between doors as they are closing.
- No unauthorized person should enter the elevator shaft.
- Do not transport any long objects by opening the car top emergency exit.
- Do not jump in the car while the elevator is running.
- Do not prevent the operation of the infrared door detector with objects or keep doors open.
- Comply with the stated number of persons/weight for the elevator.
- When cleaning corridors or car interior, avoid sweeping water into the shaft.
- Use the "stop" and "alarm" buttons only when required.
- When calling the elevator, press only the button indicating the direction you wish to travel.

## VENDING

We utilize outside vendors for vending services on campus, however, coordination is done through Facilities Management.

### Service:

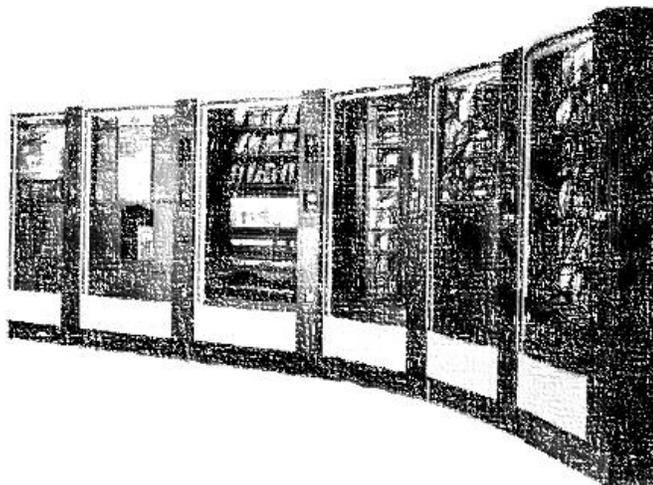
- ✘ If a student experiences issues with vending they should report it to their respective information desks.
- ✘ The Hall Clerk or Head staff member should utilize the following phone numbers to contact the vendor:
  - Pepsi (800-373-7741) handles all cold drinks except milk.
  - M&M Vending (309-837-4600) handles everything else, which includes all food, milk, coffee, stamps, feminine protection items, and condoms.
  - Please be ready to supply the vendor with as much detail as possible.
- ✘ All vendors offer a 24/7 service; however, it is possible that they might miss your call if you wait until 10:00pm or later to call. It's best to call as soon as you notice or receive information about a problem.
- ✘ If you are having trouble reaching a vendor on evenings or weekends, call OPS and request the Facilities Management Duty Supt. call you to explain the issue and provide assistance.

### Will Not Make Change:

- ✘ Vending machines in the halls are setup for "force select" mode, which means a product has to be selected in order to receive change. If someone simply sticks money in to try to break change, they will not be able to do so. The info desks should **not** refund in these situations.

### Refunds:

- ✘ Refunds will go through each building's Hall Clerk. GFH refunds will go through the front desk at Seal Hall.



# **UHDS SERVICES**

## KEYS & CARD ACCESS

- ✘ UHDS issues the following keys internally:
  - Departmental Staff Keys
  - Access Keys
  - Room Keys
- ✘ All other keys are issued through Access Control in the Office of Public Safety by the request from the Assistant Director or Director of Residential Facilities.
- ✘ Remember that key re-coring can be very expensive, so do not lose your keys. If keys are lost you may be held responsible for any replacement costs.
- ✘ If any staff member is found to be using their keys inappropriately, they may receive legal action, including possible termination of employment.
- ✘ Building Masters are kept in the sequence box in each apartment. Your apartment key unlocks this box to gain access. These keys should never leave your building.
- ✘ NEVER loan out your keys.

Submit Work Orders for the following Key Related Issues:

- ✘ Replacement room keys for students (\$50.00)
- ✘ Replacement access keys for students (\$25.00)
- ✘ Bent or worn key issues, where it is simply swapping out a key (\$0.00)  
(Old key must be turned in before the new key will be administered)

Re-Core:

- ✘ Re-Cores are considered “urgent”, so these should be called into Facilities Management for ordering and not work ordered.

Lost Keys:

- ✘ If you misplace or lose your keys, you MUST report to your supervisor and to Assist Dir. Of Residential Facilities immediately. Failure to do so may result in disciplinary action, including termination of employment.

Testing:

- ✘ Before move-in all keys should be tested to verify that they are the correct keys for the room. They should also be tested in the elevator as sometimes cores are switched out over the summer during maintenance and the old keys no longer work in core.

Card Access:

- ✘ Corbin/Olson and all of Grote Hall are equipped with access control and/or proxy readers.
- ✘ All Card Access is programmed and facilitated through Seal Hall.
- ✘ Card Access issues should NOT be submitted through Sprocket or the Utech Help Desk.
- ✘ If there is an issue with access control, please direct these concerns to UHDS Technology Support Associate.

## SIGNAGE

### Plastic Signage (Engraved, Raised, & Braille):

- ✘ All of the plastic signage in our residence halls is made “In-House” by our Facility Assistants. This includes room numbers, nameplates, RA signs, etc...
- ✘ All sign requests should be directed to the Assistant Director or Director of Residential Facilities.
- ✘ Once the sign is made, it will be delivered to the Hall Clerk, who should submit a work order to hang.
- ✘ Sign request should list the type of sign needed (Resident Assistant Sign, Room Number Sign, etc...as well as the size, color, etc...)
- ✘ As we continue to enhance facilities and try to make them feel more like “home”, we constantly review whether a sign is needed or not. For example, a No Smoking sign on every floor in 2 different locations is probably not needed today. As a result, some signs may not be re-made. If this is the case, you will receive an e-mail indicating that it will not be replaced by the Dir. Of Residential Facilities.
- ✘ UHDS no longer makes the signs that are attached to the doors. Typically these are the older room number signs. As we re-laminate doors, this causes issues, so we will only make the room signs that are 3” x 6” on the wall.
- ✘ Once the sign is produced, it will be dropped off to the Hall Clerk of the building making the request and they should put the work order in to hang.
- ✘ There are restrictions regarding the types of signs that can be produced, as well as the color selections and sizes.
- ✘ If sign needs hung submit a work order through sprocket

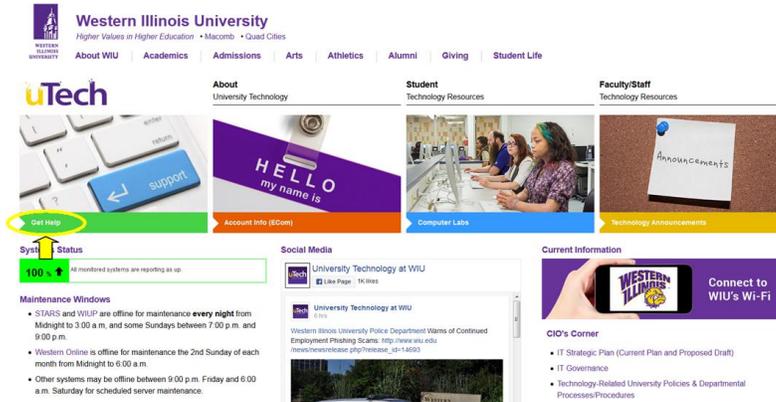
### Other Types of Signage:

- ✘ UHDS only produces specific signage. Exit signs, LED signs, or anything in our facilities requiring power or unique should be work ordered to Facilities Management.
- ✘ UHDS handles the emergency stickers that are posted on every resident room door in our facilities. If you have a room that does not have a sticker, please send your request through the Assistant Director of Residential Facilities.
- ✘ Additional “out of order” signs can be obtained by contacting the Assistant Director of Marketing Communications.
- ✘ Charges for signage can be found on the Damage Charge List

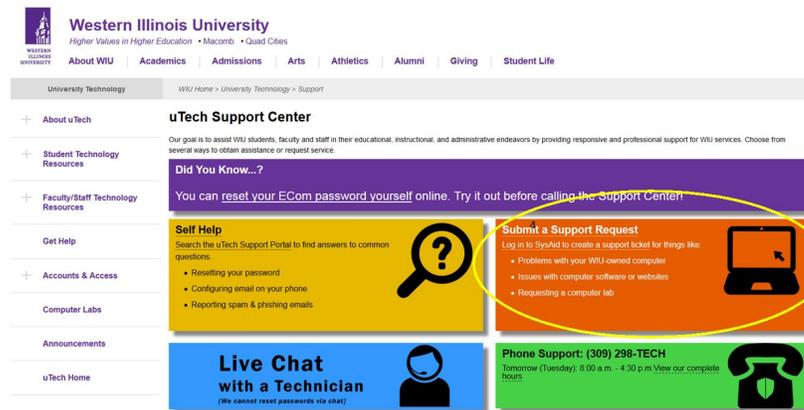
# TECHNOLOGY

- ✘ University Technology is responsible for the servicing of UHDS systems, including cameras, cable TV, software, and hardware within the department.
- ✘ Just like Facilities Management, they have an online work order interface called SysAid (SIS-AID)
- ✘ To access the online UTech Work Order System, please go to [www.wiu.edu/utech](http://www.wiu.edu/utech)
- ✘ Issues can also be called into the UTech Helpdesk at 309-298 (TECH) or 309-298-8324
- ✘ In an emergency situation, such as an entire building loses cable, internet, etc....contact the Director of Residential Facilities immediately

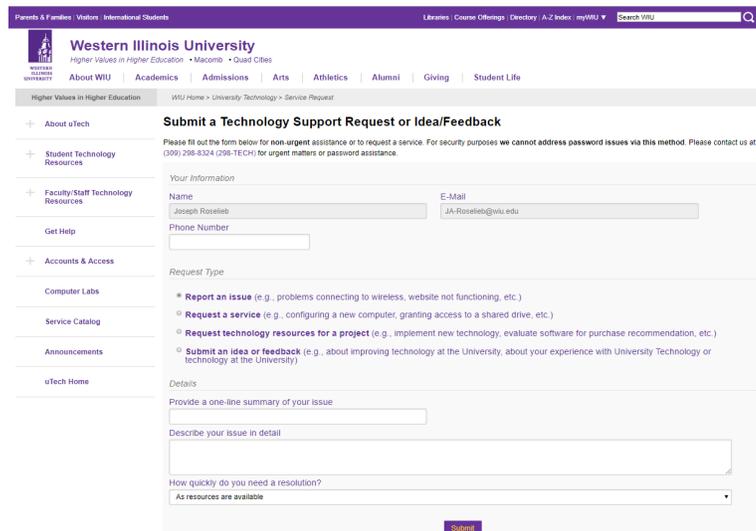
STEP 1



STEP 2



STEP 3



## TELEPHONES

### PHONE:

- ✘ Telephones are operated by WESTEL—Problems should be called into their helpdesk. If the problem is with service and a call cannot be made, please contact Departmental Budgeting/Billing Administrative Clerk.
- ✘ If a student is interested in activating the landline in their room, they should be directed to WESTEL, who can activate on a case by case basis. Please note the student will have a monthly charge applied to their student account.
- ✘ If problems are large-scale and affecting entire buildings, please contact Director of Residential Facilities.

### CALL FORWARDING (Used for Break Periods):

**Desk Phones:** CALL FORWARD - Lift handset from cradle; dial 20; special dial tone is heard, dial number to which calls are to be forwarded; confirmation tone is heard. Hang up the handset. (Optional feature). TO CANCEL : Lift handset from cradle, dial tone is heard. Dial 30, confirmation tone is heard. Hang up the handset.

**VOIP Phones:** When looking at the VOIP phone when not in use, you should see a "CFwdALL" tab. You just press the button below that and enter the phone number you want to forward the phone to. Then when you want to remove the forwarding, you just press that same button.

### **VOICEMAIL:**

When setting up voice mail there are separate/different instructions for each Norstar systems and VOIP systems. Once UTech has reset a voice mail she lets Patty know. She will then e-mail the default password and instructions to each person depending on what phone system they have.

## CABLE TELEVISION

- ✘ All cable in the residence halls is supported and operated through UHDS.
- ✘ An online channel directory is located on the UHDS website.
- ✘ If students experience issues with their cable TV service, most of the time it can be traced to the programming of their TV set. If this occurs, have them reset their TV, scanning on the cable function and not on “air” function.
- ✘ If students are having issues with their cable, first direct them to the UHDS website, cable TV section, where there is a list of troubleshooting solutions posted.
- ✘ If there are other problems, these are supported by University Technology and should be sent through UTech SysAid or the Helpdesk.
- ✘ If jack is pushed into the wall, this must still be submitted through UTech SysAid.
- ✘ If large-scale problems are found, please keep Director of Residential Facilities in the loop.
- ✘ If you ever lose complete Cable to your building, contact Director of Residential Facilities immediately.
- ✘ We do not have a size restriction in the res-halls, however, it should be encouraged that students bring a TV that is of reasonable size. The recommended TV size in the buildings is 32”
- ✘ Students are not allowed to mount TVs on walls.
- ✘ If you experience problems with the actual TV units hung in common areas, please contact Director of Residential Facilities.

### DIGITAL SIGNAGE:

- ✘ UHDS has begun the process of installing digital signage in res-halls.
- ✘ If there are problems with the actual monitors, please e-mail Director of Residential Facilities.
- ✘ Content for the digital signage should be directed to the Asst. Dir. Of Marketing & Communication.
- ✘ If you are wanting to submit content, you can do so by utilizing Purple Post

## CAMERAS

- ✘ Cameras installed in Res-Halls are serviced by University Technology.
  - ✘ Regular audits of cameras should occur to ensure cameras are in focus, operational, and covering the designated areas.
  - ✘ If you have issues with your cameras, please put work order through University Technology
  - ✘ You cannot save footage, ONLY OPS has this ability due to legality.
- To be able to review camera footage, computers must have Internet Explorer 10 or less. Any computer with a newer version will not be compatible.
  - To see what version of IE you have installed, please follow these directions:

Open Internet Explorer

Under the X to close the program is a “gear” looking icon – click on it



Click on About Internet Explorer

If it says Internet Explorer 11, continue following these directions

### Removing Internet Explorer 11

Make sure all programs are closed because you will be rebooting at the end of this process

- Click start
- In the search box type: add or remove
- Once you see Add Or Remove Program click on it
- Click View Installed Update option on the left side
- Once everything is loaded, scroll down until you see a section called Microsoft Windows (###)
- Inside this section, look for Internet Explorer 11
- Click on Internet Explorer 11 once to highlight it
- Click the Uninstall option towards the top of the screen
- Click Yes

### INSTALLATION FOR HVR/NVR SOFTWARE:

Due to difference in software, these instructions won't be exact:

\*\*\* This has to be done in Internet Explorer or it won't work.

Click START

Click ALL PROGRAMS

Right click on Internet Explorer

Click SEND TO

Click DESKTOP (create a shortcut)

Now go to your desktop and find the Internet Explorer shortcut you just created

Right click the shortcut

Click PROPERTIES

Click the SHORTCUT tab at the top

Click the ADVANCED button

Click the RUN AS ADMINISTRATOR check box

Click OK

Click OK

Open Internet Explorer via the new shortcut

Click YES to allow changes in administrator mode

Goto <http://www.student.services.wiu.edu/security/>

As always, you will need to use your ECOM username and password to access the page.

Click on one of the halls. After you click on it, you will see two options. Remote Live View and Remote Playback.

Click on the Remote Live Viewer and you will get one of three install pop-ups:

Installation for C++

Installation for WebViewS.Cab

Installation for Vcredist.x86.exe

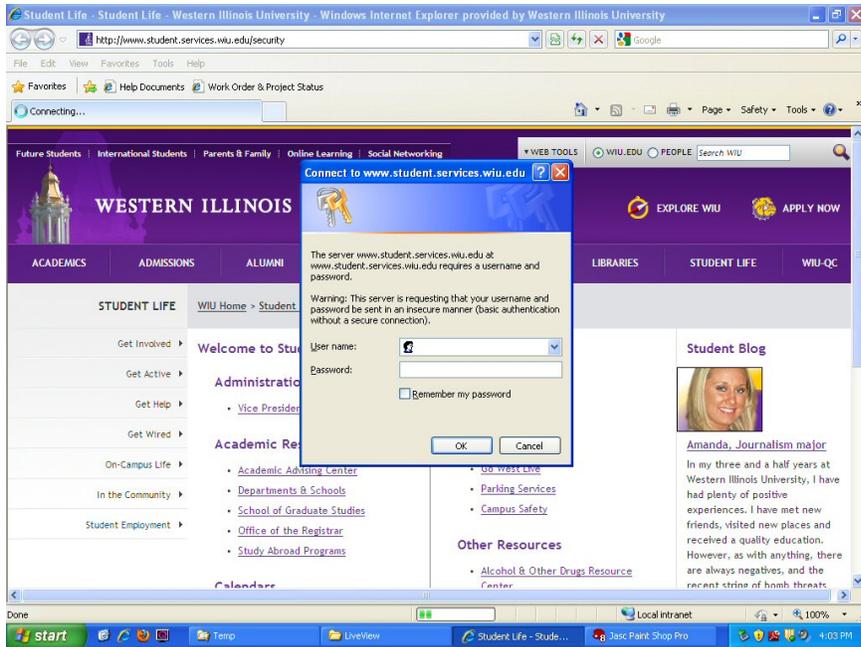
Please click allow, run, OK, or install for any of these pop-ups. The order at which they pop-up changes with what you have previously install in IE.

Once you have installed all the program above, typically it pops up a login window. If that doesn't happen within 30 seconds of you last install, just highlight the URL window (<http://10.10.???.?/>) and press the enter key to refresh the page. It sometimes asks to install one of the program again. After that last install, you should now see a login window. This login information for this window is the generic login for you area.

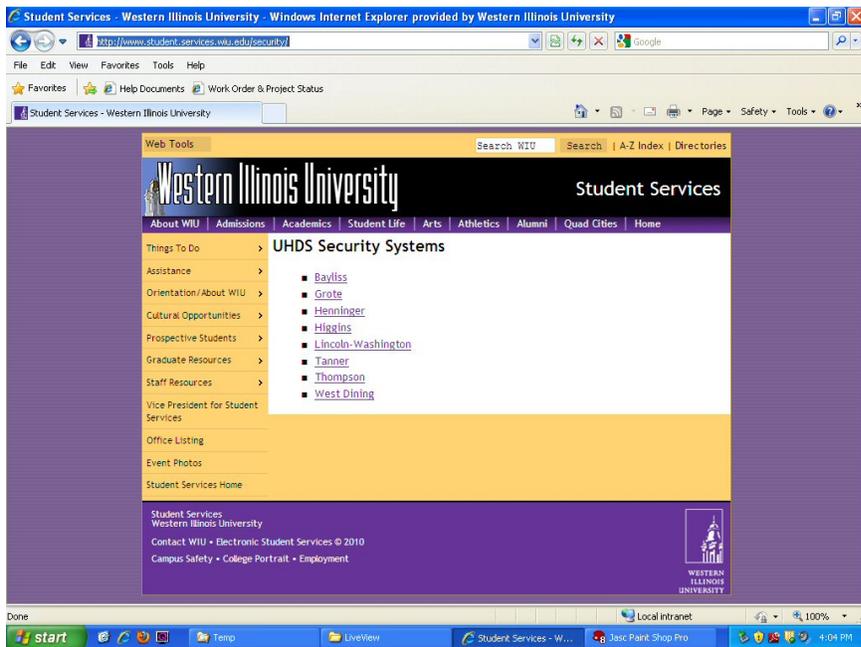
Once you have successfully logged into the system for you area, click the back button to go back to the Remote Live View and Remote Playback screen. You will need to repeat some of the installation process for the Remote Playback option but, it will be much easier.

