



**Colorado State  
University**

**Building Proctor Manual**

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# DIRECTORY

PREFIX .....	970
Academic Computing & Networking Services .....	491-5133
Campus Recreation.....	491-6359
Colorado State University Police Department	
Non-Emergency.....	491-6425
<b>EMERGENCY .....</b>	<b>911</b>
Conferences and Events.....	491-6222
CSU Information Line.....	491-7669
Division of Enrollment and Access .....	491-2682
Environmental Health Services (EHS).....	491-6745
Facilities Management Dispatch (24 Hour Service).....	491-0077
E-Mail Address.....	<a href="mailto:Fac_shared_dispatch@mail.colostate.edu">Fac_shared_dispatch@mail.colostate.edu</a>
Campus Administrative Portal.....	<a href="https://cap.is.colostate.edu:4443/sso/pages/login.jsp">https://cap.is.colostate.edu:4443/sso/pages/login.jsp</a>
Access (Keys, Electronic Access) .....	491-0041, 491-0057
Design & Construction .....	491-0180
Director.....	491-0006
Event Support.....	491-0056, 491-0108, 491-0331
Housing and Dining Services .....	491-6511
Larimer County Animal Control .....	226-3647
Lory Student Center	
Director.....	491-6395
Event Planning Office .....	491-0229
Lory Student Center Information Desk.....	491-6444
Parking Services .....	491-7041
Policy and Compliance, Office of .....	491-5257
Public & Media Relations.....	491-6432
RamCard Office.....	491-2344
Risk Management	
Director.....	491-7726
Insurance Assistant.....	491-1432
Worker's Compensation and Return to Work .....	491-4832
Registrar (Classroom Scheduling).....	491-7212
Student Health .....	491-7121
Director.....	491-1740
Student Leadership, Involvement and Community Engagement (SLiCE).....	491-0960
Training and Organizational Development .....	491-1376
University Police Department (CSUPD).....	491-6425
Chief of Police.....	491-1159
Vice President for Student Affairs.....	491-5312
Vice President for University Operations.....	491-5257

# **1. INTRODUCTION**

## **ROLE OF A BUILDING PROCTOR**

Each occupied university building, regardless of size, function or location, is assigned a building proctor and an assistant building proctor to help protect building occupants, preserve university property, and facilitate communications between occupants and visitors and key university safety and support personnel. (Facilities Management may exempt some buildings based on factors such as temporary nature or lack of occupancy).

Building proctor act as liaisons between their respective building occupants and Facilities Management, Environmental Health Services and the Colorado State University Police Department (CSUPD). They are expected to pass pertinent information to other building occupants and relay information back to CSUPD, EHS and FM. Proctors are “building inspectors” on a limited scale. They watch for malfunctions of a building and its physical facilities, safety violations and/or security issues. Casual inspection will identify:

- Sanitation and cleanliness.
- Repairs of windows and doors/locks.
- Repair of electrical equipment (outlets, lights burned out, etc.).
- Plumbing equipment (leaking faucets, sinks, toilets, ceiling leaks, burst pipes, etc.).
- Hazardous building conditions (tripping hazards, torn carpeting, exposed electrical wires).
- Walls and ceilings (wet ceiling tiles, dry wall repairs, patching & paint, etc.),
- Roof leaks and damage.
- Hazardous spills.
- Safety violations (extension cords across walkways, unusual odors, tripping hazards, etc.).
- Security issues (transients in sleeping in buildings, suspicious persons, missing equipment, etc.).

Occupants of a building have more opportunity than an inspector has to observe building maintenance and repair needs as well as safety and security issues, and are more aware of the presence of a building proctor. Staff and faculty should report their service needs to their respective Building Proctors. This will help eliminate duplicate reporting and assure that there is a point of contact for all issues.

Building Proctors are:

- Authorized to evacuate their area of responsibility or building if, in their judgment, a situation exists justifying such action.
- Expected to explain University building policies, as needed, to occupants in their area of responsibility and members of the general public.
- Authorized to ask policy violators to cease and desist when it is safe to do so. If unsafe, or if the violation continues, the building proctor is expected to contact the appropriate agency as soon as possible.
- To break off contact with a violator and contact University Police immediately if they feel threatened in any way.
- Are not to incite a physical confrontation with a violator or place themselves or others in physical danger.

## **AUTHORITY DELEGATED TO BUILDING PROCTORS**

Building Proctors assist the University in carrying out its statutory authority to regulate the use of its buildings. Specifically, the following sections of the Colorado Revised Statutes apply at CSU:

- 18-9-109. Interference with staff, faculty, or student of educational institutions.
- 18-9-110. Public buildings – trespass, interference – penalty.
- 18-9-117. Unlawful conduct on public property.
- 18-9-119. Failure or refusal to leave premises or property upon request of a peace officer – penalties – payment of costs.

