



## PROTOCOLS FOR PHYSICAL PLANT PROBLEMS

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

- Please call the **work order line at x4020** or send an email to [facilitieswo@delhi.edu](mailto:facilitieswo@delhi.edu).

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

- 1) If the problem is **traffic or roadway related** (i.e. snow and ice), call **University Police at x4700**. University Police will assess conditions and determine if it is necessary to call in the Grounds Crew. University Police will call the Heating Plant where staff will call in appropriate personnel.

If the problem is **fire safety related** (alarm pulls, inoperable systems, etc.), call **University Police at x4700**. Officers will contact Tom Paceillo, Environmental Health and Safety Officer. Tom will assess the problem and advise the officers if it can wait until the next business day or call in an electrician. If Tom cannot be reached, Officers will contact the Heating Plant at x4037. Engineers will call in an electrician.

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

- A. If the problem is of a **non-urgent nature** (it can wait until morning), call the work order line at x4020 or send an email to [facilitieswo@delhi.edu](mailto:facilitieswo@delhi.edu).
- B. If the problem is of an **urgent nature**, call the **Heating Plant at x4037**. Please give your name and a number where you can be reached if you want a call back when the problem has been resolved. Engineers will assess the problem and either make necessary repairs or call in appropriate personnel. Staff called in on overtime will report to the Heating Plant in person, by campus phone or by campus two-way radio. If need be, Heating Plant staff will update the staff person who has been called in. Once the problem has been addressed, the individual called in will give a final report to heating plant staff, including any unresolved issues. Heating Plant staff or mechanics will call the requesting party with a status report. Heating Plant staff will submit a work order for any unresolved work to the facilities office. Problem requiring call-ins which are serious in nature will be reported to the Physical Plant Director and the shop supervisor's work phone's voice mail by the staff member who responded.

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

- 1) If the problem is of a **non-urgent nature** (it can wait until morning), call the work order line at x4020 or send an email to [facilitieswo@delhi.edu](mailto:facilitieswo@delhi.edu)
- 2) If the problem is **fire safety related** (alarm pulls, inoperable systems, etc.), call **University Police at x4700**. Officers will contact Tom Paciello, Environmental Health and Safety Officer. Tom will assess the problem and advise the officers if we can wait until the next business day or call in an electrician.

If Tom cannot be reached, officers will call in an electrician. If an electrician cannot be reached, officers should call Shown Taylor or Dave Loveland.

- 3) If the problem is of an **urgent nature**, call **University Police at x4700**. Officers will call the supervisors listed below who will triage the problem and determine appropriate action. **Please give your name and a number where you can be reached if you want a call back when the problem has been resolved.** Staff called in on overtime will report to UPD in person, by campus phone or by campus two-way radio. If need be, UPD will update the staff person on call in. Once the problem has been addressed, the maintenance staff member will give a final report to UPD, including any unresolved issues. UPD or mechanics will call the requesting party with a status report. The mechanic will submit a work order for any unresolved issues to the Facilities Office via phone call to x4020 or email to [facilitieswo@delhi.edu](mailto:facilitieswo@delhi.edu). Serious in nature call-ins will be reported to the Physical Plant Director and the shop supervisor's work phone's voice mail by UPD.

Environmental Health and Safety	Tom Paceillo	607-644-7895 c
Capital Construction	Morgan McKee Denis Burpoe	607-437-2888 607-343-6570
Grounds (roadways, snow removal)	Al Dubreuil	607-437-3120 c 607-286-7589 h
Custodial Services	Sharon McKee	845.676.3156
Keys and Locks	Karl Guy	607-746-2831
Structural Maintenance (glass, painting, carpentry)	Bob Nicholson	607-435-0629 c
Electrical and Plumbing,	Shawn Taylor	607-746-6298
Heating, Air conditioning, And Ventilation	Neil Palmatier	607-282-4065
Campus Motor Pool Fleet	Jason Guy	607-746-2197
Physical Plant Director	David Loveland	607-746-6979

If the appropriate supervisor cannot be reached, call David Loveland at 607-746-6979.

For emergencies that need to be reported immediately to the President's cabinet, please call Carol Bishop at 607-437-1716.