#### VIEW LIVE VIDEO:

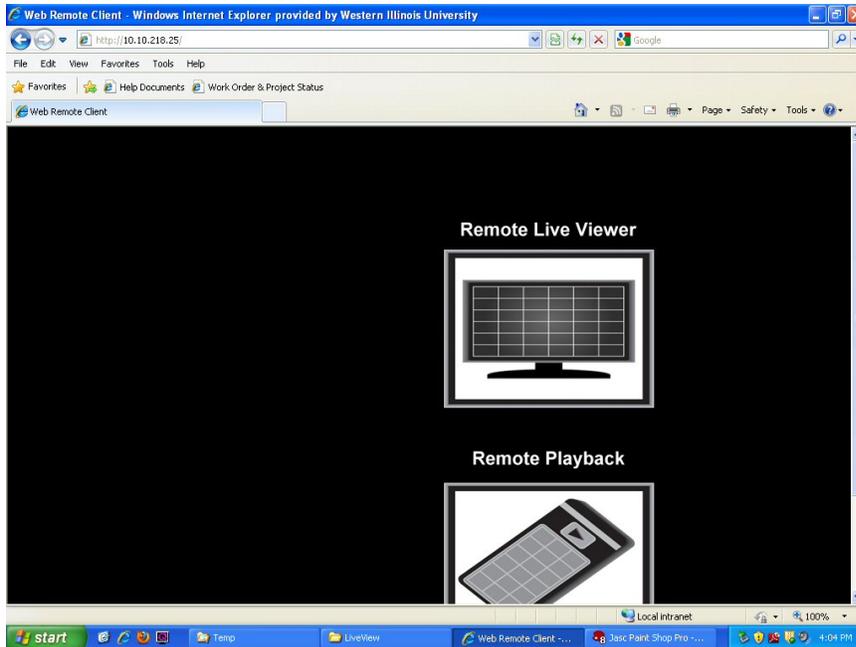
- 1 Open Internet Explorer
- 2 In the address window type:
- [www.student.services.wiu.edu/security](http://www.student.services.wiu.edu/security)



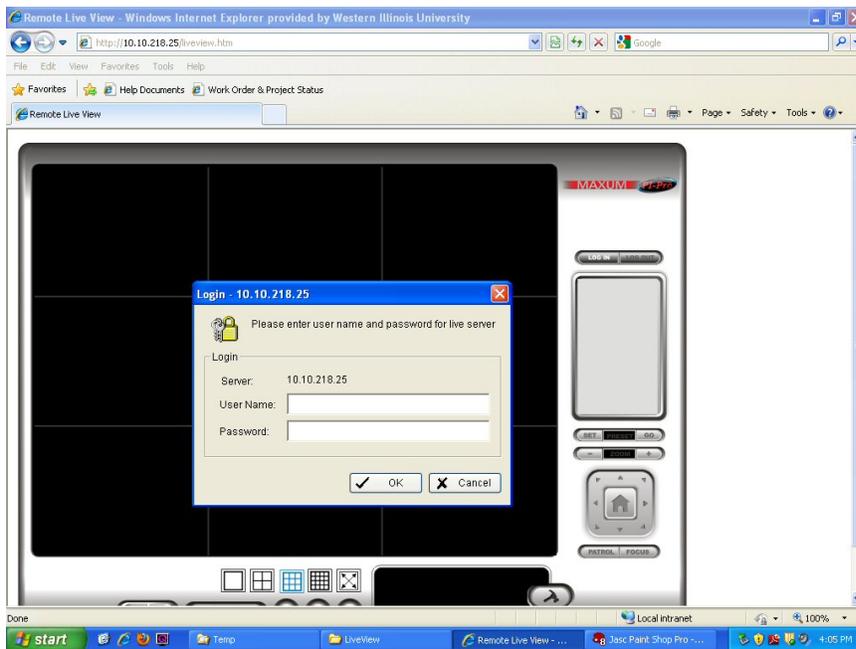
3 Type in your ECOM username and password and then click the OK button



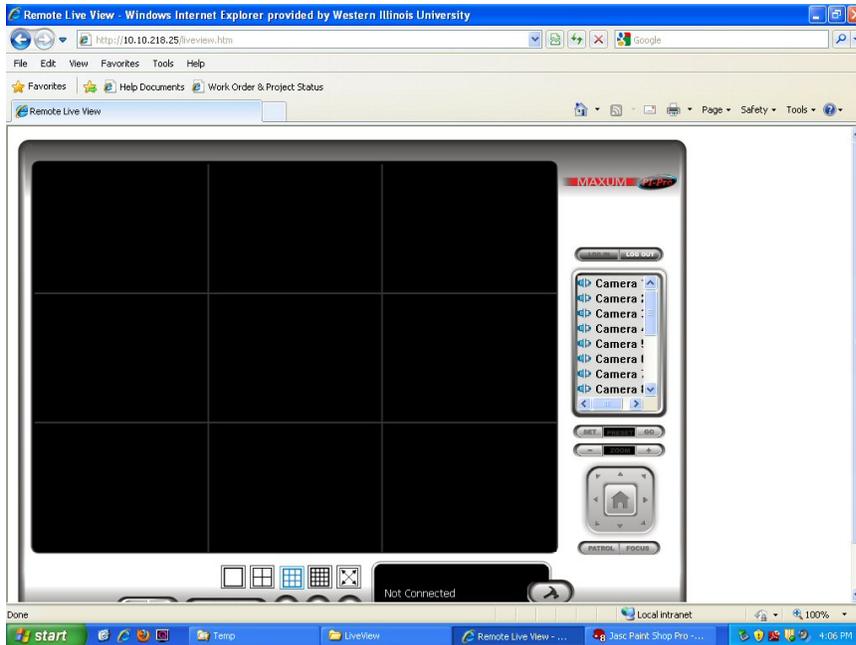
4 Click on the location you want to view



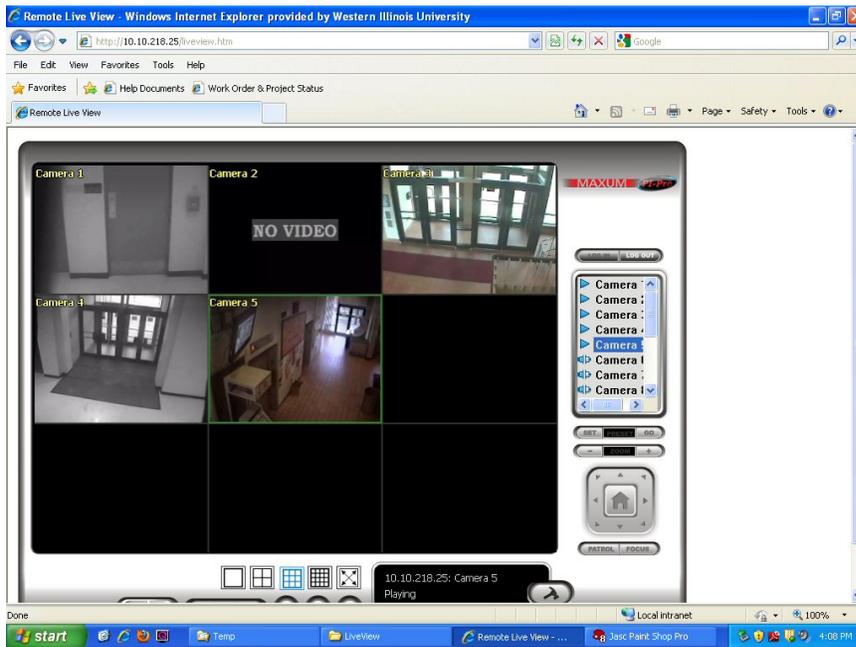
5 Click on Remote Live Viewer



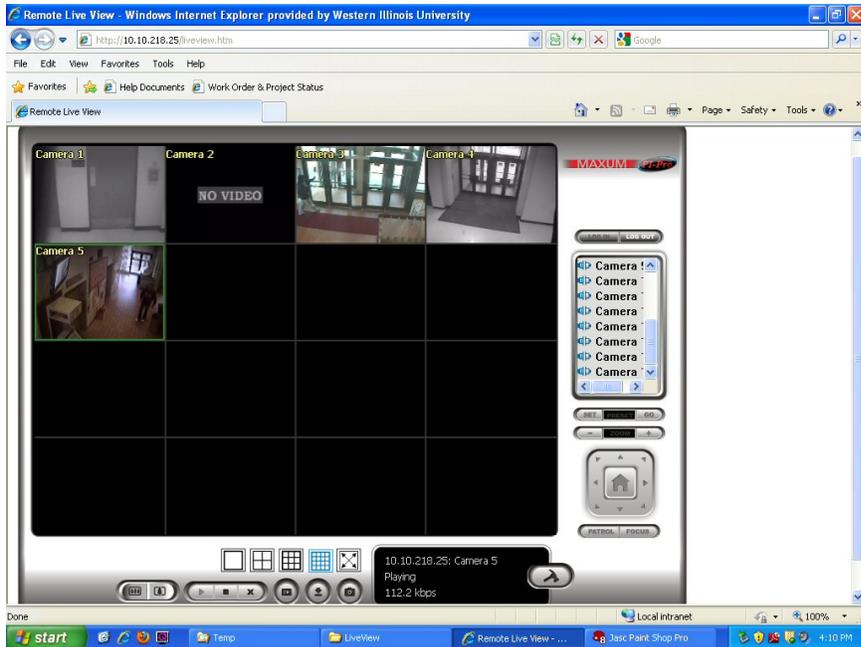
6 User your department's HVR username and password  
\*\*(Contact Dir. of Residential Facilities for this information)



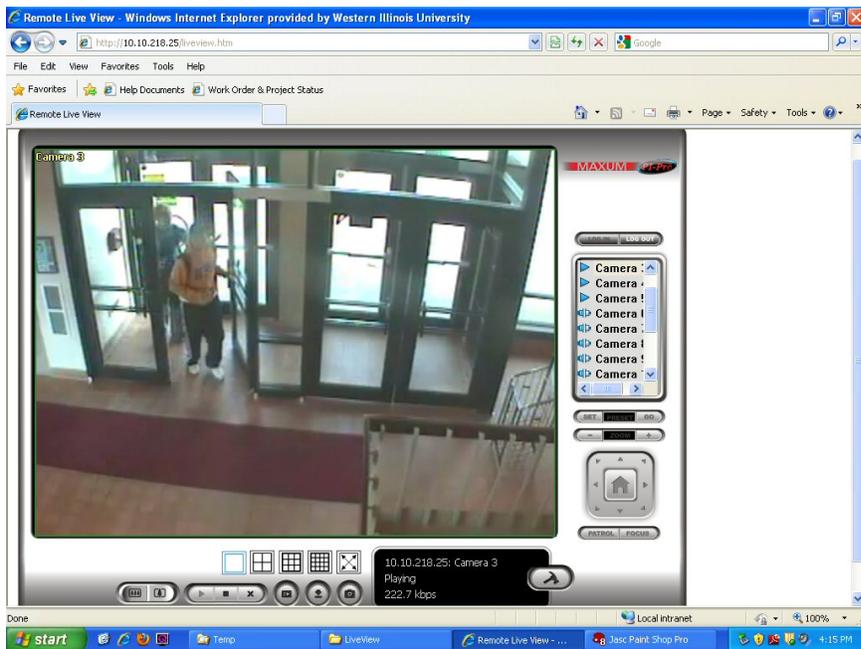
7 You can load any and all cameras by double clicking on the camera name in the window to the right side of the screen



8 You can see more cameras on the screen by changing the viewing settings. Use the icons towards the bottom of the screen (they look like windows: 1, 4, 9, and 16)

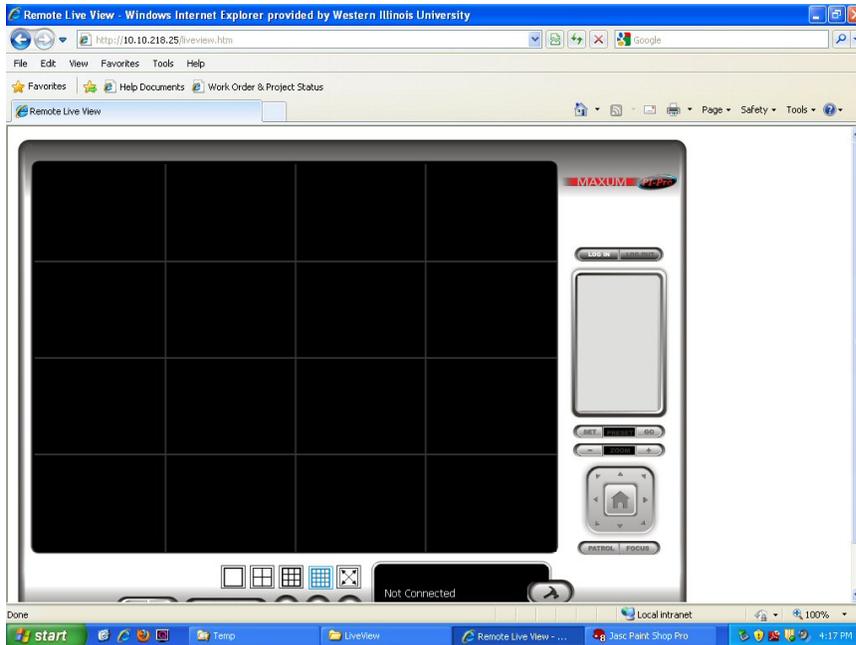


9 You can see a bigger version of one camera by double clicking that picture



10 Double clicking the picture again will return to original viewing size

11 When you are done, click the Logout button that is towards the top right of the screen (under the Maxum logo)

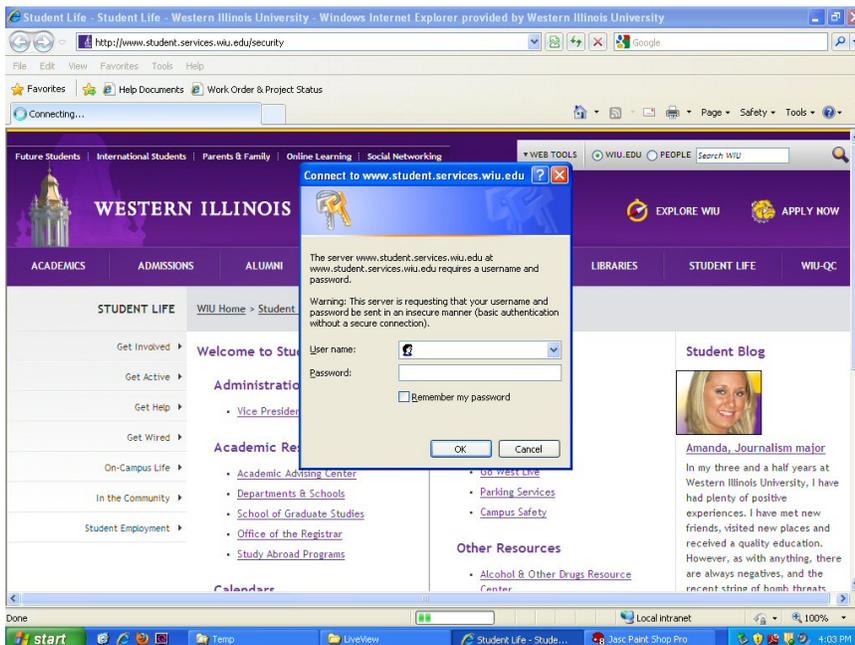


12 Once you see the blank looking screen like above, you can close Internet Explore

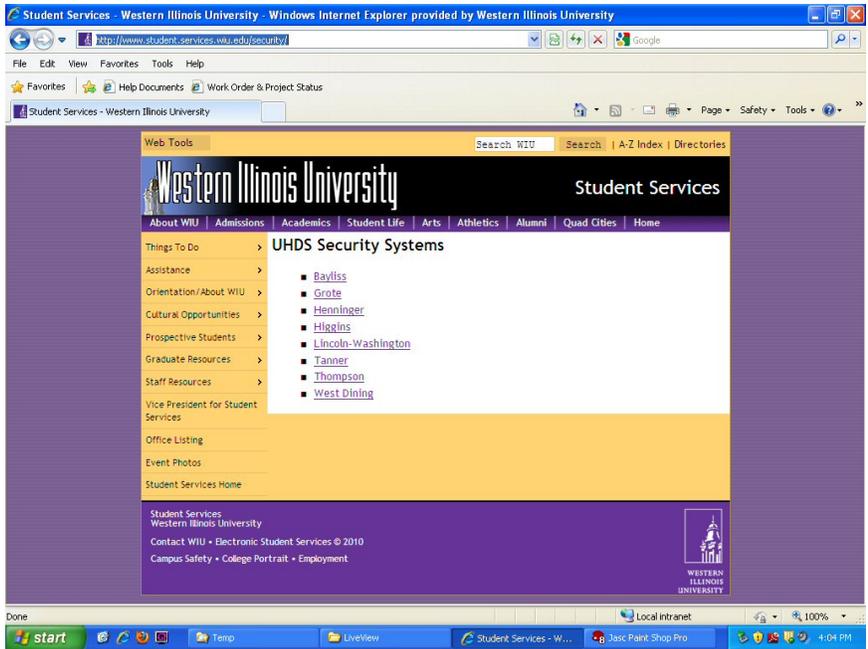
## VIEWING SAVED VIDEO:

- 1 Open Internet Explorer
- 2 In the address window type:

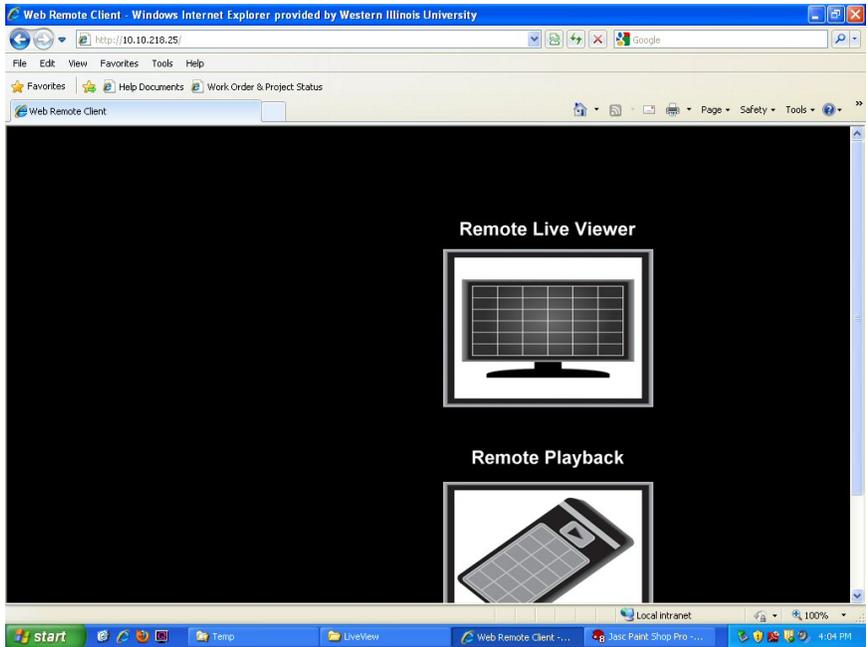
[www.student.services.wiu.edu/security](http://www.student.services.wiu.edu/security)



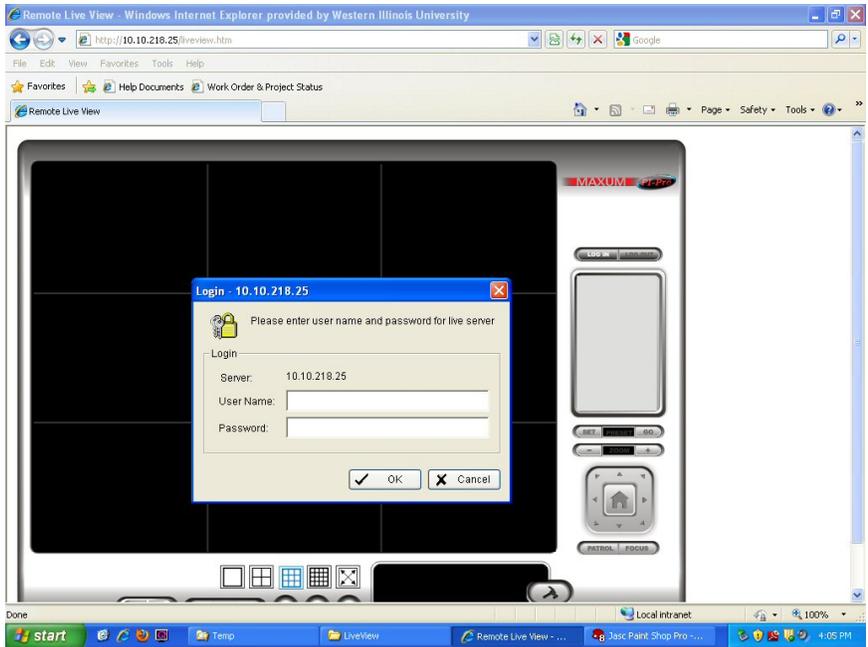
- 3 Type in your ECOM username and password and then click the OK button