To review these sections, go to <http://www.lexisnexis.com/hottopics/colorado/> and click on the Colorado Revised Statutes link, then browse to Title 18, Article 9 and the specific section, or [click here](#).

## **GUIDELINES FOR SERVING AS A BUILDING PROCTOR**

1. Building Proctors must be full-time employees of the University. They must be readily available during working hours and must have the ability to be contacted during off-work hours should an emergency arise. Students, graduate assistants, and part-time employees are not eligible to serve as Building Proctors as they are not generally available throughout the workday and do not bring continuity to the proctor program.
2. A building proctor is a voluntary position and any employee has the right to refuse the assignment. It is recommended that an individual be employed at CSU for a minimum of 1 year before being appointed.
3. Building Proctors are responsible for “casual” inspections for the kinds of issues that can be identified by simple observation inside and outside the building and by fielding reports from building occupants. They report their findings to CSUPD, EHS and FM but they are not expected to supervise personnel from these departments or to inspect building systems such as electrical, HVAC, plumbing, etc.
4. The building proctor’s job is mainly a position of communication and coordination. Working arrangements are made between the proctor, their dean, director or department head and CSUPD, EHS and FM.
5. Building proctor appointments are made by the occupying department head in cooperation with the Director of Facilities Management. If the occupying department is unable to select a building proctor, the Director of Facilities Management will appoint a proctor. Please notify Facilities Management, Customer Service Center (491-0077) when any changes in proctor assignments are made. When more than one department is housed within a building, department heads should confer and select an appropriate proctor (as well as an assistant proctor to provide backup when the proctor is unavailable).

## **BUILDING PROCTOR TRAINING**

Building Proctors and assistant proctors are required to attend building proctor Training. Training is offered through the Department of Training and Organizational Development (TOD). Please consult the TOD website for required training and registration information [www.training.colostate.edu](http://www.training.colostate.edu).

## **2. BUILDING RENOVATION, CONSTRUCTION, AND AUDITS**

### **RENOVATION AND CONSTRUCTION PROJECTS**

Building Proctors act as liaisons during the construction and renovation process. They provide information to the Facilities Management project manager that allows coordination of the project with daily operations and activities of the building occupants. They also provide information about the construction process to the building occupants.

Department personnel and Building Proctors are not permitted to remodel, construct or alter any building structure, electrical, plumbing, heating, or air conditioning system, etc., or to hire any labor to do remodeling, construction or trades work. This includes painting and all other trades. *See CSU Policy Library, Construction Project Approvals, Policy ID #5-6030-00 (<http://policies.colostate.edu>).* Compliance with this policy is critical to maintaining safety, protecting property, avoiding violations of laws and building codes, and protecting the university and individual employees from liability for injuries and damages. Building Proctors and all other university personnel are expected to immediately report any violations to Facilities Management. The Facilities Project Manager will have the following information for every construction project.

#### **Typical Information Required in a Renovation or Construction Project**

1. Responsibilities and Telephone Numbers
  - a. Client, Building proctor, Architect/Engineer, Contractor, Subcontractor
  - b. Parties authorized to give directions, make changes
  - c. Project Scope
2. Schedules
  - a. Project Schedule
    - i. Schematic design/document review
    - ii. Design development/document review
    - iii. Construction document(s)
    - iv. Bidding/Negotiations
    - v. Construction
    - vi. Completion date
    - vii. 6 & 11 month walk through
3. Utilization of site/campus
  - a. Work time Schedule
    - i. ( ) a.m. to ( ) p.m.
    - ii. Coordination with class sessions
    - iii. Coordination with special events
    - iv. Noise considerations
  - b. Construction Limits/Parking
    - i. Layout
    - ii. Storage/Staging Areas
    - iii. Parking
      - (1.) Permits
      - (2.) Construction parking zones
  - c. Utilities
    - i. Requests for underground utilities locations

- ii. Utility outages/street, sidewalk obstruction and closure
    - iii. Temporary utilities
  - d. Public Safety/Security/Traffic Considerations
    - i. Emergency phone numbers
    - ii. First aid
  - e. Demolition, Cleanup, Trash Removal, Mud/Dust Control
  - f. Landscape damage/repair/payment
- 4. Procedures
  - a. Shop drawing submittal
  - b. Certificates of insurance/bonds
  - c. List of subcontractors
  - d. Change order procedures
  - e. Payment request
  - f. Project closeout
  - g. Key policy
  - h. Smoking restrictions
  - i. Asbestos procedures
  - j. Behavior/etiquette
    - i. Sexual harassment
    - ii. Music
    - iii. Animals (dogs, etc.)
- 5. Guidelines for Design and Construction
  - a. CSU Standards for Design and Construction
  - b. Building and Fire Codes
  - c. American's with Disabilities Act (ADA)
  - d. Funding source
  - e. CCHE Guidelines
  - f. Maintenance
  - g. Long-range planning

