

Building Coordinator Training

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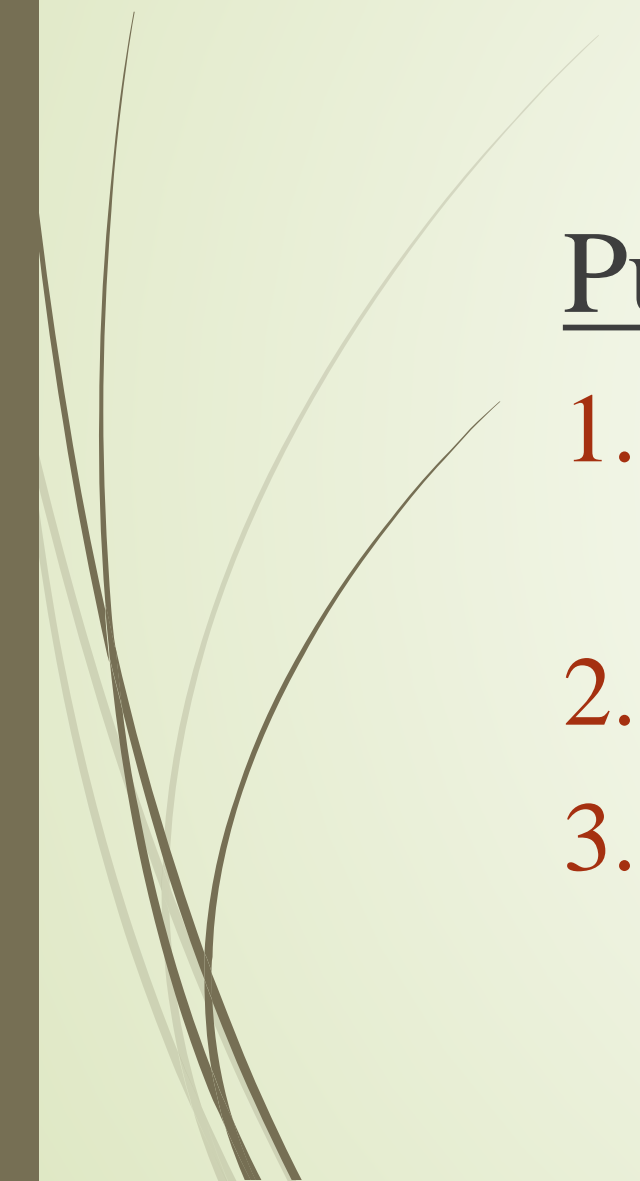
Facilities Communications Coordinator

Facilities/Construction Management



Training Goals

Purpose of Today's Training

1. Understand your role as a Building Coordinator
 2. Know your Building Coordinator resources
 3. Interact with other Building Coordinators
- 



Building Coordinator Program History

- Launched July 2011
- Currently ~130 Building Coordinators including primary and secondary
- Many of our building coordinators have been with the program since its beginning
- An official Building Coordinator MAPP was approved in December 2016.



Building Coordinator Program: POLICY DESCRIPTION FROM MAPP

- ▶ The University of Houston is committed to **ensuring a safe and effective physical environment** in support of students, faculty, staff and visitors.
- ▶ As the University continues to fulfill its educational and research mission, it is faced with the dual challenges of facility growth and new requirements.
- ▶ By providing responsible and quality stewardship, the University achieves long term preservation and growth while remaining cost effective and competitive.
- ▶ The **Building Coordinator Program is critical** in helping the University meet campus facility and safety needs. The program is designed to facilitate communications, support facility capital planning and represent user needs within university buildings. **Each Building Coordinator serves as a valuable partner to help resolve and address facility-related matters.**



Building Coordinator Definitions

- ▶ Building Coordinator (BC): A University employee who has a defined role in building maintenance and campus emergency/disaster preparedness.
- ▶ Primary Building Coordinator: Primary Building Coordinator is the primary/initial point of contact for facility issues.
- ▶ Secondary Building Coordinator: Secondary Building Coordinators will assume the primary Building Coordinator's duties when the primary building coordinator is on leave, absent or not available.
- ▶ Building User/Occupant: Faculty, staff, students and visitors who utilize/occupy campus buildings.
- ▶ Physical Environment: Consists of the physically-built environment, as well as the surrounding grounds and campus infrastructure.