4 Click on the location you want to see

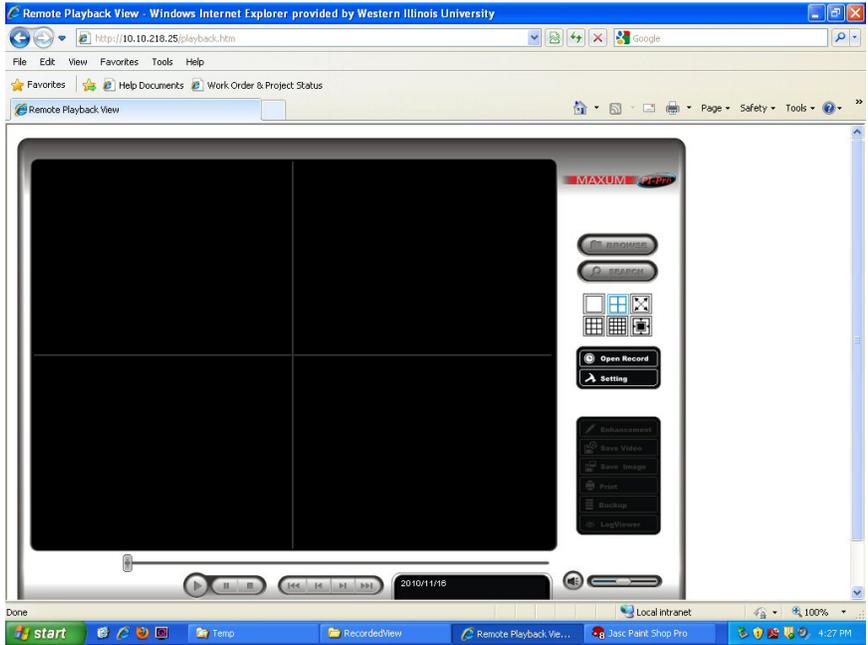


5 Click on Remote Playback

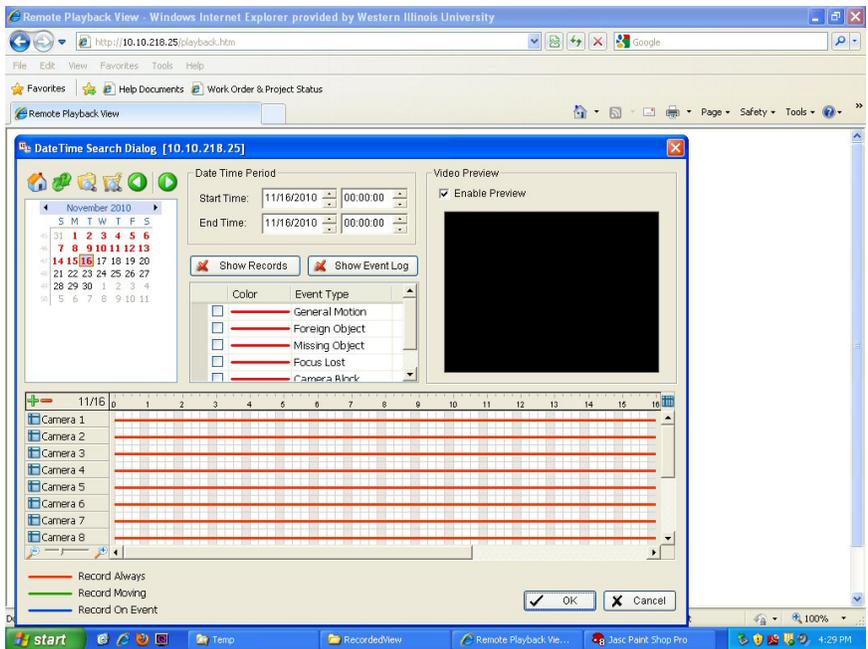


6 Type in your department's HVR username and password and then click the OK button

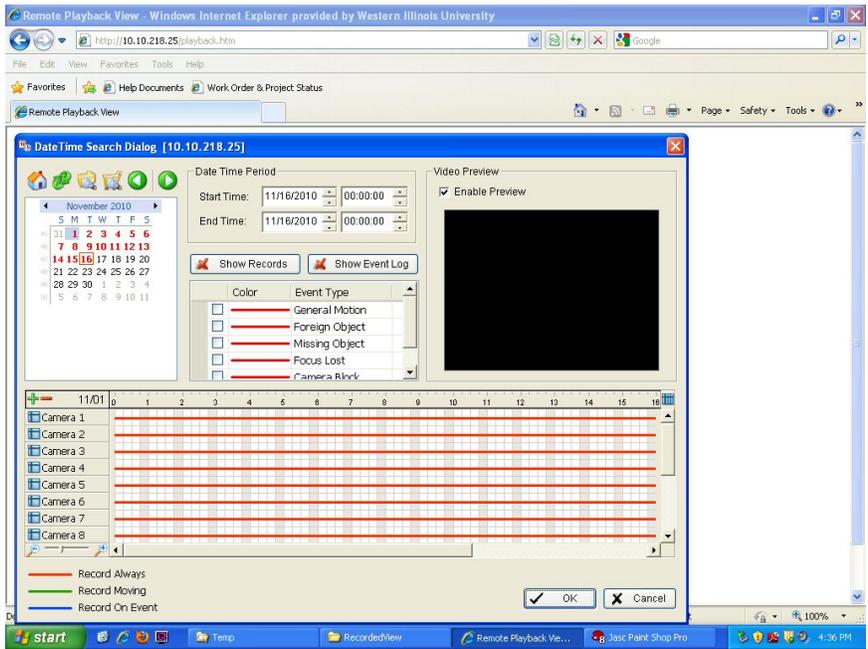
7 You should now see something similar to the picture below



8 Click on the Open Record button on the right hand middle of the screen

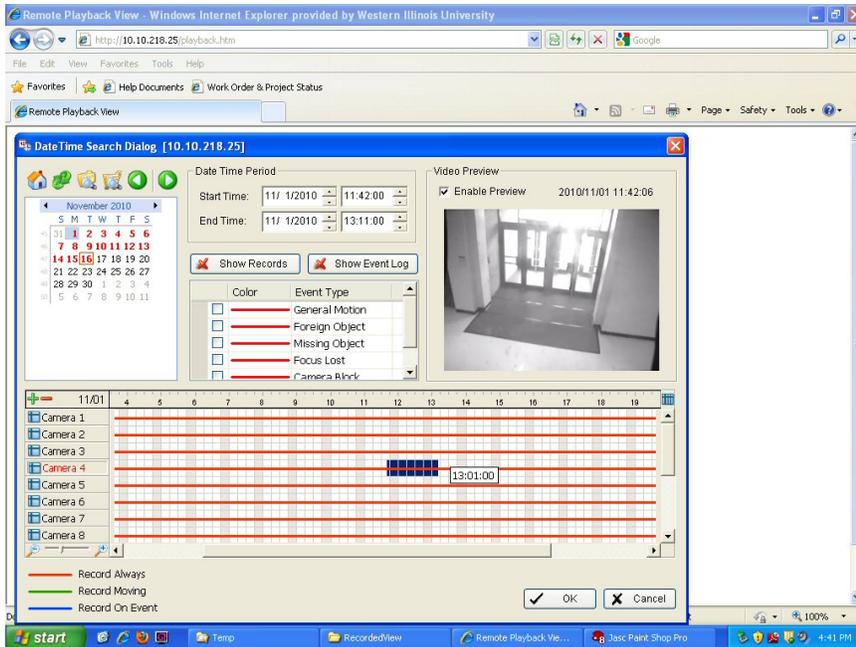


9 Select the data of the video you want by using the calendar at the top left of the window. Use the arrows to move back a month at a time. Once you see the date you want, double click that date in the calendar.



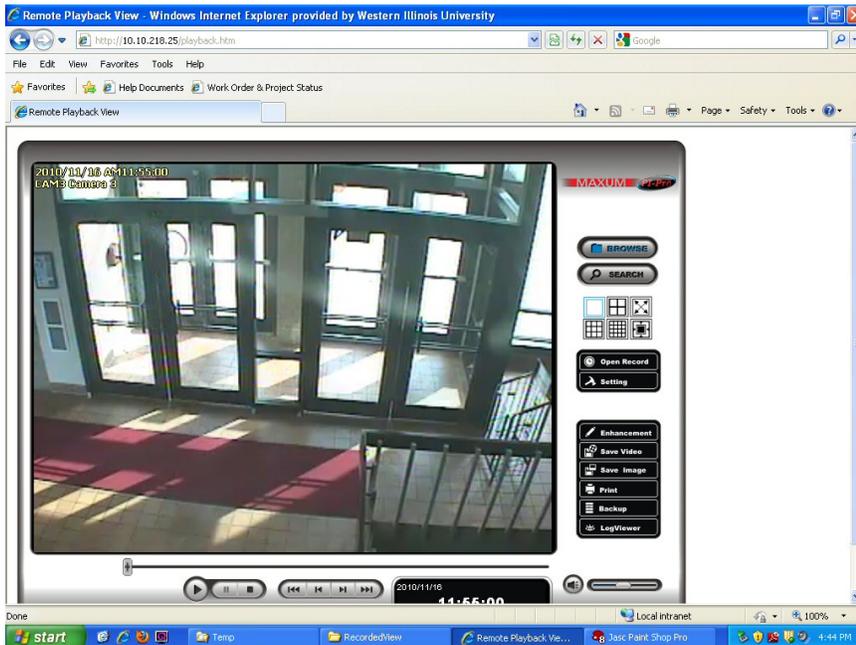
10 You can see the selected date is now highlighted in the calendar and above the list of camera names.

11 Figure out which camera you want to view. Figure out the range of time you want to view. Once you have both, highlight that area in the grid by clicking on the start time and dragging the mouse to the right until you reach the ending time.



12 You will notice a picture appear in the viewing window. This will continue to play as a preview.

13 Once you have the time frame highlighted, click the OK button



14 You can now view the video in full screen. To view another camera or time frame, click the Open Record button and turn to step 9.

15 If you want to save the video, you must first decide the start and end time. I would get just as much video as you need because it will save you a bunch of time.

16 Once you decide on the time frame, you need to mark it in the system. Get the video to the start time and either pause it or stop it. Below the play button is two buttons between the word cue. Use the first button to create the start point. Then move to the end point and use the button on the right to set the stop point.

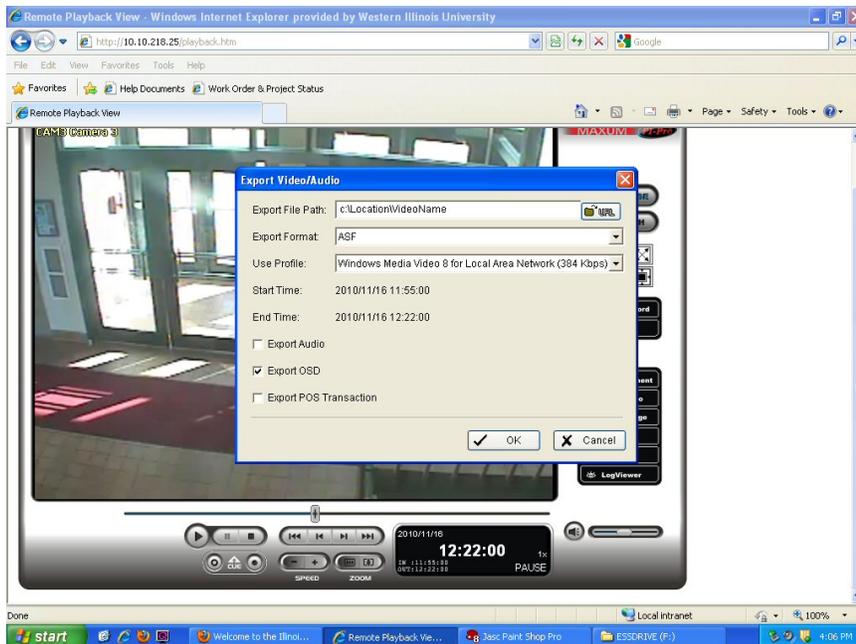
17 Click the Save Video button

18 You will now see a new window with the save options. In the Export File Path area, type the location and the name of the video. The location would typically be your hard drive and the path is up to you. Make sure you remember the save location for later reference. The name of the file should explain the video. Change by example in the picture to fit your needs.

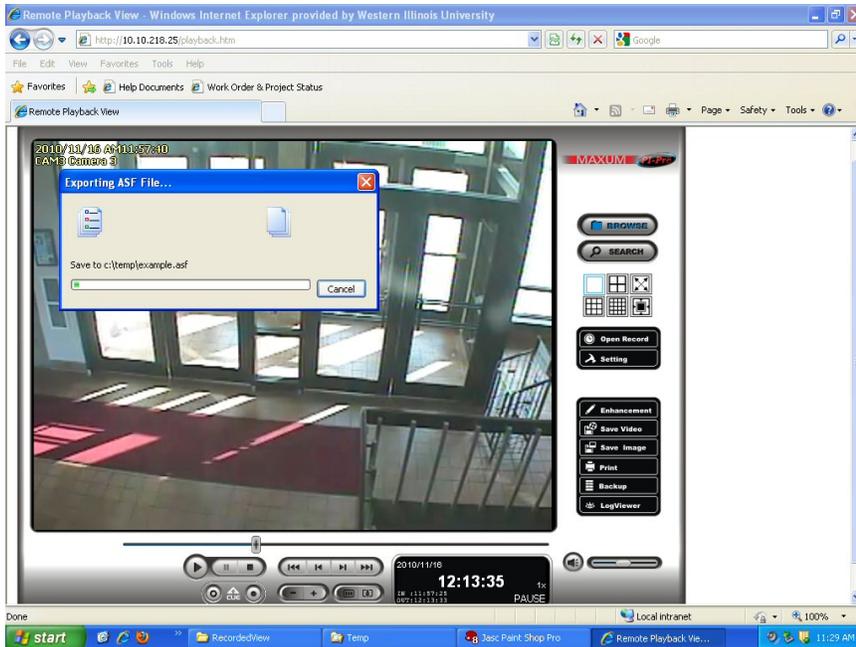
Example:

C:\temp\CorbinNorthExit

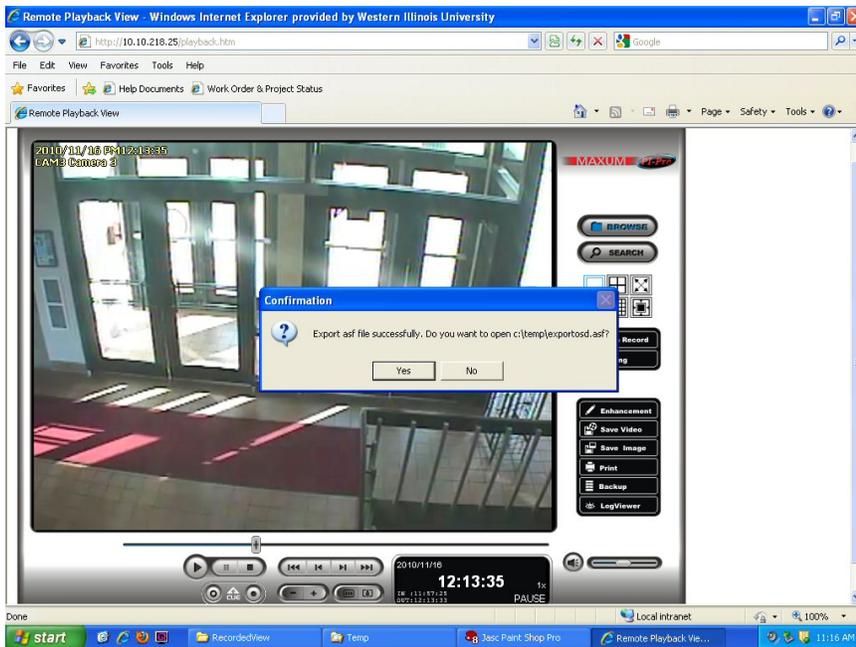
Click the Export OSD button to get the date and time information on the saved video.



19 Once you have done everything, click the OK button. You should now see a window like below. Depending on the size of the video, this might flash or stay up for a while.



20 When the video is done being created, you will see a screen like the one below



21 Click the No button

22 If you are done, close Internet Explorer and you can do whatever you need to with the saved file. If you need more video from the same HVR, click the Open Record button and go back to step 9. If you need more video from a different HVR, click the browser back button twice to get back to the main HVR list. Once you are there, go to step 4.

- After a few seconds/minutes it will complete the uninstall and ask to restart – click Restart Now

## RE-UPHOLSTERY

- UHDS has a continuous order for upholstery projects
- If you have upholstery requests they are to go to the Director of Residential Facilities.
- The more thorough and organized your request is, the faster it can be resolved.
- Charges for vandalism can be found in the billing and charges section of this manual.
- **Remember:** This is a fixed budget and we have a lot of old furniture on campus and a degree to which we must prioritize what furniture will be re-upholstered first.
  - It may take a while for your request to be completed.
  - If a student, floor, or building is billed for the damage, this does not mean that the furniture has been repaired.

## RENTABLE SERVICES-MICROFRIDGE

The Microfridge is a combination refrigerator/freezer and microwave oven that was designed for today's serious, self-reliant and budget-conscious student.

### Benefits:

- Reduces high-cost restaurant, convenience store and fast-food expenses.
- No need to pack and carry your own refrigerator or microwave oven to/from home
- Easy-to-use, practical, attractive and durable
- Utilizes only 1 electrical outlet
- When microwave is running, refrigerator compressor will not run, thus decreasing the chances for an electrical surge.

### Features:

- Microwave Oven
  - Uses 600 watts or less
  - Clock and Auto menu keypads on some microwaves
  - Easy-to-operate control panel and/or knobs
  - Chime signals end-of-cooking cycle
  - Turntable system design provides superior, even cooking
- Compact Refrigerator/Freezer
  - Separate doors for refrigerator and freezer areas
  - Real freezer keeps ice cubes, frozen foods, ice cream truly frozen
  - Automatic defrost refrigerator with adjustable temperature control
  - Door storage for packages, eggs and bottles
- Specifications
  - Microwave Oven: 0.7 cubic feet
  - Refrigerator/Freezer: 2.9 total cubic feet

### Rates:

*Fall/Academic Year:* A total of \$150.00 if in a single room or if expense is not shared, or \$65.00 if expenses are shared with a roommate.

*Spring:* A total of \$65.00 if in a single room or if expense is not shared, or \$32.50 if expenses are shared with a roommate. *Summer:* A total of \$60.00.

### ✂ How to Rent a Microfridge:

New Students:

1. STARS
2. Fill out the printable Microfridge Request and Rental Agreement Form
3. Contact WIU for a Microfridge Request Form
4. If you did not renew on STARS at renewal time, you may fill out a Microfridge Request and Rental Agreement form (also available in Seal Hall).

### Cancellation Policy:

**Fall/Academic Year:** All students (i.e. returning/transfer/new) will be able to cancel without penalty on or before May 1. A \$30 reservation fee forfeit will be applied to **all** students who cancel their order on or before July 1. After July 1 a breakage fee of \$80 will be assessed, which includes the forfeit of the reservation fee. If students are withdrawing from the University they will not be assessed the breakage fee if cancellation occurs on or before July 1. The breakage fee **will** be applied to withdrawals if the cancellation occurs after July 1. Students will be able to cancel online on or before August 1, however, cancellations after August 1 must be done in writing (i.e. via letter or email to [microfridge@wiu.edu](mailto:microfridge@wiu.edu)).

**Spring:** Cancellations must be done in writing on or before December 1. After December 1 a breakage fee of \$80 will be assessed.

**Summer:** Cancellations must be done in writing on or before May 15. After May 15 a \$30 reservation fee forfeit will be applied until June 1. The total cost of the unit (\$60) will be applied if the cancellation occurs after June 1.

## RENTABLE SERVICES-LOFTS & FUTONS

- ✘ Personal bunk beds or lofts are allowed in Tanner Hall. If residents decide to construct their own loft, please have them keep in mind that lofts are required to be free standing and must **NOT** be wedged against or resting upon the desk, bolster, dresser, wall, ceiling, or any other part of the room, and not attached to any wall, ceiling or another piece of furniture and fire resistant.

*NOTE: It should be noted that the University is not in any way responsible for such beds or any damages or injuries caused by their use. Buildings with stackable furniture (Bayliss, Henninger, Grote, Washington, Lincoln, Corbin, Olson, Thompson, and International House) may not use lofts.*

- ✘ Storage of bed frames is limited and on a first come, first served basis. Have residents write their name and room number on a piece of tape and attach it to the frame before being stored. We **DO NOT** store mattresses due to it being a fire hazard.
- ✘ We contract with Collegiate Marketing (bedloft.com), a loft company based in Champaign, IL to offer a loft rental program. These lofts are placed in the student's room, but not erected before they arrive.
- ✘ All lofts, rented or personal, must be taken down prior to finals week. This is to ensure a quiet, respectful academic environment in which students can prepare for their exams. The student will be responsible for dismantling the loft before finals week in the spring semester and returning it to a centralized place near their Residence Hall.
- ✘ Each hall will post guidelines related to bedframe retrieval. This will be done 1-2 weeks before pick-up by the Loft Program Coordinator or another member of the Facility Staff. Posters will be delivered to each hall. Halls should **NOT** make their own loft retrieval poster.
- ✘ Bedframes and futons **DO** fit underneath a Collegiate Marketing Loft. If residents are having problems getting it fit, have them loosen the wing nuts, pull the sides of the loft out a little, and slide the other bed or futon in.
- ✘ **No Lofts are allowed** in Bayliss Hall, Henninger, Lincoln, Washington, Caroline Grote, Corbin, Olson, Thompson, or Westbrook House. These halls have stackable/loftable furniture that already lofts. We do not store beds or other furniture in these halls.
- ✘ Problems with lofts or any lofts needing picked up should be directed to The Loft Program Coordinator. You can reach him by email or call Seal Hall.
- ✘ Any other loft questions can be directed to either The Loft Program Coordinator or the Director of Residential Facilities.

**Loft Coordinator**  
**309-298-3313**

**Questions and Answers:**

**Q. What are the bedloft lofts?**

A. The "Standard Loft" has the bed frame on top. The "Loft with the Lower Bunk" has a bed frame on top and a bed frame on bottom. Both use the mattress and spring frame of your existing bed and assembles in less than 15 minutes.

**Q. Are there any tools needed for assembly?**

A. No saws, wood, or drills when setting up lofts. Easy assembly sets up in minutes. No Tools Required! (It is recommended that you use a pair of pliers when tightening up bolts)

**Q. Where can residents get a loft on Move-In Day?**

A. To order a loft, residents can go online at [www.bedloft.com](http://www.bedloft.com) or call bedloft at (866-651-5638).