## **BUILDING AUDITS**

Facilities Management conducts building audits on an as-needed basis. The facilities audit is a visual inspection of all building components that make up the facility. They are:

- Foundations
- Columns and exterior walls
- Interior walls and partitions
- Windows
- Roofs
- Doors
- Electrical
- Cooling/ventilation
- Plumbing
- Conveying (elevators and dumbwaiters)
- Floors
- Ceilings
- Heating/Cooling
- Safety Items



This type of inspection does not include specialized metering, destructive testing, or any disassembly of the building components. There is very little disruption because the heating, ventilating, and air conditioning equipment is not shut off nor is the electrical service interrupted.

The purpose of the audit is to identify deficiencies that may be included in funding requests to the State of Colorado. Due to limited resources at the State level, there usually will not be an immediate response to correct the deficiencies found by the audit team. However, Facilities personnel may learn of items that require an expedited response as a result of an audit.

Building Proctors will be notified in advance when their building is to be audited. Proctors are asked to assist the audit team in scheduling audit visits throughout their building. They are also expected to bring any building deficiencies of which they are aware to the attention of the audit team. They may escort the audit team and participate in the audit if they wish.

## **3. SAFETY, SECURITY, AND RISK MANAGEMENT**

### **EMERGENCY RESPONSE PLANNING**

Colleges, divisions and individual departments collaborate, through the building proctor system, to develop detailed Building Safety Plans consistent with the institutional Emergency Response Plan (<http://safety.colostate.edu/emergency-response-plan.aspx>). Department heads who are the primary users of a building are responsible for creating, disseminating, and maintaining that building's plan, with assistance from the building proctor(s) and the Emergency Management Coordinator in the Department of Environmental Health Services (491-6745).

See Annex E of the university Emergency Response Plan for detailed instruction on how to complete a building safety plan (<http://publicsafety.colostate.edu/emergency-response-plan.aspx>).

### **BUILDING ACCESS, SECURITY, AND KEYS**

It is the policy of Colorado State University to maintain centralized management and control of all keys and key cards that enable access to University buildings and facilities, in order to help protect the safety and security of persons and property. Centralized control responsibilities are primarily assigned to the Key Manager within Facilities Management. Other campus units, including (but not limited to) Housing and Dining Services, CSU Police Department (CSUPD), RamCard Office, Academic Computing and Network Services (ACNS), Lory Student Center (LSC), and Human Resources (HR) all have roles and responsibilities in supporting this policy, as detailed below.

All locks, keys, key cards, electronic access devices and access codes are the sole property of CSU. Colorado State University reserves the right to change locks, keys, key cards and access codes at any time. No one is permitted to change or copy any lock, key or other access device, or to place a lock on any CSU building, facility, or access point without the prior, written permission of the Director of Facilities Management or higher authority. All keys must be returned to the Key Desk in Facilities Management upon any of the following circumstances: termination of employment; change of assignment location; suspension (employment or academic); expulsion, withdrawal from the institution; and any other circumstance in which it is determined that the Key Holder no longer requires or is to be allowed access to the specified areas. The Key Manager must be notified when key cards are lost or stolen so they can be deactivated.

Use of a keyless access system may create a log of ingress and egress to the particular room or facility. The ability to routinely monitor and review these logs is limited to administrators in Academic Computing and Network Services, Facilities Management and individuals approved through Facilities Management or the Security Technology Committee for the purposes of maintenance of the system and key card accountability. This data may also be released to the Colorado State University Police Department or other law enforcement, emergency response agencies and offices to further the security of the institution. While the primary purpose for the accumulation of ingress and egress data is not to formulate the basis for employment decisions, individual employees should not have an expectation of privacy as to such data. See *CSU Policy Library, Building Access and Security, Policy ID# 6-6021-001* (<http://policies.colostate.edu/>).

## CIVIL DISORDERS AND PEACEFUL ASSEMBLY

Learn to recognize the difference between a civil disorder, in which people or property may be endangered or building operations compromised, and a peaceful assembly, in which people stage a planned event exercising their right to free speech.

Peaceful assemblies are normally planned in advance and are generally held only on the Lory Student Center (LSC) Plaza or near the LSC building. They may involve walking around the campus to make a point, but should not impair operations of the University or your department.

Call the Vice President for Student Affairs (VPSA) (491-5312) or CSUPD (491-6425) if such an event is observed and no communication about the event has been received. An assembly that becomes disruptive or violent is considered a civil disorder that requires a police response and may subject participants to criminal prosecution.

Civil disorders occur when people gather to disrupt operations of the university or interfere with people going about their normal business, and can occasionally become dangerous. For example, a large group blocking doors or trying to gain access to labs or other closed areas, etc. poses a threat to safety as well as to the normal operations of the campus. Use the following checklist to report such an event.

