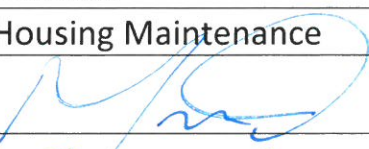


# Arkansas Tech University

Office of Facilities Management

## **Housing Maintenance Work Order Response SOP**

<b>SOP No.:</b>	HM0003	<b>Revision:</b>	0
<b>Department:</b>	Housing Maintenance	<b>Date:</b>	7/17/2020
<b>Dept. Head Approval:</b>			
<b>Director Approval:</b>	August 7, 2020 Brian Lasey 200807		

- Purpose:** This SOP defines work order response procedures for the academic year 2020-2021, in relation to COVID19 and the impending threats to employees.
- Definitions:** For the purposes of this SOP routine maintenance is defined as work orders received or scheduled in the regular hours of operation daily (7 AM – 5:00 PM). Cosmetic work is defined as work that is not a direct threat to building/appliance integrity, nor the health/safety of the occupant. For the purposes of this SOP emergency is defined as those emergency work items that occur outside 7:00am to 5:00pm Monday through Friday, and will directly impact the building/appliance integrity, or the health/safety of the occupant. Holidays and other week days when the University is closed will also follow the emergency protocol.
- Responsibility:** Housing maintenance coordinator is responsible for assessing each work order, any necessary training, and scheduling necessary appointments to complete the work. The Assistant Director is responsible for procuring any necessary PPE for housing maintenance staff. The housing maintenance staff will be responsible for practicing safe and appropriate PPE use, as well as appropriate protection achievable at a personal level (i.e. proper hand hygiene).
- Health and Safety:** All applicable standards outlined in the FAMA safety manual are in affect for all work. Additional PPE use will be required, to protect housing maintenance staff. Additional general cleaning will be required by the housing maintenance staff (i.e. wipe touched surfaces down with disinfectant wipes) before and after work.
- Procedure:** The following outlines the procedure that will be followed for handling routine maintenance, emergency maintenance, and cosmetic maintenance in residence halls, during the academic year 2020-2021.

### **5.1: Routine Work Orders**

- Routine work orders will be handled by appointment only.
- Residents must vacate the room prior, and for the duration, of the appointment.
- All belongings must be removed a minimum of 5' from the affected area.
- If the work requires a contractor, and/or two or more maintenance appointments, a temporary move will be required. Residence life will handle all moving, and temporary stay, requirements.

## **5.2: Emergency Work Orders**

- a) Emergency work orders will be handled on a case by case basis.
- b) Residents must vacate the room prior, and for the duration, of the emergency work.
- c) Housing maintenance staff will report to the affected area immediately after receiving notice of an issue and the vacated residence. Additional PPE and precautions will be required for all emergency work orders.

## **5.3: Cosmetic Work Orders**

*All cosmetic work orders will be postponed until November 28, 2020.*

6. **References:** Below are links to the facilities management safety manual.

FAMA Safety Manual: <https://www.atu.edu/facilities/manual.php>