**Q. What is the weight limit for a loft?**

A. Rental Lofts are made of 16" powder coated tubular steel and tested for up to 1,000 lbs.

**Q. If residents don't like their loft after they move in, can they get a refund?**

Yes, bedloft loft units are pro-rated. Call bedloft (866-651-5638) for pricing

**Q. If residents move, what do they do with their loft?**

A. When residents move from one hall that allows lofts to another that allows lofts, they are responsible for moving their loft with them. If they decide they don't want their loft or they are moving to a hall that does not allow lofts, they can call Collegiate Marketing at 866-651-5638 and cancel their rental agreement. UHDS will not move a loft for resident moving residences.

**Q. How do I return my Loft at the end of the year?**

A. Each residence hall will have a pick-up time and centralized area assigned to it the week before finals in the Spring Semester.

**Q. Will a futon or the other bed in the room fit under the loft?**

A. Yes, most futons will fit under the loft. The other university owned bed will also fit under the loft.

**Q. What is the price of a loft from bedloft.com?**

A. Refer to [www.bedloft.com](http://www.bedloft.com) for current pricing. Pricing \$164.00

**Q. Do all lofts come with a safety rail?**

A. Yes, all bedloft loft units come with a safety rail.

**Q. Why in the picture does the loft show 3 rungs, but mine has only 2?**

A. WIU lofts had to be constructed in a fashion to avoid the reading the lamps located on the small walls in the residence hall rooms. They were fabricated with only 2 rungs so that the lights could fit underneath.

## RENTABLE SERVICES-BOERMAN MOVING PROGRAM

- ✘ We have contracted with Boerman Moving and Storage to provide moving options for students who live in Illinois.
- ✘ The boxes “mini-pods” will be delivered before school starts. We may ask for help from your staff to go with the movers to unlock and lock doors.
- ✘ We monitor this program closely, however, sometimes there are mistakes. On the rare occasion, we have incidences where someone moves in and their pod is not in the room. The first thing you need to do is check to see if their room assignment changed between when they ordered and arrived to campus. Usually the belongings are in the first assigned space.
- ✘ If you have problems with this program, refer them to the Director of Facilities.

Common Questions:

**Q. What can I put in the shipping container?**

A. You can load anything that will fit into the container that is normally used in your residence hall room. The standard container is 24 x 38 x 29 and can be loaded about 10 inches over the top of the container. Do not load extremely heavy items, barbells, bricks, or liquid containers that could break or spill.

**Q. What if we have pieces that are bigger than the dimensions of the container? (rug, futon, small refrigerators, bikes, etc.).**

A. These items are taken separately. Futons any additional boxes are extra. Parents and students can always call the Boerman office at 800-323-3048 or 630-972-1000 with any questions.

**Q. Is the Boerman Moving service only provided to residents of Illinois?**

A. Boerman can only service IL at this time.

**Q. Is there a weight limit?**

A. Shipping containers should be limited to 200 pounds.

**Q. When will the shipping container be delivered to my house?**

A. Your shipping container will be delivered to you about a week before your pickup.

**Q. When will my items be picked up?**

A. Your items will be picked up from your house the week before Move-In Day on the day you schedule with Boerman Moving.

**Q. When will my items be delivered?**

A. Your items will be delivered before Student Move-In Day and will be waiting in your room when you arrive. The University will escort Boerman personnel into the room and you do not need to be present at the time of delivery.

**Q. How many containers will I need?**

A. Most students use one or two containers. Boerman will deliver one more container than you order to make sure you have enough space. You will only be charged for the number of containers you use.

**Q. Is there any insurance coverage through Boerman?**

A. Each container is covered for \$500 with a \$50 deductible. We do ask that if anything should happen, it be reported to Boerman right away. This is provided at no additional charge.

# **UHDS PROTOCOLS**

## PRIORITY SNOW ROUTE

- ✘ When we have inclement weather, WIU Grounds Dept. has to prioritize the routes they plow and shovel.
- ✘ A map and information will be e-mailed to you in late fall with this information
- ✘ At each of the information desks we have snow shovels available for student check-out. This is what they can use to shovel out vehicles.
- ✘ Building Services Dept. is only responsible for the first 10' x 15' out of each main entrance before Grounds takes ownership.

Priority Buildings:

### *HILLS/DRIVES/STREETS*

1. East of Public Safety – Mowbray Hall (includes lot north of Art Annex)
2. Beu Health Center
3. Corbin Olson – EMS Van
4. North Quad Drive
5. Sherman Drive and South Campus
6. President's Residence
7. C.T. Vivian Way
8. University Village
9. Thompson Drive
10. Sodexo loading docks
11. Heating Plant tipper building

### *PARKING LOTS*

1. Physical Plant and Physical Plant East
2. South and north of Sherman Hall
3. South of Library
4. University Union lots
5. Lots west and southwest of Library
6. Browne/Memorial Hall
7. Seal and Tillman lots
8. Waggoner Hall lot
9. Brophy (east of building)
10. Q-lot Commuter Lot
11. Simpkins Hall
12. Corbin/Olson lots
13. East Village/University Village lots and Q South
14. Lots at North Quad
15. Q-lot
16. Horn Lodge (check special events calendar & move up as necessary)
17. Other lots
18. University Services (\* by contractor)

### ***SMALL SNOW & ICE REMOVING EQUIPMENT & MANUAL RESOURCES***

1. All accessible sidewalks and parking spaces as shown on Campus [Priority Snow Route Map](#), which can be found on WIU website by searching "priority snow removal".
2. Accessible parking and ramp at southeast corner of University Services Building
3. Sidewalks from University Village along Murray Street to Union.
4. Sidewalks and entrances to academic and administrative buildings.

# SMOKE FREE CAMPUS

## General Statement of Policy

Western Illinois University (University) endeavors to provide a safe and healthy environment to live, learn and work. In accordance with (110 ILCS 64/) the Smoke-Free Campus Act, as of July 1, 2015 smoking is prohibited on all Campus Property at the University, both indoors and outdoors, in university-owned vehicles and in privately-owned vehicles parked on Campus Property. Littering the remains of tobacco and smokeless tobacco products or any other related waste product on campus property is also prohibited.

The use of smokeless tobacco is also prohibited where student activities and/or learning takes place. This includes: classrooms, laboratories, libraries, and facilities where student conferences and meetings occur. Included are University vehicles when students are present. Smokeless tobacco is further prohibited inside all buildings/facilities, to include stadiums, gymnasiums, or other similar places where the general public may assemble.

**Scope** This policy applies to any individual on campus property, including but not limited to students, faculty, staff, other employees such as temporary, lump sum, or seasonal employees, contractors, subcontractors, volunteers, guests and members of the public, and it is applicable twenty-four (24) hours a day, seven (7) days a week.

## Sanctions:

Individuals found to be noncompliant will be subject to existing campus disciplinary measures:

- a. For students, such noncompliance will be referred to Student Judicial Programs.
- b. For employees, such noncompliance will be referred to the employee's supervisor, Academic Personnel or Human Resources, as applicable.
- c. For contractors and subcontractors, such noncompliance will be referred to the department responsible for monitoring performance of the applicable contract.
- d. Visitors and members of the public who refuse to comply with this policy may be asked to leave campus.

## Definitions

"Smoke or Smoking" means:

- the carrying, smoking, burning, inhaling, or exhaling of any kind of lighted pipe, cigar, cigarillo, beedies, kreteks, water pipe, bong, cigarette, hookah, weed, herbs, or other lighted smoking device;
- lighting or burning of non-tobacco plants or marijuana and
- Electronic cigarettes or vaporizers.

"Campus Property" means any property owned, leased, occupied, operated or otherwise controlled by the University, and as further set forth on the Smoke-Free Campus Map, which is available at [www.wiu.edu/smokefree](http://www.wiu.edu/smokefree).

"Tobacco Products" means all forms of tobacco, including but not limited to cigarettes, cigars, cigarillos, pipes, beedies, kreteks, water pipes, bongs, and hookahs smoked products, pipes, electronic cigarettes, and any non-FDA approved nicotine delivery device or product.

"Smokeless Tobacco" consists of the use of snuff, oral and nasal tobacco, chewing tobacco, smokeless pouches, or other forms of loose leaf tobacco.

## Procedures

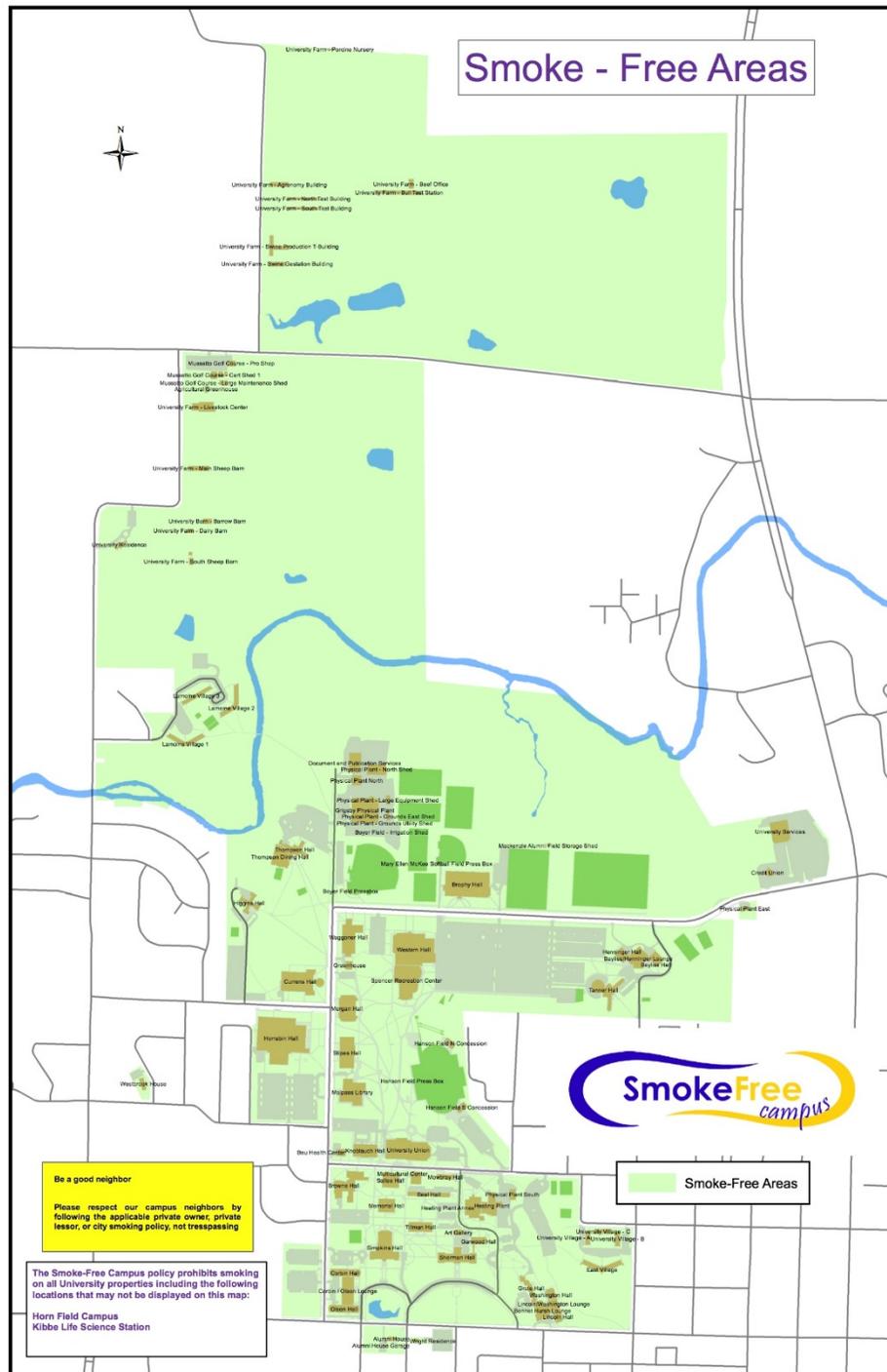
The University shall post "No Smoking" signs or the international "No Smoking" symbols clearly and conspicuously throughout the campus. This policy applies to all campus property whether or not such notices are posted. Areas that experience poor compliance with the policy may request supplemental signage from Facilities Management.

Guests at public events, such as conferences, meetings, public lectures, social events, cultural events, and sporting events, as well as non-university events held on campus property must abide by this policy. Organizers of public events are responsible for informing their attendees of this policy. Individuals are encouraged to inform someone smoking on campus property of this policy and request that the smoker complies with the policy. Noncompliant individuals who are perceived as threatening or violent may be referred to the Office of Public Safety. Individuals are encouraged to report

policy violations through the reporting procedures on the smoke-free campus website, available at [www.wiu.edu/smokefree](http://www.wiu.edu/smokefree).

**Exceptions**

- Smoking is not prohibited when an individual is traveling through campus in a personally-owned vehicle.
- Individuals or groups interested in smoking as part of a ceremony in or on campus property must seek advance approval from the Vice President for Administrative Services by submitting a request for approval through the smoke-free campus website, available at [www.wiu.edu/smokefree](http://www.wiu.edu/smokefree).
- Smoking may be allowed in an enclosed area on campus property for a medical, scientific, or research program, provided that smoking is an integral part of such program and the appropriate campus research oversight body has approved the inclusion of smoking in the program pursuant to the applicable procedures for such medical, scientific, or research program.



## DAMAGES/VANDALISM & CHARGES

- ✘ You also have the ability to charge students yourselves for damages that have occurred within the building or in the areas connected to the building. Use your damage charge list to assess the amounts.
- ✘ Your BSW Supervisor will turn in damage report sheets to you. These will typically be for cleanup charges. You do not have to charge out damages just because you receive them, but many times you will.
- ✘ Damages are billed by the Hall Clerk to the students, with the approval of the Complex Director.
- ✘ If you do not have an exact dollar amount, you still need to have the Hall Clerk enter the damage with a zero, so that the appropriate students get billed. You can always change the amount assessed at a later date. The UHDS Charge sheet is a good resource to use for assessing and charging. You can also call or e-mail the Assistant Director of Director of Residential Facilities if you have questions about charge amounts.
- ✘ Unsafe/Unsanitary charge of **(\$75)** is assessed anytime a cleanup is hazardous to a BSW (broken glass, bodily fluid, etc.) This includes the cleanup time and the extra charge.
- ✘ Students get billed at the end of the semester for all of the hall/room damages assessed to their account. Be thorough, but again understand what normal wear and tear is.

Damages over \$100.00 not including a key re-core requires a picture. Please submit a hard copy with the RCR and an electronic copy to Angela Wagner. These pictures must be electronically labeled with the building, room number, and student initials and saved to the following folder **[Computer > Groups (S: Drive) > Facilities > Closing > Damage Pictures]**

- ✘ Damage charge list can be found:  
**[Computer > Groups (S: Drive) > UHDS > Facilities > Damage Charge Lists]**

### **Room Damages:**

- Assessed on the RCR by the hallstaff. Charges are added to the student account at the end/"checkout" of the occupied room with damage.
- If something is reported damage in a student room during the year by the student that needs to be billed, gather documentation from the student (admission and understanding of charges), pull RCR and write-on charge and attach admission from student to RCR. Charge will be assessed at the time of check-out.

### **Floor/Common Area Damages:**

- Charging for damage when Person(s) are (NOT) caught:
  1. Hall staff, OPS, BSWs assess damage (including amount, fill out charge sheet)
  2. Charge is placed in MVS using charge sheets by clerk
  3. End of month vandalism report should reflect actual costs
  4. Clerk adjusts the charge as necessary
- Charging for damage when Person(s) are caught (ARREST):
  1. Hall staff and/or OPS will assess damage
  2. McDonough County State's Attorney will notify UHDS office that case is being heard
  3. After verdict, McDonough County Courthouse will send results to UHDS office
  4. If found in violation, charges will be administered to student's account
  5. Letter should be sent to student making him/her aware of charge and follow-up from staff should occur (if student is still living on campus).

## DAMAGES/VANDALISM & CHARGES

- Charging for damage when Person(s) are caught (JUDICIAL):
  1. Hall staff and/or OPS will assess damage
  2. Office of SRRR and/or staff will hear case with student
  3. Clerk should place a hold on the bldg. or floor until verdict is found
  4. If found in violation, charges will be administered to student's account
  5. Letter should be sent to student making him/her aware of charge and follow-up from staff should occur.
- Charging for damage when Person(s) are caught (NON-JUDICIAL or ACCIDENTAL):
  1. Hall staff will assess damage
  2. Students responsible will be followed up with by staff
  3. Staff should acquire some sort of documentation (e-mail, letter, etc...) from students indicating that they acknowledge they will be charged and held liable for damages.
  4. Charged assessed to student(s) account by Hall Clerk.

### ***Elevator Charges:***

- Charging for a Key Retrieval (FOUND) during Regular Hours:
  1. Mechanic Retrieves Key & brings to clerk and obtains signature
  2. Clerk charges student \$50.00 **\*AS OF 2018, THERE IS NO LONGER A CHARGE FOR THIS**
- Charging for a Key Retrieval (NOT FOUND) during Regular Hours:
  1. Mechanic reports that key(s) can't be found
  2. No charge for retrieval is administered, but a re-core charge of \$75 is administered.
- Charging for a Key Retrieval (AFTER) Regular Hours (3:00pm):
  1. Student should be issued temporary key for the 24 hour period & mechanic will collect the next business day.
  2. If the request warrants a mechanic to come in after hours this will be considered overtime.
  3. Head Staff should collect signature of student on standard building request form to acknowledge they are aware they will be charged for the OT charges up to \$400. They should also be made aware that the charge will be administered, regardless of the key(s) or item(s) is found or not found.
  4. Mechanic Retrieves Key & calls head staff (Duty Phone) for signature and turns over keys/items.
  5. Clerk administers \$400.00 to student account.
  6. As soon as actual invoice is received, charge should be adjusted by clerk.
- Charging for Vandalism when students are (PRESENT):
  1. While Kone is in route, Hall Staff collects student information.
  2. Upon repair, Mechanic will note whether the problem was related to vandalism.
  3. If vandalism related, Hall staff should then meet with those students or judicial for offense. Students should sign Notice of Disciplinary Action acknowledging that they will administered the charges once an invoice is received up to \$1,000.
  4. Once verdict is decided, charge should be administered to student(s) responsible by Hall Clerk.
- Charging for Vandalism when students are (NOT PRESENT):
  1. Upon repair, Kone will note whether the problem was related to vandalism
  2. If no one comes forward, building (by side and/or by floor) is charged for repair.

## University Housing and Dining Services Service/Emotional Support Animals Agreement

**Service Animals:** It is the policy of Western Illinois University that service animals assisting individuals with disabilities are permitted in all facilities, programs, and activities where students, employees, or members of the public are normally allowed access, except where the presence or behavior of the animal may compromise the health or safety of the animal or others, or fundamentally alters the nature of the program or activity.

The Americans with Disabilities Act (ADA) protects the rights of people with disabilities to be accompanied by their service animals in public places, like businesses, restaurants, grocery stores, hotels, etc.

Additional acts of law, like the DOT's Air Carrier Access Act, DOJ/HUD Fair Housing Act and Federal Rehabilitation Act protect the rights of people with disabilities to be accompanied by their service animals under a wide variety of circumstances under which the ADA may not be applicable.

For information regarding "Service Animals," as defined by the ADA, please see the University "Service Animal Policy" <http://www.wiu.edu/vpas/policies/svcanimal.php>

**Emotional Support Animals:** Western Illinois University (WIU) recognizes the importance of "Emotional Support Animals" in providing physical and/or emotional support to individuals with disabilities. In compliance with the Fair Housing Act, WIU will evaluate all requests for an assistance animal as a reasonable accommodation for an individual with a disability who lives in University housing. Furthermore, WIU is committed to allowing these individuals the use of Assistance Animals necessary to provide equal opportunity to use and enjoy University housing.

Although it is the policy of WIU that individuals are generally prohibited from having animals of any type in University housing, WIU will consider appropriate requests under this Policy. However, no Emotional Support Animal may be kept in University housing at any time prior to the individual receiving approval as a reasonable accommodation pursuant to this Policy.

More information on the presence of Emotional Support Animals in University housing may be found in the Emotional Support Animal Guidelines.



## TERMS & CONDITIONS

### Approval Process

- All Service/Emotional Support animals must be approved through the Disability Resource Center at Western Illinois University and proper documentation must be provided.
- Once approved, the applicant should review this agreement and be prepared to sign and complete within (7) seven days of moving into their designated residence hall room, apartment, or staff apartment or prior if possible.

### General Standards and Requirements

- The animal is allowed in University housing only as long as it is necessary because of the Owner's disability. The Owner must notify the Disability Resource Center in writing if the Assistance Animal is no longer needed or is no longer in residence. To replace a Service/Emotional Support animal, the new animal must be necessary because of the owner's disability and the Owner must follow the procedures in this Policy and the Reasonable Accommodation Policy when requesting a different animal.
- The Owner must fully cooperate with University personnel with regard to meeting the terms of this Policy and developing procedures for care of the animal (e.g., cleaning the animal, feeding/watering the animal, designating an outdoor relief area, disposing of feces, building evacuation in emergencies, etc...). Upon moving into a University Housing space, the owner is responsible for meeting with a member of their headstaff and the Director of Residential Facilities to review and discuss all applicable procedures.
- The Owner is required to ensure the animal is well cared for at all times. Any evidence of mistreatment or abuse may result in immediate removal of the Assistance Animal and/or discipline for the responsible individual.
- The Owner must abide by current city, county, and state ordinances, laws, and/or regulations pertaining to licensing, vaccination, and other requirements for animals. It is the Owner's responsibility to know and understand these ordinances, laws, and regulations. The University has the right to require documentation of compliance with such ordinances, laws, and/or regulations, which may include a vaccination certificate. The University reserves the right to request documentation showing that the animal has been licensed.
- All animals must have all required immunizations and vaccinations up-to-date and on-file with University Housing and Dining Services.
- Collars and Tags must be worn at all times.
- As applicable, animal owners are required to utilize a veterinarian-recommended flea control program.
- Only approved animals are allowed in residence hall facilities. Animals belonging to friends, family members, or others may not "visit" or stay in the resident's room or apartment at any time.