- Proctor and occupants should not endanger themselves. Move to a safe location.
- Call 911 with the location of the gathering, number of people involved, any weapons noticed, and the direction the group is moving. Advise of any medical emergencies or injuries that may have occurred.
- Advise department or unit heads. Be ready to meet with officers at a location that is safe to brief them on the event prior to their arrival. If possible, identify leaders of the group and inform officers. Officers will want to meet at a discrete location to evaluate the event and **WILL NOT RUSH INTO THE BUILDING** so as not to further incite the situation.
- In cooperation with the building proctor(s), department head(s) and representatives from Vice President for Student Affairs, police will evaluate the most appropriate course of action for the University to take.

## HAZARDOUS CONDITION / SAFETY VIOLATION REPORTING

Hazardous conditions should be reported to and handled by EHS. Obvious safety issues that can be easily mitigated should be handled by department personnel where it is safe to do so.

Use the following at a minimum to ensure all the correct information is obtained to assist in the investigation.

- Nature of the complaint (safety violation, fire hazard, etc.)
- Immediacy of the threat to health, life and/or safety.
- Exact location of violation.
- Date and time condition was observed.
- Has the complaint been reported to any other department? If so, what department and what action was taken or what information was given?

## SAFEWALK PROGRAM

Campus Service Officers (CSOs) are students employed by the CSU Police Department. They are available to walk with the campus community anywhere on campus or within a three block radius of

campus, the Veterinary Teaching Hospital campus, and the Foothills Campus. CSOs receive training in a variety of safety and security-related subjects and are in constant contact with the CSU PD's Dispatch Center via 2-way radio.

- Hours of operation: Dusk until dawn, 7 days a week, year around
- Phone: (970) 491-1155

## SECURITY

### IN EMERGENCIES, CALL 911

Security at Colorado State University is the responsibility of every individual and employee. If any person does not feel safe nor has any concerns for their personal safety while at work please contact CSUPD at 491-6425 or 911. Building Proctors play a key role in determining who has access to the building, acting as a liaison with police and other security personnel, reporting crimes, problems and suspicious persons or circumstances, and other items of importance to the operation and security of the building or department. Contact the CSU Police Department with any questions or concerns (<http://police.colostate.edu/>) or visit the CSU Public Safety website (<http://safety.colostate.edu/>).

Security hardware, such as locks on doors and windows, is only effective if used properly. Please encourage building occupants to keep their offices, labs and classrooms locked when unattended and to keep their keys with them at all times. CSU is not responsible for loss of personal property, and departments may be required to bear the cost of the loss of university property, as a result of theft.

A person who wants access to a secured area, e.g., to retrieve something, may approach proctors or building occupants and ask to be let in. Discretion is advised, and, if the situation is at all suspicious, always feel free to call for police assistance. Allow access only to authorized persons for any portion of the building. Encourage others to use security devices to take responsibility for the security of property and safety of others in the building or unit. Ask occupants to check outside doors when they leave at the end of the day; secure their offices, including windows; report suspicious persons, events and other situations that may require attention by CSUPD or Facilities Management (e.g. a defective lock or broken door). If a security alarm is in place, make sure that appropriate people **KNOW HOW TO USE IT** and hold them accountable. CSUPD responds to far more false alarms than authentic alarms. In addition, proctors should:

- Report damaged security equipment to Facilities Management as soon as possible for repairs.
- Locate and make building occupants aware of the nearest emergency phone.
- Contact police if a suspicious person (See Suspicious Persons) is reported building occupants or proctors, or if an unknown person is requesting admittance to an office, lab, classroom or other area or unattended in an area normally occupied by someone else. Ask for identification and verify the information. If unable to do so, deny access. Should a problem arise, contact CSUPD immediately.
- Remind building occupants of:
  - o The dangers of leaving keys, wallets or purses on desks.
  - o The dangers of leaving offices and buildings unsecured and that each building, office, lab or classroom door is the final (and most important) stage of security.

The CSU Police Department is available to review security procedures or equipment and assist with development of a security survey.

## SUSPICIOUS PERSONS

Pay attention to the people coming and going in the building. All employees should be “a neighborhood” of folks that watch out for each other’s security and safety. Note unusual behaviors. If a person is acting unusual, appears to be under the influence of drugs or other substance, or is acting in a threatening manner, get to a safe location and call police immediately. Develop a plan with co-workers to describe what should be done if someone “goes off the wall” or comes into your office with a gun or other weapon. Have a backup person that can contact the police. **PERSONAL SAFETY IS PARAMOUNT!**

In cooperation with all building occupants, regularly conduct building safety inspections to: check for individuals that may be seeking shelter in campus buildings by hiding in restrooms or other non-public areas; ensure doors and window secure properly; no strange packages, etc.