Building Coordinator: SELECTION

- BCs are selected based on the unique needs of each building.
- Once the BC has accepted the role, they serve as either Primary or Secondary BC.
- The duration of the BC role is dependent on either the BC's continued employment or in their position at the University.



Building Coordinator: RESPONSIBILITIES

5 Categories of Responsibilities

1. Be the Point of Contact
2. Distribute Notifications
3. Build Partnerships
4. Prepare and Respond to Emergencies
5. Stay Informed



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Building Coordinator: RESPONSIBILITIES

The statements in red
italics are taken directly
from the MAPP.



Serve as the Building Contact

Serve as the building contact between occupants and users, essential service providers and emergency responders if an emergency occurs.

Review your contact information on the building coordinator website.

Do you know how to find the Building Coordinator Website List?

www.uh.edu/facilities-services/bcp

www.uh.edu/fixit

Do you know the email address for Facilities Communications so that you can contact us?

faccomm@central.uh.edu



Back-Up Plan

Train and coordinate with their secondary BC to assume duties when primary coordinator is on leave, absent or not available.

What will happen when you go on vacation or FML?

What if there is an emergency or an outage?

Does the other BC know you are out?

Is there anyone that you can train to help in this situation?

Be prepared!

Contact Information

- ❖ *Have communication access via email, office phone and cell phone*

Text your name to Jacquie Vargas to give her your cell phone number for emergencies.

XXX-XXX-XXX (email faccomm@central.uh.edu)

Text your name to Jennifer Rea to give her your cell phone number for emergencies.

XXX-XXX-XXXX (email faccomm@central.uh.edu)

- ❖ *Be available during normal business hours as well as after hours.
(May be called upon to assist in resolving building-related emergencies after-hours.)*
- ❖ *Work at an operational level.*



Be the Point of Contact

Questions?

DOOR PRIZE





Building Coordinator: RESPONSIBILITIES

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2. **Distribute Notifications**
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Notify Occupants

Notify occupants by posting notices and/or by email of impending access interruption to public areas due to repairs or construction or utility service interruptions in the building.

Outages

- ~ 130 outage notifications from January 2016 through October 2016
- ~275 outage notifications from January 2017 through October 2017



Outage Process

A building has a need (sometimes this constitutes a system shut-down)

⇒ Project Manager (PM) finds out

⇒ Crew or Contractor are contacted and scheduled

⇒ PM emails Outage Notification to Facilities Communication



Outage Process Continues

⇒ Facilities Communications reviews and replies with comments

⇒ PM adjusts message

⇒ FacComm emails BC's to confirm schedule

⇒ FacComm emails to Fire Marshal's Office to confirm



Outage Process Continues

⇒ FacComm emails to Registrar's Office (depending on the impact)

⇒ FacComm emails to the overseeing Director of Facilities Services

⇒ FacComm posts to Facilities Outage Calendar

⇒ FacComm emails that the Outage has been posted.....

Building Coordinator's Turn...

Notify occupants...

Distribute Notifications



View the Outage Calendar

Where can you go to view the
Outage Calendar?

www.uh.edu/fixit

or

www.uh.edu/facilities-services



Outage Notification Form

Let's review the outage form now that you know the complete outage process!

- Outage Purpose – why are you doing this to our building???
- Impact Message – what can my occupants expect NOT to work???
- Building Number – did you know that is also on the website???
- Type of Outage – electric – all are checked!
- Primary Outage Contact – call FIX-IT!
- Review and Approval Process – we want to know you know...



After an Outage

Technicians representing each technical area

- ▶ will survey the affected buildings/areas
- ▶ ensure all building systems in their respective areas are operational
- ▶ Building equipment set in their normal operating positions

If you notice any systems not working properly after an outage, contact FIX-IT.

www.uh.edu/fixit



DISCUSSION: Help Us, Help You

How can we make the outage notification process better?

What is the most difficult outage you have experienced?

What could have made it easier to handle?



Outage Notification Distribution

How many of you receive your outage notifications for your buildings and forward them on to the building occupants?

Are you communicating with every department, office, crew, etc. in your building?

Do you need help with how to communicate these notifications to every group in your building?

We are here to help you!



ListServ

- One listserv is for our Building Coordinators
- One listserv is for our Building Coordinator Partners
- One listserv is for Outage Notifications

If you know of anyone that needs to be added from your buildings or in your departments needing to receive Outage Notifications or Building Coordinator Partner, let us know.

faccomm@central.uh.edu



Distribute Notifications

Questions?