### Control of Animal/Respect for Staff & Community

- The resident is responsible for insuring that the animal does not interfere with the daily operations and routine activities of the housing facilities or cause difficulty for the residents or staff who reside and work in the facility.
- WIU personnel shall not be required to provide care or food for any Assistance Animal including, but not limited to, removing the animal during emergency evacuation for events such as a fire alarm. Emergency personnel will determine whether to remove the animal and may not be held responsible for the care, damage to, or loss of the animal.

- The Owner agrees to abide by all equally applicable residential policies that are unrelated to the individual's disability such as assuring that the animal does not unduly interfere with the routine activities of the residence or cause difficulties for individuals who reside there due to noise, odor, etc...
- Assistance Animals may not be left overnight in University Housing to be cared for by any individual other than the Owner. If the Owner is to be absent from his/her residence hall overnight or longer, the animal must accompany the Owner. The Owner is responsible for ensuring that the Assistance Animal is contained, as appropriate, when the Owner is not present during the day while attending classes or other activities.
- The animal must be crated, caged, or secured when the owner is not present in the room or apartment.
- As applicable, the animal must be on a leash unless in the owner's room or apartment with the door closed.
- The animal shall never be left alone in outside areas or tied to any fixed objects anywhere outside the apartment.
- The resident must take the animal with them if leaving campus for a period of more than 24 hours.

### **Care and Cleanup**

- The owner is responsible for properly containing and disposing of all animal waste. Waste is to be placed in a plastic bag and securely tied before disposal in an outdoor waste receptacle. In the event of a cat, the resident is responsible for cleaning of litter. The cat litter box contents must be disposed of properly and regularly. The litter box must be changed with new cat litter regularly as outlined by the manufacturer.
- Care for the animal should include regular grooming and bathing to control odor.
- The resident is required to maintain control of the animal at all times.
- The resident will notify his/her respective building headstaff immediately if the animal has escaped its confines and is unable to be located.
- **Health:** Animals to be housed in university housing must have an annual clean bill of health from a licensed veterinarian. Documentation can be a vaccination certificate for the animal or a veterinarian's statement regarding the animal's health. The university has authority to require that the animal to receive veterinary attention. The owner is responsible for keeping all these records up to date and providing copies to University Housing and Dining Services.

### **Residence Hall Room & Apartment Care**

- The owner will take all reasonable precautions to protect the property of the University and its community. All costs of repairs relating to damages caused by the animal, including, but not limit to the replacement of furniture, carpet, or excessive deep cleaning will be the responsibility of the resident.
- There will be an initial room/apartment inspection by the Director of Facilities/Director of Residence Life or his/her designee prior to the pet's presence.
- The Director of Facilities/Director of Residence Life or his/her designee will check each room/apartment that has a pet once a semester, at the winter break.
- Prior to vacating the residence hall room or apartment, the occupant will schedule an inspection of the room/apartment with the Director of Facilities/Director of Residence Life or his/her designee. Any damage above normal wear and tear will be the responsibility of the owner and prompt payment is expected to cover damages/repairs/additional cleaning as necessary.
- Weekly care of the room/apartment is expected to keep it clean from the animal occupying the space.
- The occupant needs to prepare their room or apartment each winter break (by consolidating belongings) so that the spaces can be deep cleaned by the university staff over the break period. A cleaning will also occur at the end of the school year when the resident moves out.
- Throughout the school year, university staff may need safe and unobstructed access to residence hall rooms/apartments for routine and emergency maintenance, cleaning and for health and safety checks.

It is the responsibility of the staff member animal owner to therefore crate or cage the animal when they are not present in the room to prevent harm or loss.

- An individual with a disability may be charged for any damage caused by his or her Assistance Animal beyond reasonable wear and tear to the same extent that it charges other individuals for damages beyond reasonable wear and tear. The Owner's living accommodations may also be inspected for fleas, ticks or other pests if necessary as part of the University's standard or routine inspections. If fleas, ticks or other pests are detected through inspection, the residence will be treated using approved target pest control methods by a University-approved pest control service. The Owner will be billed for the expense of any pest treatment above and beyond standard pest management in the residence halls. The University shall have the right to bill the Owner's account for unmet obligations under this provision.

#### **Location of Animal**

- The animal must remain in the residence hall room or apartment where the owner resides.
- The animal is not permitted in other housing areas such as but not limited to: the office environment, hall common areas, laundry rooms, within the general building spaces, floors, etc.
- The animal is not to be taken to any other WIU campus administrative, athletic or academic facilities.
- The resident must allow an approved notice to be posted on all doors leading into the room or apartment; this will help notify university individuals that there is an animal in the apartment space.

#### **Removal of the Animal**

The University may exclude/remove a therapy animal when:

- The animal poses a direct threat to the health or safety of others or causes substantial property damage to the property of others;
- The animal's presence results in a fundamental alteration of a University program.
- The Owner does not comply with the Owner's Responsibilities set forth above.
- The animal or its presence creates an unmanageable disturbance or interference with the University community.
- The animal's living conditions are not conducive to a healthy living environment for the animal, as supported by documentation.
- If an animal is found running unrestrained at large, the University retains the right to capture and confine the animal.

The following discipline process will be utilized regarding Service/Emotional Support animals:

1. Warning letter issued to owner regarding the complaint or issue involving the animal.
2. Violation letter issued to owner in addition to a meeting with the Director of Residence Life or his/her designee.
3. Removal of the animal from university housing.

The University will base such determinations upon the consideration of the behavior of the particular animal at issue, and not on speculation or fear about the harm or damages an animal may cause. Any removal of the animal will be done in consultation with the Director of the Disability Resource Center and may be appealed to the Associate Vice President of Student Services. The owner will be afforded all rights of due process and appeal as outlined in that process.

Should the Assistance Animal be removed from the premises for any reason, the Owner is expected to fulfill his/her housing obligations for the remainder of the housing contract.

Once an animal is removed from university housing, they are not permitted to live on campus again. The university has the authority to temporarily or permanently exclude a Service/Emotional Support animal from its grounds or facilities if the animal's behavior is unruly or disruptive, in ill health, or habitually unclean. Health concerns and disruption issues will be addressed by residence life staff and will follow the community living guide regulations required of all those residing within the community.

**NON-RETALIATION PROVISION**

WIU will not retaliate against any person because that individual has requested or received a reasonable accommodation in University Housing, including a request for a Service/Emotional Support Animal.

**Liability Statement**

I, the undersigned, understand that the University shall not, under any circumstances, be held liable for any personal injury or damages caused by my animal. I hereby agree to indemnify and hold Western Illinois University harmless from all payments, expenses, costs, attorney fees, and all claims and liabilities for losses or damages to property or injuries to persons caused wholly or in part by my animal. Neither University Housing and Dining Services nor Western Illinois University is responsible for supervising the registered animal, nor do they assume liability for the actions of the animal.

\_\_\_\_\_  
Signature of Owner

\_\_\_\_\_  
Date

\*See additional Animal Record Form that should be attached to this documentation.

-----  
For Office Use Only:

Approved by: \_\_\_\_\_  
Administrator Name

\_\_\_\_\_  
Date

- Pre-apartment/room inspection completed by: \_\_\_\_\_ on date: \_\_\_\_\_
- Animal Record Form completed and submitted
- Proof of pet registration with the City of Macomb, if applicable
-

**Western Illinois University Housing and Dining Services  
Service/Emotional Support Animal Policy Record Form**

Name: \_\_\_\_\_

Type of Animal and Breed: \_\_\_\_\_ Name of Animal: \_\_\_\_\_

Community: \_\_\_\_\_ Date of Initial Ownership: \_\_\_\_\_

**Pet Vaccination Certificate/ Shot Record – Director must initial and attach copy for each year**

Year One \_\_\_\_\_       Year Two \_\_\_\_\_       Year Three \_\_\_\_\_       Year Four \_\_\_\_\_

**As Applicable, proof of flea control - Director must initial and attach copy for each quarter**

Year One:

Month One \_\_\_\_\_  
 Month Four \_\_\_\_\_  
 Month Seven \_\_\_\_\_  
 Month Ten \_\_\_\_\_

Year Three:

Month One \_\_\_\_\_  
 Month Four \_\_\_\_\_  
 Month Seven \_\_\_\_\_  
 Month Ten \_\_\_\_\_

Year Two:

Month One \_\_\_\_\_  
 Month Four \_\_\_\_\_  
 Month Seven \_\_\_\_\_  
 Month Ten \_\_\_\_\_

Year Four:

Month One \_\_\_\_\_  
 Month Four \_\_\_\_\_  
 Month Seven \_\_\_\_\_  
 Month Ten \_\_\_\_\_

**Room/Apartment Inspection**

<input type="checkbox"/> Year One: Fall	<input type="checkbox"/> Year Two: Fall	<input type="checkbox"/> Year Three: Fall	<input type="checkbox"/> Year Four: Fall
<input type="checkbox"/> Year One: Spring	<input type="checkbox"/> Year Two: Spring	<input type="checkbox"/> Year Three: Spring	<input type="checkbox"/> Year Four: Spring
<input type="checkbox"/> Year One: Summer	<input type="checkbox"/> Year Two: Summer	<input type="checkbox"/> Year Three: Summer	<input type="checkbox"/> Year Four: Summer

**Emergency Contact Information**

Veterinarian's Name: \_\_\_\_\_  
Phone Number: \_\_\_\_\_  
Address: \_\_\_\_\_

Individual's Name: \_\_\_\_\_  
Relationship: \_\_\_\_\_  
Phone Number: \_\_\_\_\_  
Address: \_\_\_\_\_

## PEST CONTROL

### Routine:

- ✘ The University provides Pest Management inspections and treatment throughout the year. Service is also provided on an individual apartment/student room basis as needed.
- ✘ Routine Pest Control problems should be e-mailed to the Assistant Director of Facilities. Large infestations, rodent, or bedbug concerns should be reported to the Assistant Director of Facilities and the Director of Residential Facilities.
- ✘ If a bat is found in your area, please contact Building Services for proper removal.
- ✘ Pest Control personnel are usually on campus Tuesdays and Thursdays to inspect/treat. We can request that they come to campus for emergencies on off-days, however, this comes at an added expense, so we must make sure that the decision is justified. The Assistant Director of Residential Facilities will make this request.
- ✘ We practice with an Integrated Pest Management Program (IPM), meaning we try to use an effective and environmentally sensitive approach to pest management that relies on a combination of common-sense practices. The IPM program uses current, comprehensive information on the life cycles of pests and how they withstand the environment. This information, in combination with other available pest control methods, is used to manage pest damage by the most economical means, and with the least possible hazard to people, property, and the environment. Simply put--we try to treat for what we find and contrary to popular belief, we do not use any one pesticide that is a "one and done" solution.
- ✘ Understand that Asian beetles, lady bugs, flies, bees, and other common pests are going to be present. Be smart about what is work ordered or requested. For minor infestations such as Asian beetles, vacuums can be checked out from the front desk at the respected buildings.
- ✘ See if you can find holes in screens or other areas where pests might be entering the room from. This information will help pest control and facilities management in preventing future problems.
- ✘ Most sprays used are nontoxic and are not harmful to humans and/or plants. It is important to follow all pest control guidelines:
  - Keep food covered or in the refrigerator, and put garbage in metal containers with tight covers. Keep your counters, tables, and dishes clean.
  - Report all faucet and pipe leaks. Keep all sink and pipe areas clean and dry.
  - Throw out old newspapers, empty bottles, cardboard boxes, and trash.
  - Keep all floors clean and free of food crumbs.
  - Store all brooms and mops with the handle down, and do not store damp rags or sponges in dark closets.
- ✘ Throughout the year pest control inspections/treatments in trash chutes and common areas are performed.
- ✘ In GFH, a mandatory escorted pest control inspection is conducted 2-3 times a year. This is coordinated by the Dir. Of Residential Facilities and Facilities Management.

# PROTOCOL FOR BED BUG PESTS

## Determining the problem:

Bed bugs are very difficult to diagnosis because of the type of bites and the size of the pest. It is also very difficult to know the source of the pest. The following questions should be asked of students to help in determining if Bed bugs are the problem and potentially locating a source:

- Have they traveled recently?
- Have they stayed in a hotel recently?
- Have they had friends or relatives who have had any similar problems?
- Do they have any blood stains on their sheets?
- Do they have bites on the mid-section of their legs or arms? If so, do the bites follow a straight line or trail?
- Has their luggage been sitting somewhere new or did they loan it to someone?



**Identification of Bed Bugs** – Ultimately, any inspections will be performed by trained pest control personnel through a thorough room inspection. Physicians at Beu Health Center may make student or staff aware of a potential problem.

## The University will be responsible:

- For providing professional pest management services for the University areas affected.
- One time reimbursement may be provided for the laundering of a student's personal items. Laundry must be done by student, UHDS will not reimburse for laundering services from an outside company. Reimbursement for Dry-Cleaning must be preapproved by the Director of Residential Facilities.
- University Housing will **not** move students or student belongings because of any infestations. This only spreads the problem.
- University Housing will provide a vinyl sealed mattress cover or a replacement mattress (only after treatment) whichever is most appropriate and dependent on inspection results.
- University Housing will provide a vacuum service shortly after the room has been treated by Pest Control.
- Ongoing communication with the student about the treatment process and progress by UHDS Staff.

## The Student will be responsible for:

- Following the treatment protocol.
- Communicating with University staff about the situation and any future bites or outbreaks or any allergies they may have.
- If inspection confirms bedbugs, washing all their clothes at an off-campus Laundromat. (The temps in university laundry machines do not get hot enough to kill the pests.) Students may ask for reimbursement for their first round of laundry at the University Housing Office Seal Hall 136 or 141. Reimbursement only includes hand washed/dried clothes—no service cleaning, detergent, or other cleaners are included. Items needing dry-cleaning will require permission on a case by case basis from the Director of Residential Facilities.
- Getting examined by a physician at the Beu Health Center (if needed).
- Understanding that it will likely take multiple treatments to solve this problem and eliminate the pest.
- Not purchasing or applying their own store bought pesticide.
- Leaving all monitoring devices in place throughout the treatment process.

## Treatment Process

### Step 1: Inspection

3. Once a potential area has been identified as a potential problem, a certified Pest control technician will inspect the area. A thorough inspection will include all items in the suggested area. This may require them to investigate over a couple days as bed bugs are difficult to locate.
4. A thorough inspection may also include adjoining rooms/apts., as well as areas across and above/below the suggested area.
5. If an infestation of Bed Bugs is not found, the area may be treated for any other pest problems that are determined. As with any health issues students should see a physician if they continue to get bit.

### Step 2: Treatment

1. Prior to treatment, all clothing, linens, apparel, and any garments should be placed in plastic bags and tied shut. All items in sealed bags must be washed in **HOT** water with soap and dried on **HIGH** heat at an off-campus Laundromat. After cleaning, all laundry should remain in **NEW** plastic bags. During this time, if any new bites are found, this must be communicated to University Staff and the clothes should remain in the sealed bags until pest control is confident that the pests have been eliminated and the room is cleared.
2. Prior to treatment, all floors must be cleared of any personal items in preparation for treatment.
3. Prior to treatment, kitchen and bathroom cabinets should be cleaned out.
4. Prior to treatment, desk drawers, closets, and any other cubby holed areas should be cleaned out.
5. Pest Control will **NOT** provide treatment services if the above steps have not been completed.
6. A perimeter general treatment will occur and include rooms immediately to the **left** and **right** of the confirmed room.
7. Inspections will occur in rooms **above**, **below**, and **across** of the target room. This is a precautionary technique and students in these rooms are not required to follow the laundry recommendations unless they too have signs of the target pest.
8. All carpet, furniture, surfaces of appliances, computers electronics and bedframes will be vacuumed thoroughly. This will be performed by University Custodial Staff (approx. 1 week) following treatment.

### Step 3: Post Treatment

1. Carpet, furniture, surfaces of appliances, computers electronics and bedframes should continue to be vacuumed regularly. After vacuuming, the vacuum bag should be disposed of in a sealed plastic bag and then properly disposed thrown away.
2. A vinyl sealed mattress cover or a replacement mattress (only after treatment) whichever is most appropriate will be applied to the bed(s) in each room.
3. Treatment to infested areas will likely take more than one application. Follow-up service will be required.
4. Students should not clean or wipe down surfaces after treatment. This will remove the chemicals used by pest control and lessen their effectiveness.

### Average Timeline:

1. Inspection to be completed after initial report (Typically a Tuesday or Thursday)
2. Treatment if room is confirmed 2 days after inspection
3. One week after treatment custodial will arrive to work on vacuuming
4. Two weeks after treatment Pest Control will perform follow-up inspection
5. One month Pest control will complete 3<sup>rd</sup> inspection and potentially "clear" room if nothing is found

## Bed Bug Fact Sheet for Parents and Students

- **About the Bug** - Bed bugs are parasites that preferentially feed on humans. In the past decade, bed bugs have begun making a comeback across the United States, although they are not considered to be a major pest. Such infestations usually are not a reflection of poor hygiene or bad housekeeping, although poor housekeeping will provide more places for the bugs to hide.
- **Life Cycle** - Nymphs and adults can live for several months without food. The adult's lifespan may encompass 12-18 months. Three or more generations can occur each year.
- **Habits** - Bed bugs are fast moving insects that are nocturnal blood-feeders. They feed mostly at night when their host is asleep. After feeding, they then crawl away to a hiding place to digest the meal. When hungry, bed bugs again search for a host. Bed bugs hide during the day in dark, protected sites. They seem to prefer fabric, wood, and paper surfaces. They usually occur in fairly close proximity to the host.
- **Injury** -The bite is normally painless. The salivary fluid injected by bed bugs typically causes the skin to become irritated and inflamed, although individuals can differ in their sensitivity. A small, hard, swollen, white welt may develop at the site of each bite. This is accompanied by severe itching that lasts for several hours to days. Scratching may cause the welts to become infected. Rows of three or so welts on exposed skin are characteristic signs of bed bugs. Welts do not have a red spot in the center such as is characteristic of flea bites. *Bed bugs are not known to transmit disease.*
- **Tell-tale Signs** - A bed bug infestation can be recognized by blood stains from crushed bugs or by rusty (sometimes dark) spots of excrement on sheets and mattresses, bed clothes, and walls
- **Control Measures** - A critical first step is to correctly identify the blood-feeding pest, as this determines which management tactics to adopt that take into account specific bug biology and habits. For example, if the blood-feeder is a bat bug rather than a bed bug, a different management approach is needed.
- **Prevention** - Do not bring infested items into one's home. It is important to carefully inspect clothing and baggage of travelers, being on the lookout for bed bugs and their tell-tale fecal spots. Also, inspect secondhand beds, bedding, and furniture. Caulk cracks and crevices in the building exterior and also repair or screen openings to exclude birds, bats, and rodents that can serve as alternate hosts for bed bugs. Used furniture is a potential source.
- **Sanitation** - Sanitation measures include frequently vacuuming the mattress and premises, laundering bedding and clothing in hot water, and cleaning and sanitizing dwellings. After vacuuming, immediately place the vacuum cleaner bag in a plastic bag, seal tightly, and discard in a container outdoors-this prevents captured bed bugs from escaping into the home. A stiff brush can be used to scrub the mattress seams to dislodge bed bugs and eggs.
- **Trapping** - After the mattress is vacuumed or scrubbed, it can be enclosed in a zippered mattress cover such as that used for house dust mites. Any bed bugs remaining on the mattress will be trapped inside the cover. Leave the cover in place for a year or so since bed bugs can live for a long time without a blood meal.

# Bed Bug Treatment Checklist for Students

Building Name: \_\_\_\_\_ Room: \_\_\_\_\_ Resident: \_\_\_\_\_

## Steps to be taken by students if bed bugs have been confirmed in their residence:

Bed bugs can travel in clothing, bags, backpacks, laptops, furniture – anything with small spaces to hide. **Therefore, all actions should be performed inside your room to prevent the spread of bed bugs.**

Backpacks should be treated as clothing. Personal electronics (i.e. cell phones, MP3 players, laptops) should be left on the desktop during treatment so they can be examined. Textbooks and study materials should also be left in your room (not bagged) during treatment. Check with your **campus representative** if you have any questions about these instructions.

It is imperative that the following be done **after** the room has been inspected and the presence of bed bugs have been confirmed, but **before** room is treated: **Please initial completed items.**

\_\_\_\_\_ All clothing, including items in your room, dresser, and closet must be bagged and laundered. Along with that all bath linens, bedding, and soft luggage (duffle bags) must be bagged and laundered. Bags will be provided to accommodate these items.