### Call CSUPD:

- To remove a transient or vagrant person.
- To respond to someone in need of protective custody (someone who is dangerous or cannot care for themselves), for individuals who appear to have mental problems or to be under the influence of alcohol or drugs.
- To report suspicious activity. If a person “makes the hair on my neck stand up”, there is usually a reason. If they look like they do not belong in the area, call police and have them checked out. Often, there is no problem and the person is interviewed and released. Occasionally, CSUPD will need to deal with them further.
- If someone is carrying a weapon (other than a common pocket knife or workman’s knife) or is acting in a threatening manner, get to a safe and secure location, if possible. Weapons are prohibited on campus with very few exceptions. CSUPD will need a description of the person, weapon, behavior, location and direction they were headed, and any victim(s) information. These situations are rare, but it is in the best interest of the proctor and building occupants to be prepared for the possibility. Have a backup person that can make a call to CSUPD in case their co-worker is trapped in an office and cannot call.
- If someone is uncomfortable walking to their car, home, residence hall or other building on campus, they may call SafeWalk and a Campus Service Office (CSO) will walk along with them. See SAFEWALK PROGRAM.

## **4. MAINTENANCE**

### **ACCESS, KEYS, MASTER KEYS**

The purpose of the Building Access, Security and Keys policy, #6-6030-00 (<http://policies.colostate.edu/>) is to provide a reasonable level security for Colorado State University (CSU) campus buildings and facilities, while recognizing that ease of access is critical to the campus community.

The policy establishes specific requirements for the issuance, use and return of keys and key cards, and to provide orderly and appropriate processes for access to buildings and facilities. It is required that Building Proctors and occupants comply with this policy.

### **AIR CONDITIONERS**

Colorado State University recognizes that many buildings lack central air conditioning and can be uncomfortable. This policy defines the solutions that balance comfort for staff, faculty and students, with energy efficiency, maintenance and aesthetics.

Window air conditioners are not permitted. They are unsightly, energy inefficient, and usually cause wear and tear on window frames. There are some small air conditioner alternatives that may be acceptable in some applications, but these require installation by Facilities Management, not by building occupants.

In order to request install this alternative type of air conditioning unit, an application for air conditioning must be reviewed and approved by Facilities Management to ensure the units are installed properly without compromising building appearance, security, creating a large utility expense, or a safety hazard. An important part of the review will be determining whether sufficient electrical capacity is available to operate the equipment. **NOTE:** Small air conditioning units may only be installed in buildings where there is no central air conditioning available. Existing units that were installed without approval will be subject to compliance with these standards on a case-by-case basis and may be removed.

**Energy Performance:** All units must meet minimum energy performance criteria. The units must have an Energy Star rating or meet a minimum SEER rating of 12. Minimum energy performance is critical to control utility costs for the University.

**Aesthetic Considerations:** In general, units cannot be installed in windows. Units that have a small duct to the outside are preferred. In cases where options are limited, window installation may require installation of a permanent, insulated box that is mounted in the window opening. These boxes cannot protrude from the exterior of the building, must be screened to minimize visual impact on the outside of the building, and must also have a mechanism for sealing them off in the wintertime to prevent drafts that will cause comfort and space heating problems. The box has to seal the window opening in such a way to prevent creating a security risk for the building, as well as preventing intrusion by water, insects, and debris. Each unit will be judged on a case-by-case basis.

**Maintenance Responsibility:** The units will be purchased by the department, and replacement, repair, and maintenance of the units will be a departmental responsibility. In order to maintain good air quality and efficient operation, departments must arrange and pay for annual cleaning of condenser pan and coils through Facilities Management. An annual charge will include installing and removing winter covers as necessary.

## CHEMICAL SPRAYING/PEST CONTROL

Facilities Management will inform Building Proctors of plans to spray for landscaping purposes or pest control. All chemical application is pre-approved for use by the University Pesticide Safety Committee. In most cases, Facilities Management will perform this task when activity on campus is low. Notification will include the name of the chemical being used, days and times, and any precautions to be taken (such as closing windows and doors). Building Proctors are responsible for notifying building occupants.

## CUSTODIAL ACTIVITIES

The goal of Facilities Management is to provide the cleanest, most aesthetically pleasing environment to the campus community that funding allows. Current staffing and funding levels simply do not permit daily cleaning of all areas, so building occupants may have to empty trash containers, dust and wipe down their areas, and so forth, for themselves. The most efficient cleaning processes have been implemented and the most innovative equipment available purchased to allow for high quality service with the staffing available.

Proctors should keep in touch with custodians to help identify issues that they may run across and assist the custodians with concerns that they may have performing their duties.