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Primary Communication Liaison for Support Agencies

Serve as the primary communication liaison between campus support agencies and building occupants.

Who are considered support agencies?

Facilities/Construction Management

Emergency Health and Life Safety

Office of Emergency Management

Risk Management

Police Department

What will they be calling on me to communicate to our building occupants?



Support Agencies: Facilities

Facilities/Construction Management is a department in the Administration & Finance Division.

Associate Vice Chancellor/Associate Vice
President: David Oliver



Support Agencies: Facilities

Facilities/Construction Management has three main groups.

1. Facilities Planning & Construction (FPC)
2. Facilities Services
3. Facilities Business Operations & Compliance



Support Agencies: Facilities

Facilities Planning & Construction (FPC)

1. Facilities Planning – Interim Executive Director Christa Rieck
2. Facilities Construction – Executive Director Jim Wofford



Support Agencies: Facilities

Facilities Services – Executive Director Jeff Benjamin

1. Facilities Services – Interim Director Liliana Simmons
2. Facilities Operations – Interim Director Mike Wheeler
3. Facilities Maintenance – Interim Director Jerry Bogna



Facilities Services: Shops & Crews

Custodial

Maintenance

Minor In-House Construction

Solid Waste

Auto & Fleet

Moves & Events

Grounds

Solid Waste & Recycling

HVAC

BMS

Elevator

Fire Alarms

Key Access Services

Lock Shop



Support Agencies: Facilities

Facilities Business Operations & Compliance – Executive Director Al Rajan

>Facilities Customer Service – Assistant Director Jacquie Vargas

> Building Coordinator Program

> FIX-IT Customer Service Center

> Facilities Communications

> Key Access Services

> F/CM Metrics and Balanced Score Card



Facilities: Need from BC's

Respond to the needs of the building occupants

Be the eyes and ears for facility needs

Be the advocate!



Support Agencies: Environmental Health and Life Safety

Mission:

The mission of Environmental Health & Life Safety is to support higher education and research in conjunction with the University community by promoting healthy and safe operations.

Vision:

To achieve a university culture in which safety and health are core values.



Environmental Health and Life Safety Staff

Biological Safety

Radiation Safety

Environmental Protection

Chemical Safety

Occupational Safety

Food Safety

Fire and Life Safety



Environmental Health and Life Safety Services

Provide Emergency Response Assistance as Needed Including:

- Providing Building Plans to emergency responders
- Establishing Perimeters
- Evacuating Buildings
- First Responder
 - Building Fires
 - Car Fires
 - Trash Can/Dumpster Fires
- Emergency Response
 - First Responder

- Fire Alarms
- Smell of Natural Gas
- HAZMAT Incidents
- Food-borne Illness investigations
- Benefits to UH
 - Rapid Internal Response
 - Trained Responders



Environmental Health and Life Safety Services

Complete minimal Inspection of Facilities for Fire and Life Safety
Issues

Sample Issues:

- Extension cords used as permanent wiring
- Candles
- Space Heaters
- Blocked Exits/Corridors
- Excessive Storage
- Excessive Chemical Storage



Environmental Health and Life Safety Services

Fire Protection Systems – Provide plan review, code interpretation, acceptance and routine inspections:

- Fire extinguishers
- Fire sprinkler systems
- Fire pumps
- Standpipe systems
- Fixed chemical systems
- Fire alarm

Environmental Health and Life Safety Website Links

Manuals, Policies, Procedures

Fire & Life Safety Code

[Fire and Life Safety Code](#)

[General Emergency Evacuation Procedures](#)

[Area-specific Evacuation Procedures](#)

[Fire Safety on Campus](#)

[Laboratory Construction Standard and Guidelines](#)

EHLS Manuals

[Biological Safety Manual](#)

[Chemical Hygiene Manual](#)

[Controlled Substances and Dangerous Drugs Guidelines](#)

[Hazardous Waste Manual](#)

[Laboratory Safety Manual](#)

[Radiation Safety Manual](#)

[Pregnant Employee's Guide](#)

[Asbestos Management Plan](#)

[Asbestos Operation and Maintenance Plan](#)

[Chemical Recycling and Waste Minimization Plan](#)

[Confined Space Entry Manual](#)

[Hazard Communication Plan](#)

[Hazardous Material Incidents Manual](#)