\_\_\_\_\_ Items that are delicate or have the possibility of shrinking or color fading: put into a separate plastic bag clearly marked **DRY CLEANING**.

\_\_\_\_\_ Clean up all clutter; remove all non-furniture items from under beds and discard cardboard boxes. Remember, clutter provides places for bugs to hide!

\_\_\_\_\_ BSW staff will vacuum thoroughly. This should include all floor coverings, bed frames, mattresses, and any upholstered items. **Immediately dispose of vacuum bag in dumpster outside of building!**

\_\_\_\_\_ Move all bagged items to center of room.

\_\_\_\_\_ Shoes or other non-washable items can be bagged separately and placed in the center of room alongside other bagged items. These will be inspected and treated if necessary.

\_\_\_\_\_ Remove all open food.

\_\_\_\_\_ Leave room, for **at least 3 hours**, following treatment.

## After room has been treated:

\_\_\_\_\_ Vacuum daily and discard vacuum bags after each use in dumpster outside of buildings.

A second treatment will be administered approximately 2 weeks after initial treatment.

Room will be inspected approximately 2 weeks after second treatment. The student is

encouraged to be present during this inspection. Follow-up will be determined as needed.

Confirmation Date: \_\_\_\_\_

First Treatment Date: \_\_\_\_\_

Second Treatment Date: \_\_\_\_\_

Final Inspection Date: \_\_\_\_\_

Follow up Recommendations (if needed):

Resident's signature: \_\_\_\_\_

UHDS Staff Signature: \_\_\_\_\_

# PROTOCOL FOR MOLD & INDOOR AIR QUALITY

## Indoor Air Quality:

Western Illinois University is committed to providing a safe and healthy environment to its students, tenants, and contractor. To support this commitment, WIU has developed and implemented a Mold Management and Indoor Air Quality Plan for the Residence Halls utilizing the **USEPA guidelines for Mold Remediation in Schools and Commercial Buildings**. Individuals with immune suppression, hypersensitivity pneumonitis, severe allergies, or other chronic inflammatory lung diseases should contact University Housing and Dining Services at 309-298-3000.

## Regulatory Requirements:

Currently, there are no U.S. EPA regulations, standards, or threshold limit values for airborne concentrations of mold or mold spores. Although there are no EPA regulations or standards for airborne mold contaminants, there are microbiological assessment guidelines. Therefore, in the event that we discover mold on the campus, Western Illinois University's policy is to follow USEPA's recommended protocol as outlined in the "Mold Remediation in Schools and Commercial Buildings", and the "Guidelines of the American Conference of Governmental Industrial Hygienists (ACGIH)".

The University will be responsible:

- For providing professional mold management services for the University areas affected.
- University Housing will provide cleaning of University owned property affected.
- Ongoing communication with the student about the treatment process and progress by UHDS Staff.

The Student will be responsible for:

- Following the treatment protocol as outlined by the University.
- The cleaning of clothes, bedding, or any other personal items that may have been affected.
- Common upkeep and regular cleaning of areas such as refrigerators and seals, hard surfaces, bathroom tile (in GFH Apartments), and other areas that have a high presence of moisture.
- Getting examined by a physician at the Beu Health Center (if needed).
- Understanding that it may take multiple treatments to solve this problem and eliminate the issue.
- Communicating with University staff about the situation and reporting any future problems with an area they believe may be affected.
- If small presence of mold/mildew becomes visible on hard surfaces, students should remedy by Cleaning up the areas using a standard soap and water with 10% bleach solution.

Graduate and Family Housing Residents are responsible for following the "Humidity Control" guidelines as listed in the "Community Responsibilities" section of their apartment lease:

- *In order to control the humidity levels in your apartment, residents are expected to follow these guidelines during the months of June, July, August and September.*
- *All windows and doors are to remain closed.*
- *Air conditioning is to remain on at all times.*
- *During these four months (June, July, August and September), if you are to be out of your apartment for more than 4 days, you must notify the UHDS-GFH office at 309-298-3321.*
- *Any water leaks or other liquid spills must be cleaned up immediately.*
- *If you have a dehumidifier in your apartment we require that these are emptied daily to assist in keeping the humidity at the proper levels.*
- *If at any time you see or experience moisture or water leaks on your floor, windows, bathroom etc., because of condensation, water pipe leaks, or air conditioner leaks, please call our office and we will get a technician out to repair the problem.*
- *If at any time you see the introduction of mold on your walls, countertops, or ceiling, please notify our office immediately 309-298-3321*
- *Residents are responsible for the proper cleaning of their bath tubs, sinks, and, refrigerators where household mold and mildew are prevalent.*

## PROTOCOL FOR MOLD

Treatment Process follows USEPA guidelines for Mold Remediation in Schools and Commercial Buildings

### Step 1: Inspection, Investigation and Evaluation of Moisture and Mold Problem:

- 1 Facilities Management will assess the size of the areas being reported as affected (square feet) and determine subsequent action based on the following:
  - *Small- Total area affected less than 10 sq. ft.*
  - *Medium Total area affected between 10 and 100 sq. ft.*
  - *Large- total affected area greater than 100 sq. ft.*
- 2 Facilities Management will always consider the possibility of hidden mold and will perform the necessary inspections to determine its presence.
- 3 Facilities Management will assist in the identification to locate the source or cause of mold problem.
- 4 Facilities Management will perform inspections on the inside air ducts and air handling units.

### Step 2: Treatment Process

1. Facilities Management will use a combination of the following cleaning methods for mold remediation depending on condition of the apartment, assessment during inspection process, and tenant cooperation. Each individual situation will dictate which method is most appropriate depending on the size of the area and the material that is damaged:
  - Method 1: Wet vacuum. Steam cleaning may be an alternative for carpets and some upholstered furniture.
  - Method 2: Damp-wipe surfaces with plain water or with water/bleach detergent solution (except wood- use floor cleaner) scrub as needed.
  - Method 3: High-efficiency particulate air (HEPA) vacuum after material has been thoroughly dried. Dispose of the contents of the HEPA vacuum in well-sealed plastic bags
  - Method 4: Discard-remove water damaged materials and seal in plastic bags while in containment, if present. Dispose of as normal waste, HEPA vacuum area after it is dried.

### Step 3: Post Treatment

- 1 In most cases, the U.S. EPA does not recommend the practice of sampling air collection/analysis when visible mold is present in an occupied building. If mold growth is visible, then remediation should be performed as listed above. The standard for a completed remediation project will be no visible signs of mold present in the work area. Facilities Management will determine if subsequent air sampling or analysis is warranted following the completion of the remediation.
- 2 Treatment in affected areas may take more than one application. Follow-up service could be required.

## Mold Fact Sheet for Parents and Students

### What is mold?

Mold is a *fungus*. A fungus is an organism that lives by decomposing and absorbing the organic matter on which it grows. Molds, mushrooms, yeasts, smuts, rusts, and mildew are all examples of fungi. There are thousands of varieties of molds; however, the most common are listed below.

### What are the most common types of mold?

- **Cladosporium:** *Cladosporium* is a very common mold. It can appear green, brown, grey or black on surfaces. Allergic reactions are generally the only concern with *Cladosporium*. It can grow in many places, including soil, wood, dust, and insulation.
- **Aspergillus:** *Aspergillus* is another common mold. It can look grey, brown, yellow, green, white, or black. Some can cause infection in people with weak immune systems, and some of them can make toxins in certain circumstances. Others will only cause allergic reactions. *Aspergillus* can grow on walls, insulation, paper products, soil, clothing, and many other places.
- **Penicillium:** *Penicillium* is a name that often strikes people as familiar due to the fact that modern antibiotics were discovered thanks to a species of *Penicillium* long ago. It can look blue, green, or white. It can be found on foods, such as cheese and fruit, or in the walls, the insulation, and other places.
- **Ulocladium:** *Ulocladium* usually looks black or grey. It tends to grow in damp areas. It can be found on walls, around windows, in dusty areas, and other places.
- **Acremonium:** *Acremonium* is often found on insulation and drywall/sheetrock, although it can be found in many other areas, too – it grows in damp places. It can appear white, grey or brown.
- **Alternaria:** *Alternaria* looks similar to *Ulocladium* under a microscope. It can appear black or grey on surfaces. It has been known to cause various allergic reactions. It can grow on walls, dusty areas, around windows, damp areas, in soil, on plants, and in various other places.
- **Stachybotrys:** *Stachybotrys* is the infamous black mold that made the news in association with ill health effects many years ago. It needs a very damp area to grow, and it can create toxins. It looks black on surfaces.

### What does mold need to grow?

- Adequate moisture to germinate and then adequate moisture to maintain growth
- A food source; dead organic material to digest
- Appropriate temperature range
- Oxygen

### Why is mold growing in my apartment/room?

Molds are part of the natural environment. Outdoors, molds play a part in nature by breaking down dead organic matter such as fallen leaves and dead trees. Molds reproduce by means of tiny spores; the spores are invisible to the naked eye and float through outdoor and indoor air. Mold may begin growing indoors when mold spores land on surfaces that are wet. There are many types of mold, and none of them will grow without water or moisture.

### What are some of the ways in which you can avoid mold?

It is impossible to get rid of all mold and mold spores indoors as mold spores are present everywhere. The mold spores will not grow if moisture is not present, so following the University guidelines and keeping things in your room or apartment as dry as possible is the key.

- *Keep indoor humidity low* by running air conditioner and/or dehumidifier (*where provided*).
- Common upkeep and regular cleaning of areas such as refrigerators and seals, hard surfaces, bathroom tile (in GFH Apartments), and other areas that have a high presence of moisture.
- When water leaks, or spill occur, *act quickly and contact University Housing Services 309-298-3000*.
- Properly dispose of all food scraps and vacuum regularly as to not provide a food source for mold growth.

## Indoor Environmental Air Quality Remediation Standard Operating Procedures

The health, comfort, learning, and living environment of students, faculty, and staff are important aspects of Western Illinois University's mission. Indoor Air Quality (IAQ) is a critical component of providing a healthy and comfortable learning environment. Facilities Management has developed this Standard Operating Procedure (SOP) to ensure that students, faculty, and staff have a procedure for reporting and resolving indoor air quality issues. Western Illinois University IAQ goals are as follows:

- Minimize indoor air pollutants, which will reduce the likelihood of health problems.
- Control temperature, humidity, and ventilation associated problems, which will foster students', faculties, and staffs' ability to concentrate, learn and work.
- Prevent indoor air quality problems, which will slow building deterioration, avoid building closures, minimize liability risks, and foster a positive relationship among students, parents, faculty, staff, and University administration.

**Step 1: Inspection, Investigation and Evaluation of IAQ:** Facilities Management upon receiving an indoor air quality complaint will request the individual or building representative to fill out an Indoor Quality Complaint Form. Facilities Management will then perform an investigation of the complaint(s) in a timely manner based on the perceived degree of health hazard following these steps:

- Facilities Management will interview the room/building occupants to determine what the complaints are in more detail and the associated symptoms experienced. In addition, they will attempt to determine the following: *when do they occur (season, time, days & frequency); where do they occur and how long do the symptoms last; do they clear up after the individual leaves the facility; and what are the occupants' characteristics, such as smoking, allergies, or pre-existing illnesses and disabilities?*
- Facilities Management will determine the severity, and distribution of the occupant complaints. In addition, they will determine if there specific types of complaints or if they generalized in nature and if any of the occupants are obtaining medical care?
- Facilities Management will check the design parameters of the heating, ventilation, and HVAC systems, as well as associated filters, controls, and any changes in design due to renovation or other work performed to adequately measure the source and amount of fresh air per occupant delivered to the breathing zone or area in question.

**Step 2: A walking inspection of the building, looking specifically at the following areas:**

- Facilities Management will look at the cleanliness in each area inspected.
- Facilities Management will look for signs of moisture such as stained ceiling tile and/or peeling or blistering paint.
- Facilities Management will investigate maintenance areas, such as janitor's closets and mechanical rooms for problems with equipment operation and maintenance, (i.e. broken fan belts and clogged filters).
- Facilities Management will walk around the exterior of the building to look for potential pollution sources.
- Facilities Management will look for the locations of fresh air intakes/exhausts and look to see if they are too close together, allowing the exhaust air to be sucked back into the building through intakes as well as if the intakes located near dumpsters or where buses, trucks, or cars idle?

**Step 3: Treatment:** If any area(s) found during the inspection process proves to show evidence of inadequate air quality, WIU Facilities Management will facilitate the following process:

- Facilities Management will make sure all belts and baffles are operational, change filters, and perform necessary adjustments to damper positions to meet ASHRAE recommendations.
- Facilities Management will deep clean the area, including shampooing carpet, cleaning drapery, and cleaning and disinfecting non porous surfaces where microbial growth has occurred with detergents and chlorine generating biocides, and insure these cleaners have been removed before air handling units are turned on.
- WIU Heat & Frost Insulators will clean distribution ducts, dampers, and outside air intake systems, and inspect and replace water damaged insulation, carpet and ceiling tile.

**Step 4: Post Inspection/Treatment:**

- Results of all Indoor Air Quality investigations and remediation procedures will be shared with the reporting party and any other affected person(s).
- In cases where the above remediation procedures fail to alleviate the issue, Western Illinois University may choose to enlist the services of an environmental services consultant to perform indoor air quality (IAQ) inspections and sampling to determine the cause and source of the problem.

## Indoor Air Quality (IAQ) Areas of Concern

- **Microbial Prevention and Removal** - Microbial organisms such as mold and bacteria can cause illness (such as allergies, asthma, and respiratory symptoms), costly damage, and discomfort. Microbes need moisture, a food source (such as drywall), and other particular conditions to grow. Moisture control is emphasized to prevent and manage microbial growth because it is the easiest way to control microbial growth. University Facilities Maintenance staff pay close attention to water intrusion and microbial growth during walkthrough inspections, building systems evaluations, preventative maintenance activities, and investigations of reported concerns. Mold remediation on campus is performed following USEPA guidelines for Mold Remediation in Schools and Commercial Buildings.
- **Asbestos** - Asbestos is a mineral fiber that can be found in some building materials. If these materials are damaged and disturbed, they may release asbestos fibers into the air. Airborne asbestos fibers pose an increased health risk for asbestosis, lung cancer, and mesothelioma. In compliance with state and federal law, Western Illinois University maintains Asbestos Management Plans for all buildings on campus. These plans reduce the likelihood of exposure to asbestos. Asbestos materials are regularly inspected. Removal is performed by trained and licensed University Facilities Maintenance staff following applicable state and federal laws.
- **Lead** - Lead can be found in paint and varnishes, in pre-1978 buildings structures, and possibly other materials and items. When lead is released as dust or chips, individuals may inhale or ingest the lead. This can affect the nervous system and young children are particularly susceptible. Prior to renovation projects, Western Illinois University Facilities Management staff, who are certified RRP renovators, test surfaces to determine the areas that have lead paint present. When renovations that disturb this paint are conducted, lead-safe work practices are employed following the USEPA Lead Renovation, Repair and Painting (TSCA Section 402c3) guidelines that minimize the exposure of building occupants to airborne lead-based paint particles.
- **Integrated Pest Management** - Integrated Pest Management (IPM) is an important strategy for maintaining IAQ because both pests (such as mice and cockroaches) and pesticides can cause health problems such as allergy and asthma symptoms. Western Illinois University IPM program should reduce the frequency and magnitude of both pesticide use and pest problems. The university strives to minimize pesticide use and utilize non-chemical options where feasible. Individuals that apply certain pesticides must be properly licensed by the Illinois Department of Agriculture.
- **Renovations** - Western Illinois University Facilities Management considers IAQ when planning construction and renovation projects. The presence of lead, asbestos, and other possible hazards are evaluated prior to renovation, and Facilities Management staff comply with relevant regulations. To the extent possible, major renovations are performed during summer sessions and other break periods. Precautions that are taken during renovations, such as isolating return air ducts from the construction area and the use of plastic sheeting and local exhaust ventilation, may be used to minimize the distribution of dust and other contaminants produced by construction activities. Cleaning operations are more frequent during and after renovations. The use of environmentally preferable building materials and products are specified in renovation and construction projects, where cost and quality are similar to conventional materials, such as Green Guard, Green Seal, Green Label, and ANSI 208 certified.
- **Tobacco Ban**- Tobacco smoking, chewing or ingestion is prohibited in all University facilities and vehicles as mandated by Illinois State Law (Public Act 095-0017).

## MERCURY GUIDELINES

✘ In many residence hall locations, UHds has installed Compact Florescent light (CFL) bulbs. These installations are an environmental benefit to us all. The CFL bulbs do contain a minor amount of mercury and thus should be disposed of properly and/or cleaned up properly if there is a break.

### Disposal of Intact bulb

Student may dispose of any light bulb by taking it to the Residence Hall Information desk. The desk staff will collect the bulbs and the Facilities Management Custodial staff will properly dispose of the bulbs according to the necessary disposal requirements.

### Clean up of Broken CLF Bulb

The following steps can be performed by the general public/student:

1. Open a window and leave the room for 15 minutes or more.
2. Carefully scoop up the fragments and powder with stiff paper or cardboard and place them in a sealed plastic bag.
  - Use disposable rubber gloves, available at the information desk (i.e., do not use bare hands). Wipe the area clean with damp paper towels or disposable wet wipes and place them in the plastic bag.
  - *Do not use a vacuum or broom to clean bulb on hard surfaces.*
3. Place all cleanup materials in a second sealed plastic bag and take to the outdoor dumpster location or give to a University Custodian
  - Wash your hands after disposing of the bag.
4. If a florescent bulb breaks on a rug or carpet:
  - First, remove all materials you can without using a vacuum cleaner, following the steps above. Sticky tape (such as duct tape) can be used to pick up small pieces and powder.
5. If vacuuming is needed after all visible materials are removed, vacuum the area where the bulb was broken, remove the vacuum bag (or empty and wipe the canister) and put the bag or vacuum debris in two sealed plastic bags in the outdoor dumpster location or give to a University Custodian

# **STUDENT ROOMS**

# STUDENT ROOM GUIDELINES & AMENITIES

## **Microwave & Refrigerator Guidelines:**

**-Microwave Guidelines:** Microwaves must use 700 watts or less.

**-Refrigerator Guidelines:** Refrigerators can be no larger than 4.6 cubic feet and use no more than 2 amps when running. Energy Star rated refrigerators are something we also try to push.

## **Electric Guidelines:**

**-Surge Protectors-** The use or possession of multi-outlet plugs or power strips (cubes) in the residence halls is prohibited without a built-in surge protector.

**-Extension Cords-** Extension cords will be no less than UL-approved #14-gauge wire and no more than #12-gauge wire. This is a heavy-duty, grounded, protected cord which will allow for the safe use of those appliances most often found in a University residence hall room. The extension cord itself must be maintained in a safe condition. The cord should not be draped over a nail, placed in a foot traffic area where it could be damaged, and should otherwise be protected to ensure its safe condition. The use or possession of extension cords not meeting these specifications is prohibited and will be confiscated.

✘ **Electrical Items-** Due to potential fire hazards and power failures caused by overloaded electrical circuits, electrical appliance usage must be limited. The following electrical items are permitted in the residence halls.

- |                    |  |
|--------------------|--|
| ○ Electric shavers | ○ Coffeemakers with automatic shutoff mechanisms |
| ○ Hair dryers      | ○ Radios   |
| ○ Hot combs        | ○ Stereos  |
| ○ Clocks           | ○ DVD Player                                     |
| ○ VCRs             | ○ Televisions                                    |
| ○ Flat Irons       |  |

The following electrical items are **NOT** permitted in the residence halls.

- |                   |  |
|-------------------|--|
| ○ Crock pots      | ○ Outdoor grills, or appliances with an exposed heating element, such as a George Foreman grill (without an automatic shutoff) |
| ○ Space heaters   | ○ Toaster oven   |
| ○ Sun lamps       |  |
| ○ Halogen lamps   |  |
| ○ Popcorn poppers |  |

## **Size of Rooms:**

-The approximate size of a standard double room on our campus is around 11' x 15'

-Ceiling Heights are approximately 7'8"

## **Beds and Mattresses:**

**-Beds-** If a student requests an extra bed or wants to bring his/her own bed from home, students must provide written documentation from a physician stating they need the bed for health reasons. Documentation is needed before any furniture movement will occur

**-Water Beds-** The use of waterbeds is prohibited.

**-Bed Risers-** Bed risers can be used on beds.

**-Cinderblocks-** Cinder blocks are not permitted in any of the residence halls.

**-Mattresses-** Mattresses must remain on bed frames and may not be taken outdoors or placed in common areas on the floor. Mattresses will **NOT** be stored in luggage storage rooms.

**-Homemade Lofts-** Personal bunk beds or lofts are allowed only in Tanner Hall. If residents decide to construct their own loft, please have them keep in mind that lofts are required to be free standing and must **NOT** be wedged against or resting upon the desk, bolster dresser, wall, ceiling, or any other part of the room. and not attached to any wall, ceiling or another piece of furniture and fire resistant.