## CUSTODIAL CLOSET ACCESS

Building Proctors may have access to custodial closets, providing a university master key is not required. Access to custodial closets is not for the purpose of supplying building occupants with custodial supplies or equipment. The purpose is to assist Facilities Management with small maintenance items (i.e. salting icy patches on sidewalks, mopping wet entry ways on poor weather days, etc.).

Building Proctors must not clean up chemicals spills with custodial supplies or equipment. All chemical spills must be reported to Environmental Health Services (491-6745).

## CUSTOMER SERVICE CENTER

The Customer Service Center is the initial point of contact for Building Proctors desiring maintenance or repair services from Facilities Management.

**Work Request:** Facilities Management Dispatch, 491-0077, operates 24 hours per day, 365 days per year. This number should always be called for maintenance and repair requests. Non-emergency work requests may be submitted using the online work request found on the Facilities Management web page or the Campus Administrative Portal (CAP), FAMIS Self-Service system. Work will be scheduled according to priority and availability of funding. Urgent work will be dispatched to the appropriate technician.

**Follow Up:** Customer Service Center provides online work order status. Work order status may be obtained by accessing the Facilities Management web page or the Campus Administrative Portal (CAP), FAMIS Self-Service system. Customers may also call 491-0077 for work order status.

**Campus Access:** Facilities Management issues keys for all campus buildings except the Lory Student Center, apartments and residence halls, and the Student Recreation Center. Records concerning campus access, campus policies and procedures are maintained by Facilities Management. Please call with any questions concerning the access to campus buildings.

## ELEVATOR FAILURES AND DISRUPTIONS

All elevator failures and disruptions should be reported to Building Proctors. In turn, Building Proctors must notify Facilities Management. Facilities Management will contact the appropriate pre-approved contractor.

The Building proctor should have the following information ready when phoning in the maintenance request:

1. Maintenance request. Please be specific (i.e. the elevator door is stuck open).
2. Location (i.e. building, specific elevator (if more than one elevator in the building), etc.).
3. Is the elevator occupied? Is anyone stuck in the elevator?
4. Name and phone number of requester.
5. Additional information that may be helpful to the maintenance person.
6. Maintenance request may also be initiated through the FAMIS service request module by logging into the Campus Administrative Portal and accessing FAMIS Self Service.

## EVENTS

See Use of University Space

## GENERAL MAINTENANCE OF THE FACILITY

General maintenance of all Colorado State University facilities is performed by Facilities Management. In some cases, Facilities Management will contract with a pre-qualified vendor from the private sector to perform maintenance duties.

It is the responsibility of the building occupants to make Building Proctors aware of maintenance needs in the building. All requests for interior and exterior maintenance should be channeled through the building proctor to Facilities Management (491-0077). This will eliminate duplicate work orders and create a better communication link between Facilities Management and building occupants.

**General Maintenance:** Facilities Management is funded to provide maintenance to building structures and fixed equipment (installed at the time the building was constructed or upgraded equipment to replace old and/or damaged equipment). Some requests for building maintenance may be placed into the maintenance backlog depending on availability of funding.

**Departmental Equipment:** University departments are responsible for maintaining equipment placed in the building to support a specific program, but was not part of the original design of the building or its fixed equipment. This includes, but is not limited to, refrigerators, freezers, centrifuges, etc. In many instances, the department will contract for equipment maintenance services directly with an approved vendor (OEM or other). All such contracts must be approved by Procurement Services and/or Contracting Services.

The Building proctor should have the following information ready when phoning in the maintenance request:

1. Maintenance request. Please be specific (i.e. the sidewalk is icy. Tree branch is broken and hanging, bushes need to be trimmed, etc.).
2. Location (i.e. building, direction and distance from a building or other distinguishing location).



3. Name and phone number of the requester.
4. For departmental equipment (see above), a Work Order Authorization (WOA) document number.
5. Any additional information (i.e. this is a teaching lab. It is open from 10:00 AM-Noon M-W-F, etc.).

Maintenance requests may also be initiated through the FAMIS service request module by logging into the Campus Administrative Portal and accessing the FAMIS Self Service system.

## **GROUNDS MAINTENANCE, EXTERIOR BUILDING ISSUES AND LANDSCAPING**

Facilities Management performs exterior building maintenance and landscape maintenance of all Colorado State University properties. In some cases, Facilities Management will contract with a pre-qualified vendor from the private sector to perform maintenance duties.

All requests for exterior maintenance, landscape maintenance, landscape changes, and additional landscaping should be channeled through the Building proctor to the Facilities Management. All landscape changes or additions must be approved by Facilities Management.

The Building proctor should have the following information ready when phoning in the maintenance request:

1. Maintenance request. Please be specific (i.e. the sidewalk is icy. Tree branch is broken and hanging, bushes need to be trimmed, etc.).
2. Location (i.e. building, direction and distance from a building or other distinguishing location).
3. Name and phone number of the requester.
4. Any additional information that may be helpful to the maintenance person.