[Laboratory Fume Hoods Manual](#)

[Reproductive Health Manual](#)

[Respiratory Protection Manual](#)

[Vehicle Safety](#)

[Standards Adopted by Reference](#)

EHLS Policies

[Bats on Campus](#)

[Magnet Safety](#)

[Visiting Researchers](#)

[Minors in Laboratories](#)

[Observations/Tours of Labs](#)

[Access and Egress](#)

[Extension Cords](#)

[Safety Warden Program](#)

[Cutting, Welding, Dust Protection](#)

[Open Flame Permit Policy](#)

[Tent Guidelines](#)

[Space Heaters](#)

[Temporary Food Dealers Policy](#)

[Food Safety Policy](#)

[Food Safety Procedure](#)

[Environmental Awareness Policy](#)



Support Agencies: Office Emergency Management (OEM)

The UH Office of Emergency Management supports our campus community of staff, faculty, and students to ensure that as a university we work together to build, sustain, and improve our capability to

prepare for,

protect against,

respond to,

recover from,

and mitigate all hazards.


Emergency Management Wants You!

- ▶ Develop a phone call-tree for your department or residence hall.
- ▶ Practice your evacuation and drills.
- ▶ Review and revise emergency response plans regularly to include new people and room changes.
 - ▶ Building Emergency Response Plan
 - ▶ Business Continuity Plan
- ▶ Share emergency information from the UH ALERT Emergency Notification System with all employees.
- ▶ Encourage all staff to update your emergency contact information through: <https://access.uh.edu> .



Support Agencies: Risk Management

The Risk Management function manages the property and liability insurance program for all campuses in the University of Houston System. The department allocates insurance expenses to the appropriate campuses and departments for several of the insurance policies. More information is available from the University of Houston's System's [Administrative Memorandum Risk Management Policy](#).



Support Agencies: Police Department

The University of Houston Police Department (UHPD) strives to enable students, faculty, staff and visitors to be safe while pursuing their on-campus endeavors. Every UHPD employee uses three principles to help ensure that the UH campus is a protected, user-friendly venue:

Promote and preserve a safe campus environment

Identify and implement efficiencies

Great customer service

These principles, in practice, help to make the UH campus a great place to study, work, or visit.

Be smart. Be safe.

Ceaser Moore, Jr., Chief of Police



Public Safety Wants You!

- Assigned Officers meet with the Building Coordinators to discuss and resolve safety issues for the building
- Building Coordinators elicits the safety concerns of building occupants
- We will immediately respond to any safety emergency in your building that you or the occupants report
- Upon your request trained crime prevention specialist will conduct a crime prevention survey and make recommendations to help increase the security of your building
- UHDPS has numerous crime prevention presentations to address the safety concerns of the occupants of the building
- UHDPS cannot track who is in every office and lab on campus
- When an office, lab or other type facility is impacted by a facility failure or crime we need you to help contact the occupant so the incident can be resolved



Build Partnerships

Questions?

DOOR PRIZE





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Implement Emergency Response and Evacuation

Act as coordinator for building occupants in implementing building emergency response and evacuation plans.

What are all of the plans that each building should have?

Building Emergency Response Plan (www.uh.edu/oem)

Who are the resources that can help with these plans? OEM and EHLS



Building Liaison for Emergency Preparedness Planning

Work as building liaison to other campus departments and units that provide support, assistance and input to emergency preparedness planning.


Work directly with the Department of Public Safety (DPS)/Environmental Health and Life Safety (EHLS), serving in the capacity of fire warden and Alternate Duty Safety Officer in matters of safety and security for their building. Please see MAPP 06.03.01, Fire and Life Safety Code, for more information.



Safety Emergencies

Emergencies that should be reported to
Police & Fire at 911

- ❖ *Fire*
- ❖ *Hazardous waste spill*
- ❖ *Chemical fumes*
- ❖ *Bomb threat*
- ❖ *Injury to student, faculty or staff member*
- ❖ *Crimes in progress*
- ❖ *Medical emergencies*



Prepare and Respond to Emergencies

Questions?





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Schedule Time to Tour

As needed, periodically schedule time with Facilities and/or the Department of Public Safety, in order to discuss specific problems or concerns within their assigned building.

Tour assigned building(s) on a regular basis to help identify equipment and/or facility problems and report issues like doors not closing or locking, light that are not working, trash accumulation, pest issues, noxious odors, and maintenance and custodial issues.