*NOTE: It should be noted that the University is not in any way responsible for such beds or any damages or injuries caused by their use. Buildings with stackable furniture may not use lofts.*

### **Flooring:**

#### **Halls with carpet in student rooms**

- Bayliss
- Henninger
- Lincoln
- Washington
- Grote
- Tanner
- Thompson

#### **Halls without carpet in student rooms**

- Corbin (Vinyl sheeting product)
- Olson (Vinyl sheeting product)

### **Storage:**

- Each residence hall floor has a small storage closet that can accommodate some small boxes, totes, and luggage.
- It is locked and only the Resident Assistant has a key to the room.
- We do not store furniture for students, even if they are in a single room with double furniture.
- We will allow students to store bed frames and ends on a first come, first served basis (exception NOT in BA-HE). It is the student's responsibility to have put back upon check-out.
- Bikes are not allowed in the building at any time and cannot be stored.
- Under no circumstances do we store mattresses as this is against fire code.

### **Amenities Included with Housing:**

- Cable TV
- Internet (wireless where available)
- Heat/AC
- Daily Custodial Services in restrooms (M-F)
- 24 Hour Information Desks
- Water
- Electric
- Laundry Facilities

### **Other Prohibited Items:**

- Candles- Candles (not even for decorative purposes) are allowed in the residence halls or apartments.
- Weight Equipment- The use of weight-lifting devices is prohibited in the residence hall rooms.
- Curtains-Curtains are allowed in residence hall rooms, as long as they are not screw into the walls or window sills.

## STUDENT ROOM FURNITURE & SETUP

**Room Furnishings** – Each room has two (2) sets of the following furnishings with the exception of Super Singles, Grote Singles, and Singles as Double (SAD) Rooms

- Desk
- Desk Chair
- Dresser
- Closets
- Wardrobes (Corbin/Olson Only)
- Book Shelf (Bayliss/Henninger/Grote Only)
- Bed Frame
- Mattress
- Lounge Chair (Lincoln & Washington Corner Rooms Only)
- Tanner Metal Bedframes
- Tanner-Lofts
- Mattresses are 34"Wx 80"L
- Bed Risers- Bed risers can be used on beds.

*\*Cinderblocks- Cinder blocks are not permitted in any of the residence halls, even if they are going to be used to raise the bed.*

**Ladders and Safety Rails:** UHDS is in process of installing safety rails on all beds in Thompson, Lincoln, Washington, Corbin, and Olson Halls. We are completing this process over several summers. In buildings that are not completed, we have a limited number of safety rails and ladders that go with the stackable and loftable bed sets (CO/OL, L/W, CG, BA, & HE). If a student requests a ladder or safety rail, please submit an email to the Director of Residential Facilities and he will schedule one to be delivered. Once delivered, the Facility Assistants will notify the Hall Clerk and they will update the residents RCR for check-out. At the end of the academic year, the Facility Assistants will go and pick these items up. There is no charge for this service. Rented loft units (Tanner Hall) come with a ladder automatically.

### **CG/BA/HE/WB Returns:**

There is a misconception that this style of furniture has a safety rail, however, it is really the return that allows the beds to be positioned in an "L" shape. All rooms were installed with 1 of these on 1 of the beds, however, I am seeing a lot of these have been removed. We can install, however, we will continue to try to keep it to 1 per room as when ordered, there were only enough for one. Same process, just email me and we can install.

### **L/W/CO/OL/TH Safety Rails:**

We have a limited supply of metal safety rails for these buildings. If you need one, please e-mail the Director of Residential Facilities and we will install.

### **Desk Chairs:**

We are able to swap these out much quicker than the movers. If you find chairs are damaged, torn, excessively stained, or missing, please let the Director of Residential Facilities know and we will swap out.

**Descriptive Information:**

- \*Furniture in all of these buildings is loftable
- \*Students will have the ability to loft bed at different heights of their choice
- \*Furniture must stay in rooms throughout school year
- \*Since CO/OL does not have closets, we have elected to purchase wardrobes (Just in CO/OL)
- \*CO/OL also gets a 3 drawer dresser for each student (Just in CO/OL—2 per room)
- \*Pedestal Stand and Wardrobe (Just in CO/OL) have casters, so they can roll
- \*There is a mirror and hook included in the wardrobe (Just in CO/OL)
- \*Highest that the loftable bunks can go is 60"
- \*Pedestal stand has 1 drawer that can be locked with a padalock (Provided by student)
- \*Desk and Pedestal stand also have a tray underneath that pulls out so students have additional work space
- \*Entertainment Stand (cube) is included in every L/W room, but not included in CO/OL or Thompson rooms (just in CO/OL suite rooms)

**Bed:**

- 38"W x 86"L overall size
- 36"W X 80"L sleep surface



**Desk**

- 32"W X 24"D X 30"H



**Pedestal Stand**

- 17"W X 24"D X 30"H

**JUST IN LINC/WASH ROOMS:**

**Cube**

- 32"W X 24"D X 30"H
- \*CO/OL Suite Rooms



**JUST IN CO/OL ROOMS:**

**Wardrobe**

- 36"W X 24"D X 72"H
- 12" from top of wardrobe to shelf



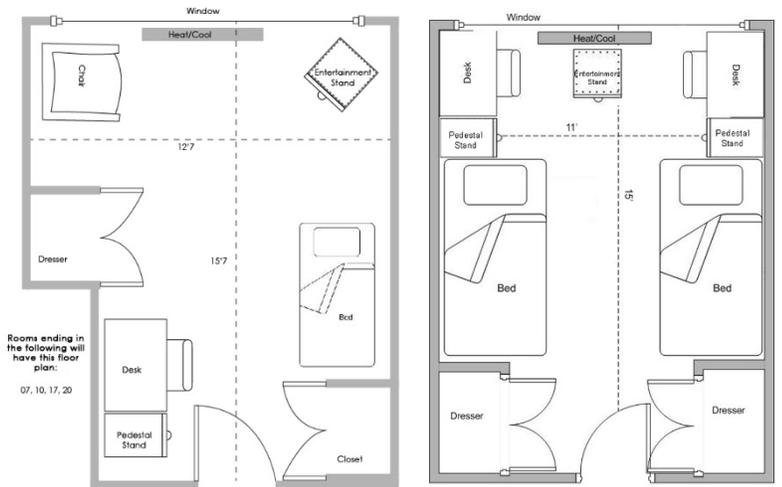
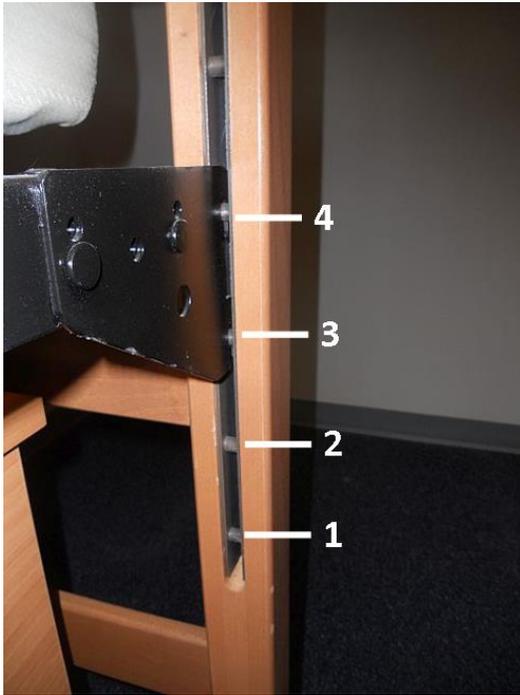
**Dresser**

- 30"W X 24"D X 30"H

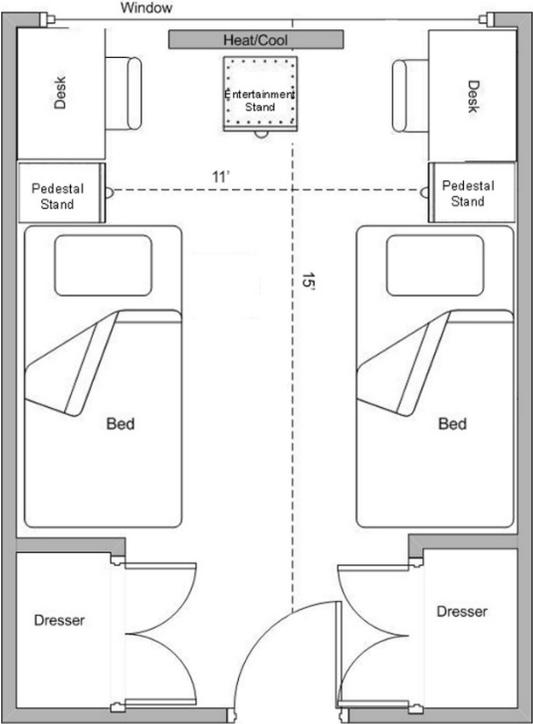
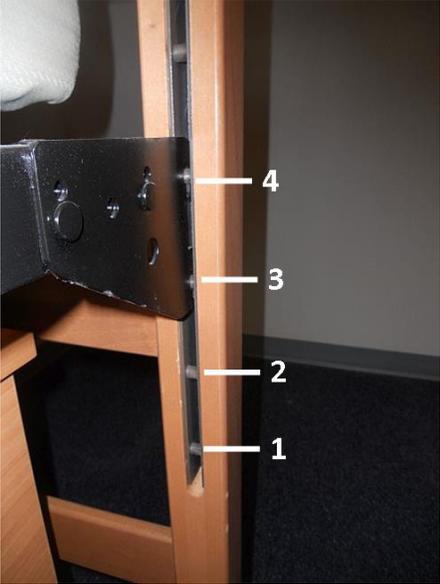


# DEFAULT ROOM SETUPS

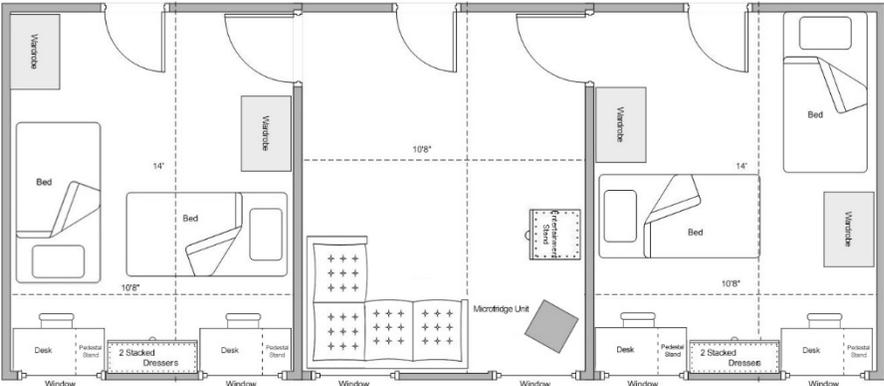
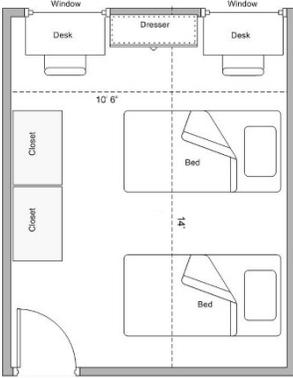
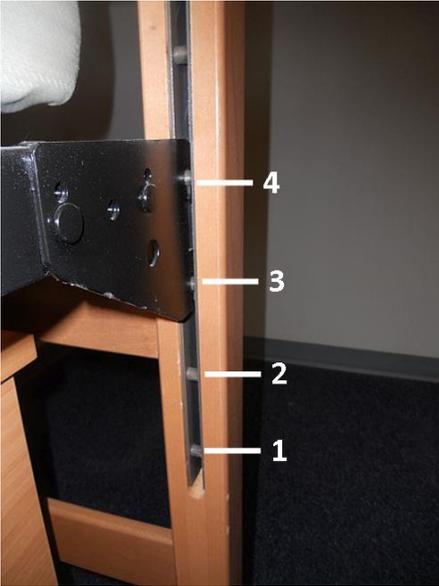
## Lincoln & Washington Halls



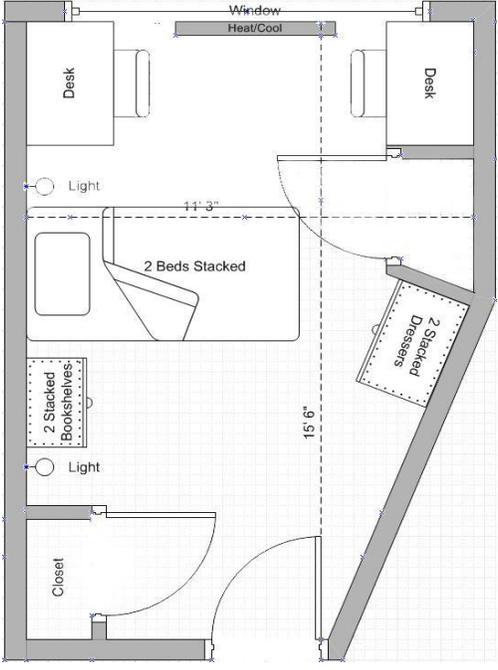
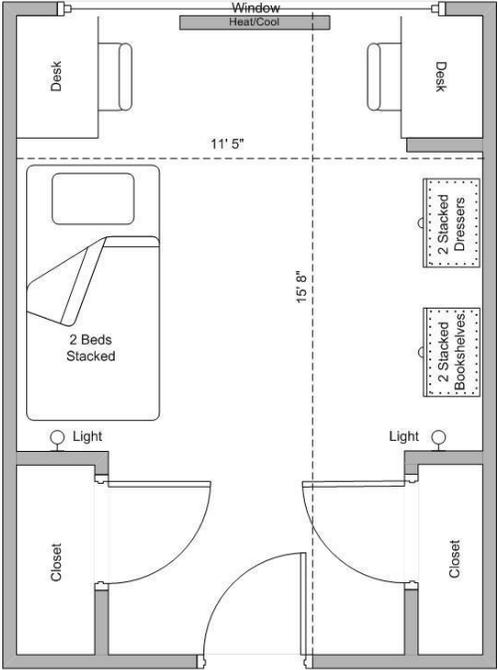
Thompson Hall



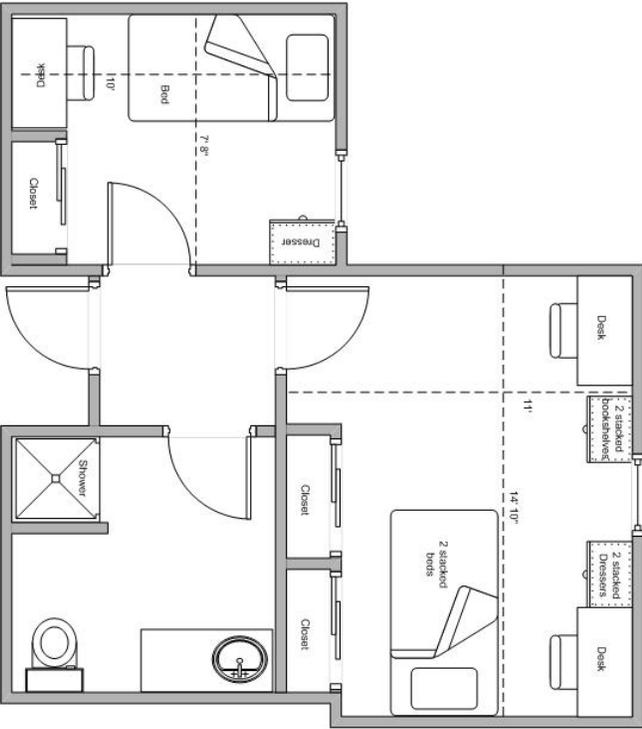
# Corbin & Olson Halls



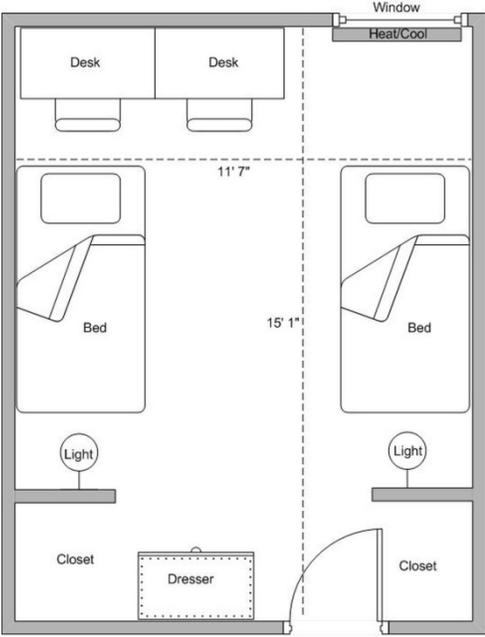
# Bayliss & Henninger Halls



Grote Hall



Tanner Hall



# PAINTING AND DECORATION GUIDELINES

## Painting in Rooms

- ✘ Students are not allowed to paint their room. This includes sponge painting, stenciling, borders, or murals.
- ✘ Students are not allowed to paint hallways, lounges or any public area.
- ✘ Any requests to have an area painted should come to Director of Residential Facilities first, not through the work order system.

## Wallpaper

- ✘ Students are not allowed to hang any type of wallpaper.

## Holiday Decoration Safety Regulations

- ✘ Only artificial trees shall be permitted in student rooms, lounges, apartments, and food service areas.
- ✘ No lights are to be used on aluminum trees. Spotlights may be used.
- ✘ Only UL-approved or UL-listed electrical light sets may be used for decoration. The power line must not pass through the doorway or window frame to an outlet.
- ✘ Trees or decorations are not to be placed in any corridor or area which might obstruct an exit.
- ✘ All decorations used on the inside of any University building must be flameproof or made of a material that is flame retardant.
- ✘ No open flames or decorative candles are permitted.
- ✘ At no time will hallway or exit lights be painted or covered.



## Holiday Programming Guidelines (Safe trick or Treat)

- ✘ No lights are to be covered.
- ✘ Any total wall covering is only allow for the specific time of the event and must be taken down immediately after the event
- ✘ Smoke Machines are prohibited
- ✘ Any noise makers must be approved by the Assistant Director of Residence Life
- ✘ All individuals in the building must be escorted during any tour activities.
- ✘ No flammable items can be used or stored for the event.
- ✘ All points of egress must be maintained.
- ✘ During construction all hallways must remain clear of items and obstacles.
- ✘ All extension cords used must meet the required guidelines of 12 or 14 gauge or lower.



# **ADDITIONAL INFORMATION**

## CARTS

- The headstaff should work together in this area in regards to inventorying and facilitating checkout of carts. Inventory your hall carts and keep track of them. Each hall is given a specific color. The colored carts are ONLY for the use by UHDS and our students. The older white canvas carts can be used by contractors and Facilities Management personnel. They will use the colored carts if they are not locked up – so LOCK them up when they are not being used.
- During regular operation, there should only be 2-3 carts out at each desk. All other carts should be locked away in secured storage.
- Carts have been purchased by UHDS, but are the responsibility of the halls. Any carts needed to replace carts that were lost during the year will be funded from the Hall Government accounts.
- Use the desk to check these in and out.
- Note that the Lincoln & Washington carts are slightly smaller due to the elevator cab sizes in the buildings.
- If you find another building's cart in your facility, e-mail the Assistant Director Of Residential Facilities and they will coordinate the move back to where it belongs.
- Submit a work order for any necessary repairs on the carts (colored or canvas). Look closely at the wheels as these are usually the first things to break.
- Cart inspections should be done 2-3 weeks before Fall Opening, Winter Break, & Summer Closing in order to make sure that all carts are operational. Any broken cart should be work ordered for repair.
- For carts needing repairs, please put in a centralized location, easily accessible by the carpentry staff. Flip the cart over and post a note stating "Please Repair" with the accompanying work order number on it.

### Hall Cart Colors:

**Thompson- Blue**

**Corbin/Olson- GREEN**

**Lincoln/Washington/Grote-YELLOW**

**Bayliss-TAN**

**Henninger- BROWN**

**Tanner- BLACK**



## VACUUMS

The headstaff should work together in this area in regards to inventorying and maintenance requests.

- Each Hall has 5 of vacuums.
- If a vacuum is returned with a full bag, the DA should be able to replace this with a replacement bag at the desk. For replacement bags, please work with your Building Services Supervisor to acquire stock.
- If a vacuum is returned broken, the DA receiving the unit should try to get a detailed explanation of the issue (no suctioning, smoking, won't turn on, etc...)
  - The DA should then report the issue, along with the vacuum number through the Hall Clerk or "Fix-It"
  - The Hall Clerk or Facility Grad will then submit a work order through Sprocket
  - Once the work order is complete, they should print out a copy and tape it to the vacuum, so the DA, Staff, and repairman assigned know the exact problem with the vacuum
- Inventory on vacuums should be done daily to ensure all units are in their assigned buildings.
- Missing vacuums should be reported to the Complex Director who will in turn, notify the Assistant Director of Residential Facilities.



## MALLETS

Mallets are located at the front desk and are to be used for the assembly and disassembly of beds in the Residence Halls. The headstaff should work together in this area in regards to inventorying facilitating check out mallets.



## INVENTORY OF CARTS, VACUUMS, AND MALLETS

Inventory of carts, vacuums, and mallets shall be conducted at the beginning and end of each semester. Inventory sheet can be found at computer > Groups (S:) > UHDS > Facilities > Vacuums > Opening\_inventory.xlsx.