Maintenance requests may also be initiated through the FAMIS service request module by logging into the Campus Administrative Portal and accessing the FAMIS Self Service system.

## **GRAFFITI**

Most graffiti in restrooms and other interior areas should be removed or painted over as soon as possible to avoid gathering “response” or additional graffiti. Notify Facilities Management for removal.

Exterior graffiti, and less frequently, certain distinctive interior graffiti, is the result of gang or “tagger” activity. Gang graffiti is normally done in a hurried, yet artistic/stylized manner with spray paint. It is used for gang communication and is tracked by police for the intelligence information it may provide about gang activity. Tagger graffiti looks like gang graffiti, but with more pictures and may be more artistic looking. Because this type of graffiti may be of interest to police call CSUPD to report the damage before taking any action to remove or cover it.

## **MAINTENANCE ALARMS**

**Local Alarms:** Building occupants are responsible for monitoring all local alarms. Should an alarm sound, it will not register in any other location.

**Maintenance Alarms:** All maintenance alarms are monitored by Facilities Management. Appropriate technicians are notified to respond to maintenance alarms, assess the situation, make repairs and return the alarm to normal. Maintenance alarms include, but are not limited to high/low temperature alarms, high water alarms, refrigeration alarms, supply fan alarms, etc.

## USE OF UNIVERSITY SPACE

Responsibility for scheduling University space is determined by the type of use request and the facility in which the space is being requested. The two main scheduling offices, Registrar and Facilities Management Event Support, handle space requests for all university facilities except the Lory Student Center, residence halls and the Student Recreation Center. Facilities Management schedules all requests for use of exterior grounds areas and all non-academic uses at the university.

All academic related space requests must be made to the Registrar, 491-7212. All requests for space in Lory Student Center must be made to the LSC Event Planning Office, 491-0229.

Programs on campus that will require overnight housing on campus or use of University food services should be made to Conferences and Events.

Non-academic related space requests for all campus areas, except the Lory Student Center, residence halls and Student Recreation Center, and all exterior grounds space must be made to Facilities Management Event Support, 970-491-0056.

Facilities Management also coordinates support services for events held on campus. These support activities include location of underground utilities before tents or shells are erected, necessary road closures, electric service to exterior areas, table and chair rental, adjustments of irrigation schedules, provision of trash containers, set up and tear down services, and post event cleanup services. There may be charges for these services. Facilities Management also provides information and referrals concerning food service requirements, regulations concerning service of alcohol on campus, parking restrictions, insurance, contractual requirements and rental rates.

## UTILITY INTERRUPTIONS AND STREET CLOSURES

**Scheduled Outages and Closures:** Utility interruptions will be scheduled with as much advance notice as possible to minimize disruptions. Building Proctors must act as a liaison between building occupants and Facilities Management to schedule the most appropriate date and time for utility interruptions. Building Proctors must notify building occupants of the scheduled interruption and identify areas that will need to be provided with back up utilities.

**Street Closures:** In most cases, it is not feasible to consult the entire campus community before scheduling a street closure. However, campus events are carefully considered prior to setting the date for a street closure. Generally, two weeks to one month advance notice is given to the campus community. Facilities Management notifies Building Proctors of street closures via a notification form or e-mail. Building Proctors are responsible for informing their building occupants of campus street closures.

**Unscheduled Outages:** No utility system is 100% reliable. These systems are subject to problems created by weather, human error, animals, vandals, etc. Building Proctors may be asked, in case of an unscheduled outage or other problem, to check the condition of their facility. These will not be technical checks, but rather just condition reports such as: Are the lights on? Is the facility flooded? Are labs or computers affected? Building Proctors may be asked to make these checks during nights and weekends. The building

proctor should be aware of critical functions within their building where a utility loss might create either a hazardous situation or property loss. This information should be furnished to anyone calling about an unscheduled utility outage. In addition, Building Proctors should immediately report to Facilities Management Dispatch any observed dangers associated with an outage such as a downed power line, flooded electrical facility, electrical equipment that looks burned or that is arcing, leaking pipe, sewer backup, etc.

**Utility Locates:** Many of the utility services at the university are buried. **DO NOT** excavate, dig or sink stakes of any kind anywhere on campus without first having the utilities located. This service is available at no charge from Facilities Management. Contact Facilities Management Dispatch to schedule utility locates.

**Backup Utility Systems:** Certain areas, labs and equipment cannot be without power or other utilities for even short periods of time. Backup utility systems or modifications such as surge protectors, uninterruptible power sources or backup generators must be installed to protect these items. Facilities Management can assist departments in defining their backup utility needs and estimating the cost of providing such systems. Building Proctors should contact Facilities Management Dispatch immediately upon learning of a failure of any backup system, or when a backup system is activated due to a utility outage.