FIX-IT

Be familiar with UH FIX-IT and/or the online work request process.

4 Ways to FIX-IT

4 Ways to FIX-IT

AccessUH (FAMIS/FIX-IT)

Text fixit@uh.edu

Phone 713-743-4948 (FIX-IT)

Email fixit@uh.edu

24 Hours, 7 Days a Week!

1 of 4 Ways to FIX-IT

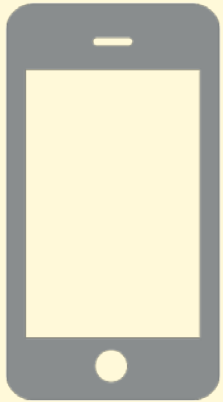
Call 713-743-4948

FIX-IT (3-4948)



1 of 4 Ways to FIX-IT

Text `fixit@uh.edu`



Yes, your phone can typically text an email address and then you can even add a picture!

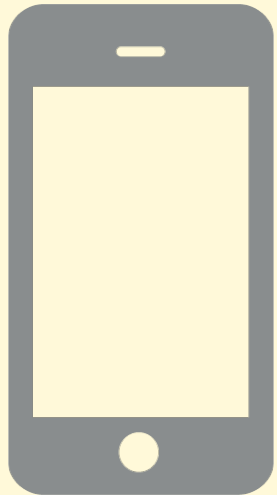
1 of 4 Ways to FIX-IT

Email fixit@uh.edu



WHICH WAY IS BEST?

If this is an **emergency** request



CALL!

713-473-4948

3-4948

FIX-IT

WHICH WAY IS BEST?

ACCESSUH

TEXT

If this is a non-emergency
any of the methods work *great*...

CALL

IF . . .

EMAIL

all 5 components are given!

ALWAYS COLLECT THE 5 KEY COMPONENTS

1. Name
2. Contact information
3. Building/Location
4. Room/Area
5. Issue



FIX-IT CUSTOMER SERVICE CENTER

Duties and Scope:

The FIX-IT Customer Service Center will serve as the central point of contact and processing of all work orders for Facilities within the university. Their duties include:

- Primary contact for students, faculty, staff and building coordinators for facility needs
- Manages work order processes, addresses service issues, initiates facility communications
- Acts as a liaison and dispatcher for service providers, emergency responders and building coordinators
- Documents and updates all work orders in a timely transparent fashion



Facility Emergency List

- Stuck elevator carrying passengers
- Broken glass in entry door or at ground level
- Doors that will not lock
- Outdoor lighting failure
- Automatic door not working
- Handicap stall broken
- Elevator malfunctioning
- Electric power outage
- Steam line break
- Gas leak
- Water main break
- HVAC system failure during bad weather
- Systems testing (generator, fire alarms, etc.)
- Any situation that puts lab animals and or research at risk



Survey Says...

- Answer the survey after the work order is complete.
- Complete a Customer Comment form located on the FIX-IT website. (uh.edu/fixit)

LET US KNOW!



Keep Up with Information

Attend the quarterly scheduled BC meetings.

The quarterly meetings give information on the latest building related issues along with additional pieces of campus news.

Let us know if there are subjects needing coverage at those meetings.



Building Coordinator Emails

Facilities Communications sends out outage notifications along with additional information emails for building coordinators.

What information will help you with your role as a Building Coordinator?



Stay Informed



Questions?



Recap Responsibilities

5 Categories of Responsibilities

1. Be the Point of Contact
2. Distribute Notifications
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Best Characteristics of a BC

1. Is familiar with building entrances, access controls, doors and key systems
2. Is familiar with the building, occupants, special department equipment, labs and research areas
3. Works with Partnering resources to communicate to occupants and users information related to building outages, constructions disruptions, emergency preparedness measures and other matters related to building operations
4. Is familiar with the various services provided by University of Houston
5. Provides regular feedback to university contacts to assist them in improving services and communications
6. Participates in both the quarterly information meetings as well as the annual training program



Recap of Typical Tasks

Day-to-Day

Outages, Emails

Month-to-Month

Outage Calendar, Meetings

Year-to-Year

Trainings, Review Procedures, Review Points of Contact



Questions?

DOOR PRIZE



Thank you!

Thank you for coming today.

We hope that you understand your role as a Building Coordinator and the roles of those areas that are here to help you.

Always feel free to contact Facilities Communications if you have any needs.