## INVENTORY

- ✘ UHDS participates in an annual inventory process each year. This process begins in the early part of the Spring Semester. UHDS is responsible for locating and recording over 2,500 items of inventory.
- ✘ The Facility Assistants do a majority of this process, but the headstaff in each building are asked to participate in the locating of items particular to their hall.
- ✘ Items are inventoried by the white WIU Tag found on most items over \$500 or items considered “high theft”.
- ✘ When it's time for the staff to participate in the process, the Director of Residential Facilities will schedule times for each building and help coordinate the trading off of the scanner.
- ✘ On occasion, the Facility Assistants will need to get into staff apartments to check for items. The Director of Residential Facilities will work with the buildings and occupants during these times to provide notice before entering.



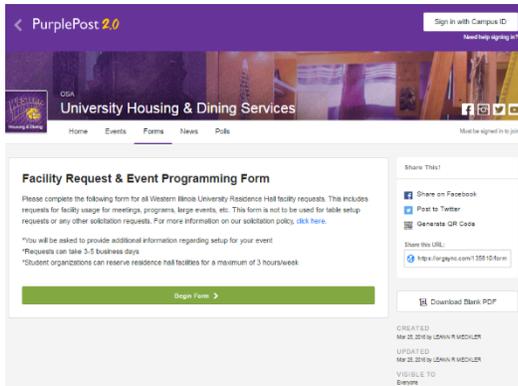
### HHP Dolphin Scanner Use:

- To turn on, press big button in middle titled “On/Scan”
- Once on, the screen will be in “Room Mode”. Use the keypad to enter the room code.
- Use “shift” to change between letters/numbers
- Once the room is entered, push the green button to into into “scan” mode
- Once in scan mode, the laser should be visible
- Highlight the WIU 6-digit number and push the center “scan button”
- If the laser will not work, try wiping off the tag and try again
- 6-digit codes can be entered manually as well if laser does not work
- Once done scanning and you are needing to enter a new room, simply push “shift” and “backspace”. The scanner will then go back to the “Room Mode”
- The scanner will automatically shut-off after sitting for 30 seconds without any action.

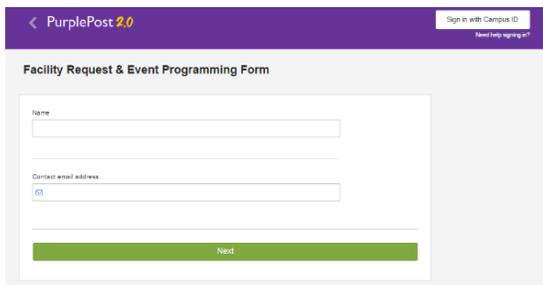
## COMMUNITY SPACE PROPER USE

- ✘ **Procedural Guidelines for Use of Residence Hall Facilities**-Residence hall facilities are reserved for the exclusive use of residence hall students and residence hall-related groups. These facilities are not intended for use by outside groups. Residence hall facilities are for use by residents of the complex in which the facility is located. The only groups that should be using the facilities are staff, hall governments, and their subsidiaries (i.e., Social Committee, floors, and government-sponsored activities). We do want positive partnerships around campus, so we do allow outside groups to utilize our spaces if nothing is scheduled on our end.
- ✘ A majority of our spaces will be reserved through the large Event Programming Form located through the Purple Post.
- ✘ Once the form is received it will be reviewed by Marketing, Facilities, and Conference Services to make sure the accommodations can be met and the space is available for the date(s) desired.
- ✘ Electronic Classroom spaces are reserved through the Office of the Registrar M-F 8am-5pm. After 5pm, UHDS takes over ownership once again.
- ✘ For any outside group hosting an event which charges an admission, there will be a facilities rental fee for the use of our space.
- ✘ Spaces must be re-set with furniture, cleaned up, etc...before leaving.
- ✘ All food used on campus must go through campus catering 298-1292
- ✘ Any function which plans on going past 12 midnight must have permission from the CD or the Director of Residence Life.
- ✘ Lounges- The unauthorized modification of residence hall facilities or equipment (e.g., extending TV cables outside the lounge area; extending antennas beyond the interior of the building; and tampering with or altering electrical supply outlets, light fixtures, etc.) is prohibited.
- ✘ Moving Furniture-The removal of furniture from any floor lounge or common area is prohibited. This will result in the pieces being replaced by Facilities Management personnel and an appropriate charge being assessed.
- ✘ To request use of community space, submit Facility Request & Event Programming Form. This Electronic Form is located on the Western Illinois University Website under Forms and Resources

1. After selecting the Facilities Request & Event Programming Form, you may sign in or begin the form.



2. You must then identify yourself as well as the Email address you desire to be contacted.



3. You will then be able to submit your programming request. Be ready to submit the following information.

## HOMECOMING CONSTRUCTION

### HOMECOMING CONSTRUCTION LOCATIONS:

Bayliss-Henninger	RA Resource Room
Tanner	Tanner cage 1 <sup>st</sup> Floor North Wing
Thompson	18th floor Old Servedy (west wing)
Corbin-Olson	Basement of Olson in storage room
Lincoln-Washington-Grote	Lincoln Storage next to laundry

### HOMECOMING HAYRACK DROP-OFF LOCATIONS:

Bayliss-Henninger	Outside of Tanner, 3 <sup>rd</sup> floor on grass
Tanner	Outside of 3 <sup>rd</sup> floor on grass
Thompson	Behind loading dock on grass
Corbin-Olson	Behind COOL in Service Lot—Overhang by trash compactor
Lincoln-Washington-Grote	Grote Service Drive

### HOMECOMING HAYRACK CONTACTS:

**Bayliss-Henninger:** Heath Geiman University Farm. In 2016, it was resident obtained.

Paul Blome with the WIU agriculture Farm. [PH-Blome@WIU.EDU](mailto:PH-Blome@WIU.EDU)

**Tanner:** Lowderman Auction Company: 309-833-5543

NOTE: \*You can't drill or nail into the hayrack (they build a frame and then put onto the hayrack)

\*You have to bring your own trailer pin because a ball hitch won't work on their trailers

John Pyles-Sunroom Designers-----309-836-9582

**Thompson:** Resident Acquired. In 2016, it was acquired by Colton Kurtz, an RA in Thompson.

**Corbin-Olson:** Missy Phelps in advising (helped previously, not sure if she always will). They tried through Facilities Management, but didn't have success. In 2016, it was acquired from a resident whose family owns a farm. (They do not know if it will be able to be a yearly thing)

**Lincoln-Washington-Grote:** BSW foreman, Tammy Sinnett provided. In 2016, RA Cameron Anderson contacted a family friend, Eric Tearstrip (309-221-9820) who provided a trailer. It is unknown if he will be able to help in the future.

### **HOMECOMING CONSTRUCTION GUIDELINES:**

- No painting directly on any furniture
- No Spray painting inside any building at any time.
- No Painting on concrete, grass only.
- All rooms must have proper floor covering (ie. plastic tarp, blanket, etc...).
- All items must be assembled outside.
- Using the plastic "Mighty Lite" tables for homecoming construction is prohibited.
- All paint spills must be reported to your Assistant Complex/Hall Director.
- Cleanliness - While some areas will become cluttered during this season, please make every attempt to ensure that it doesn't get out of control. Any items that are worked on outside of the above rooms must be cleaned up each night.
- Egress - In the areas where you are constructing you should have clear paths for emergencies and not large items lying around everywhere. Just like at move in we need to ensure safety.
- Disposal of Items - Large items cannot go into the compactors. Please use your head about this. Work with custodial supervisors to solve large item pick-ups. Small trash should be taken to the compactors by the students not by custodial staff.

### **HOMECOMING WRAP UP:**

- Hayracks must be returned and removed from University property by the following Friday (1 week).
- All painting done on inside windows should be cleaned by the following Friday (1 week).
- Homecoming construction assigned areas should be cleaned up and returned to a reasonable state of cleanliness by the following Friday (1 week).

## OPENING/ CLOSING CHECK LIST

### Opening:

Task	What to Do	Complete
Locate Building Carts	Find carts within building and work order any broken carts. If you find any carts that don't belong in your building, send e-mail to Joe and he will coordinate them being moved.	
Lounge Walk-Throughs	Walk through and make sure lounges are setup appropriately. Tables should be cleared off and 4 chairs should be around them. Couches, chairs, other soft furniture should be placed so the space looks inviting.	
Room Setups	Student rooms should have all furniture setup in an inviting setup. Make sure mattresses are on frames and desk chairs are pushed against desks.	
Room Keys	Room Keys should be tested to make sure they are the correct the keys for the room. In addition, they should be checked in the elevators to ensure they work when students arrive.	
Building Walk Through	Check rooms, common areas, bathrooms for things that are broken and put in work orders or repair.	
Pins for Furniture (BA-HE, CG)	Make sure buildings that require pins for the beds (BA/HE/CG/WB) have extra pins at the front desk.	
Vacuums	Go through and inspect all of your vaccums at the front desk. If they need to be repaired, put in a work order.	

### Fall Break:

Task	What to Do	Complete
Locate Building Carts	Find carts within building and work order any broken carts. If you find any carts that don't belong in your building, send e-mail to Joe and he will coordinate them being moved.	
Windows	Make sure all windows are closed before leaving for break.	
Lounge Furniture in Student Rooms	Go through student rooms and move any furniture back into the lounge if it has been moved into a room.	

**Winter Break:**

<b>Task</b>	<b>What to Do</b>	<b>Complete</b>
Locate Building Carts	Find carts within building and work order any broken carts. If you find any carts that don't belong in your building, send e-mail to Joe and he will coordinate them being moved.	
Smoke Detector Checks	Go through each room and record any devices that are not working. This list should be sent to Joe Roselieb.	
Windows	Make sure all windows are closed before leaving.	
Heat on Low	In buildings that have controllable Heat, please go to the empty rooms on the floors & set the heat to low & keep the door open to allow air flow.	
Audit of Log	Go through your work order log and audit anything that might be closed at that time.	
Lounge Furniture in Student Rooms	Go through student rooms and move any furniture back into the lounge if it has been moved into a room.	
Room Setups	Student rooms should have all furniture setup in an inviting setup. Make sure mattresses are on frames and desk chairs are pushed against desks.	
Cleaning Logs	Go thorough and confirm rooms that have been cleaned by custodial staff on the cleaning logs.	
Bollard and Gate (L/W)	The Director of Residential Facilities will request that the bollard be pulled and gate opened up the Wednesday of finals.	

**Spring Break:**

<b>Task</b>	<b>What to Do</b>	<b>Complete</b>
Locate Building Carts	Find carts within building and work order any broken carts. If you find any carts that don't belong in your building, send e-mail to Joe and he will coordinate them being moved.	
Windows	Make sure all windows are closed before leaving for break.	
Lounge Furniture in Student Rooms	Go through student rooms and move any furniture back into the lounge if it has been moved into a room.	

**Closing:**

<b>Task</b>	<b>What to Do</b>	<b>Complete</b>
Locate Building Carts	Find carts within building and work order any broken carts. If you find any carts that don't belong in your building, send e-mail to Renee and she will coordinate them being moved.	
Re-Setting of Room Furniture	In buildings that have loftable or stackable furniture, all beds should be lowered to the original height that they were set at during move-in.	
Audit of Log of Work Orders	Go through your work order log and audit anything that might be closed at that time.	
Room Keys	Room Keys should be tested to make sure they are the correct the keys for the room. In addition, they should be checked in the elevators to ensure they work when students arrive.	
Windows	Make sure all windows are closed before leaving.	
Turn in all Facilities Logs	Cart, vacuum, and mallet inventory/Condition Form Master Public Area Condition Report Master Room Condition Report Plastic Sign Request Log Secured Storage Inventory logs Secured Storage release forms	
Turn in Facilities kit	Take to Patty	
Turn in First AID kit	Take to Patty	
Bollard and Gate (L/W)	The Director of Residential Facilities will request that the bollard be pulled and gate opened up the Wednesday of finals.	

***\*More in depth closing check list will be provided closer to the end of the Academic year\*  
Check list can be found on the UHDS Website.***

## CLOSING FACILITY NEEDS/LOGS

Logs can be found on S drive: UHDS/Res Life Admin/Closing/EOY Closing/Closing Forms

### **Master Public Area Condition Report**

RAs are responsible for checking public areas on their assigned floors such as bathrooms, luggage closets, hallways, lounges, stairwells, elevators, etc and documenting damages on Public Area Condition Reports. CDs are responsible for inspecting ALL OTHER public areas such as stairwells, elevators, information desk areas, etc. As the RAs complete their Public Area Condition Reports, all such public area items needing repair should be transferred to the master Public Area Condition Report.

Following are examples of repairs to look for which should be listed on this log:

- Missing shower heads
- Faulty shower heads
- Plastic/ceramic tile replacement
- Missing or badly damaged water fountains
- Missing or damaged ceiling tiles
- Missing or badly damaged bulletin boards
- Cracked or broken windows, mirrors and fire glass
- Malfunctioning exterior doors
- All others

### **Room Condition Reports**

- During checkouts, RAs will conduct thorough room inspections and document any and all damages with the Room Condition Reports
- After resident assistants fill out Room Condition Reports during the final weeks of the semester, they will transfer any damages to Master Public Area Condition Report located at front Desk
- Resident Assistants will turn in Room Condition Reports to respective Hall Clerk (these will remain at the desk)
- Facilities Management personnel will be walking the buildings as part of their Preventative Maintenance Program. With the added assistance of the Master RCRs, facilities management will be able to better prioritize work needing to be done in the buildings.

### **Cart, Vacuums, and Mallets**

Find carts, vacuums, and mallets within building and work order any that are broken. If you find any carts or vacuums that don't belong in your building, send e-mail to Joe and he will coordinate them being moved. Inventory form is located on the S: drive under UHDS> Facilities> Vacuums> opening Inventory

### **Plastic Sign Request Log**

All areas should be inspected for missing signs such as: Resident Assistant; room door numbers; No Smoking; Rest Room, Lounge; special lifestyle floors, etc.

### **RA Storage Release Forms and Secured Storage Inventory Logs (itemization)**

Storage forms should be completed by any staff members who have been granted permission to place items in storage over the summer. Storage should not be granted to non-staff members. All staff members should be informed that UHDS is not responsible for loss, theft, or damage to any item left in storage. All stored items should be placed in the hall's designated storage locations. Storage in any location other than the designated locations is prohibited.

### **Additional End of Year Closing Information**

#### Facilities Box Inventoin

- Thermometer
- Screwdrivers x 2
- Allen wrench set
- Crescent wrench
- Mouse trap
- Weather radio
- Cell Phone, Case, and charger unit
- Engravers
- Water Shutoff Tools (Key, Screw Driver, Channel Locks)
- Digital Camera
- Emergency Flip Charts
- Fire Flags
- Old Re-core/dead Keys -Monday after finals if they have not been turned in by the Hall Clerk to the locksmith

### **Re-cores**

All re-cores prior to a student checking out will be processed by the Hall Clerk in the usual manner through the Assessment tracking program. All assessment charges for any of the above items at the time of, or after a student checks out should be done on the Room Condition Report. All Re-cores should be ordered prior to the hall clerk leaving for summer, a list of these re-cores should be kept in the office.

### **Key Code List and Inventory**

Key codes and inventories are maintained by means of a computerized system as follows:

- Miscellaneous Keys: A listing of the key codes for each miscellaneous key (locations other than student rooms) together with a description of the room it opens. It is very helpful to keep a copy of this listing in the key cabinet for ready reference.
- Student Room Keys: A listing (by floor) of the student room key codes for your buildings. Copy should be readily available to Head Staff.
- RA Rounds Keys: All keys checked out to staff members must be returned to headstaff and secured in key cabinet.

All RAs must turn in every key that was issued to them throughout the year including luggage closet, vacation core, room key, access key, etc. If any key outside of the room key or access key are missing, please notify Director of Residential Facilities so new keys can be ordered and the RA can be charged.

### **Locking and Barring Doors/Trash Chutes**

The building officially closes and all exterior doors should be locked. The doors with the common cores should be secured after all students, and staff, have vacated the building. Trash chute locks remain on trash chutes and trash chutes should remain locked. Common Core Doors - All common core door locks are plugged by Facilities Management on the Monday following graduation. \*Please make sure that doors with crash bar screws on both sides are engaged so the door is completely locked.

### **Valuable Hall Items**

Valuable hall items must be placed in secured room for summer storage. Secured rooms must be labeled. Sound equipment (amps, speakers, turntables, tape recorders, etc.), computers and calculators, vacuum cleaners, fans and electric heaters, any other valuable items, or small items easily picked up. All items should be recorded on the secure storage log.

### **Sodexo Items**

RAs should start their own collection box on their floors. As collection boxes fill up, make sure your staff members are returning items to your food Make sure to notify your housekeeping supervisor of the arrangements so they can

advise their staffs what is going on. Please make sure that RAs and residents are not asking/expecting housekeeping staff to take care of these items. This is the responsibility of UHDS staff.

### **Summer Trash Removal**

Facilities Management has requested that staff staying in the halls take all of their trash to the building dumpster for disposal. Do not use the trash chutes as this creates the potential for health hazards and makes it difficult for th Facilities Management staff to control pests (ie: cockroaches) in the residence halls.

### **Lumber and Large Item Removal**

Signs should be posted by trash chutes informing the students how to dispose of large items such as lumber or carpeting. Items should be taken to a central designated spot in each building. Facilities Management will remove items during trashing out of the buildings. Please contact Joe if you do not know this location.

### **Microfridge**

- Residents should defrost their Microfridge at least 24 hours in advance so it is completely dry by checkout time.
- There is a cleaning fee if the Microfridge is damp at all.
- Clean out the inside of the fridge, make sure ice-cube trays are in the freezer, a scraper, open the microwave and fridge door and put the extension cord on top of the fridge.
- The charges for Microfridge damages and cleaning are expensive. Please plan accordingly to clean your unit.
- Microfridges will be evaluated for damages by Microfridge staff after the resident has left.

### **Move-out preparations**

- All self-built bunk/lofts must be dismantled and removed from the building by May 11, before 24 Hour Quiet Hours begin.
- Rented lofts must be delivered to the designated location of the building to the loft representatives during one of the times listed on posters.
- Student room furniture should be reset to look like it did upon arrival (TH, L/W, & CO/OL—beds lofted at height & desk, dresser, pedestal underneath) \*\*\*See pictures
- Lumber and large items must be brought to the designated location in your hall. If items are left in the hallways or lounges, the floor or individuals may be fined as they are a fire hazard.
- DO NOT THROW LARGE ITEMS DOWN THE TRASH CHUTE! There will be a floor fine and/or a building fine if large items are stuck in the trash chute.
- There are trash bags available at the Information desks for student use. Begin throwing items away early to avoid the trash chute being full.

- If they are going home during weekends prior to closing encourage them to take things with them - elevators and carts will be in high demand during finals week. Residents will need to sign up for a cart during the busiest times of move-out.
- Make arrangements with me to have items in the luggage closet removed. All items must be removed from the luggage closet by.

### **Mail Delivery and Forwarding**

- Mail is forwarded over the summer automatically to their home address on file with the registrar's office. If residents want their mail delivered to any place other than their home address on file, it need to be changed with the Registrar's Office. This will ensure their mail will be forwarded to the correct location over the summer. Students can change their address back after they return from the summer.
- The last day for mail delivery will be Thursday, May 14. Inform residents to not order any packages to be delivered to the hall from now on – if it doesn't arrive on time it will be returned to sender.

### **Amnesty and Donation Boxes**

- Staff should place a Sodexo amnesty box on their floor beginning April 28<sup>th</sup>. Please donate all stolen items and have your rooms cleared of Sodexo paraphernalia.
- Donate clothes to charity – don't throw them down the trash chute, there are boxes in the lobby.

### **Check-Out Procedure**

- Have residents sign up for a checkout time. Place a schedule of available times is posted on your door. Have residents signed up for a checkout time.
- In addition to checkout, have residents sign up for a time to remove their belongings from the luggage closet.
- Checkout will take approximately 10-15 minutes.
- Remind staff they are checking residents out of their room, not their parents.
- Residents must be completely moved-out to be checked out of their rooms. Residents will turn in their keys once we've checked the room and cannot gain access to the room after that (so double check closets and drawers).
- The room should be in a similar condition as it was when residents moved in. Residents must completely clean the room to avoid a cleaning fee – cleaning fees start at half hour of time. Residents should wipe down your counter-tops and drawers, mop and/or vacuum the floor. Do not let a resident check-out if the room is unacceptable.
- Residents should close windows and blinds.
- Have residents report anything that should be repaired in the room over the summer
  - heating/air conditioning unit not working properly
  - windows need to be re-sealed
  - any electrical outlets not working
  - light bulbs that need to be replaced
  - blinds that need to be repaired/replaced
  - window screens torn or falling apart
  - mirrors need to be reattached
  - bulletin boards need to be repaired or reattached
  - sticky or stubborn lock
- When a resident is ready to checkout, go through the RCR and charge them for any damages. This charge will be added to their student account.
- Make sure to collect the resident's keys, after they have locked the door, and that the resident has signed their RCR. If a student refuses to sign, put down *Student refused to sign RCR*.