## **VENDING MACHINES**

The vending (RamCard) Office is responsible for the upkeep and placement of all vending machines on campus. All requests for new machines, concerns about placement of present machines, repair requests, complaints, or any other concerns having to do with vending machines at all campus locations should be directed to the RamCard Office at 491-2344.

## **5. MISCELLANEOUS**

Building Proctors who are made aware of the following types of violations within their area of responsibility should contact the violator and explain the pertinent policy to them. If the individual continues to violate the policy, the Proctor should contact the appropriate office as noted below.

### **ANIMAL CONTROL AND REMOVAL**

No person owning or having under his control any animal, shall permit such animal to be brought upon University property without a leash suitably attached to the animal and with the leash held by the person having such animal under control.

No person shall bring any animal into any University building. No person shall ever tie any animal to any University property or other object within the bounds of the University campus.

Exceptions to these prohibitions are:

1. Service and Assistance animals for individuals with a disability.
2. Dogs engaged in law enforcement activities.
3. Animals brought for treatment to University Veterinary Medicine facilities or for University sponsored research.

4. Animals being transported provided such animals remain inside a vehicle (including car, truck and trailer) and cause no disturbance such as barking.
5. Animals brought to events sponsored by a department of the University or a recognized student organization, provided that approval of the Director of the Student Center or Director of Housing has been received in advance for use of the facilities under their control, or in the case of all other facilities that approval of the Director of Facilities Management has been received in advance.
6. The Director of Facilities Management may approve other exceptions.
7. For wild animals such as raccoons or bats, or in animal bite situations, please contact [Environmental Health Services](#).

Building Proctors who are made aware of violations within their area of responsibility should contact the violator and explain this policy to them. If the individual continues to violate the policy, the Building Proctor should contact the appropriate office.

**To report vicious dogs or in case of animal attack, call 911.**

## **CONTACT**

Wild animals, diseased animals: [Environmental Health Services](#) (970) 491-6745

Other incidents involving animals on campus, [University Police Department](#) (970) 491-6425

## **BICYCLES, IN-LINE SKATES, SKATEBOARDS, ETC.**

Indoor use of wheeled conveyances such as bicycles, skates, skateboards, etc. is prohibited. Wheelchairs or other similar means of mobility for the disabled are not included in this definition. This does not prohibit persons from carrying small items such as skateboards, in-line skates, roller skates and the like into the buildings; however bicycles are prohibited. Violators will be subject to warning, disciplinary action, fine or prosecution as appropriate.

## **BONFIRES**

Due to concerns for safety of campus community, university liability, and property damage, bonfires are prohibited on all university property with the exception of the annual Homecoming bonfire tradition, which is subject to the direction and control of EHS and CSUPD. Violators will be subject to warning, disciplinary action, fine or prosecution as appropriate.

## **BUILDING ADDRESSES**

Building addresses are maintained on the Facilities Management website and updated regularly. In the event of an emergency, it is helpful to provide the emergency dispatcher with the building address although not required when calling from a university landline. See <http://www.fm.colostate.edu/addresses/>.

## **CAMPUS POSTING GUIDELINES FOR TEMPORARY SIGNS AND BANNERS**

Signs, posters, banners and similar items are useful tools for communicating with the campus community, but also have the tendency to be overused, create clutter that detracts from both the appearance of the

campus and the effectiveness of the items themselves, and result in litter and outdated materials that are expensive to remove. In order to prevent this, CSU will enforce limits on the duration of the display and requirements for removal to ensure banners and other postings are not left up for weeks or even months after an event is over or after heavy winds have reduced them to shreds. In addition, commercial messages, sales and solicitation on campus are limited under other policies, and CSU has an obligation to manager access to the areas and surfaces used to post banners, posters, signs and flyers on university property. University policy provides guidance on what may be posted, where items ma be posted and who is responsible for the posted items. Posted materials that fail to comply with this policy may be removed, and the expense associated with removal will be charged to the responsible department, business unit, student organization or individuals. See <http://policies.colostate.edu/>, CSU Policy Library, Temporary Outdoor Signs, Posters, Banners Policy ID# 5-6030-006.

## **DEPARTMENTAL RELOCATION FROM EXISTING SPACE**

The remodeling and construction of buildings on Colorado State University campuses often requires departmental moves. When a department leaves a building they may take with them all moveable equipment that will be utilized by the department in the new or remodeled facility. Excess moveable equipment not to be utilized in the new location should be sent to Surplus Property for disposal or use elsewhere in the university. This equipment should not be stored unless there is a high probability for future use. Material must not be stored, permanently or temporarily, in a way that restricts emergency evacuation from the building or interferes with access to mechanical systems such as electrical panels and safety equipment (such as AEDs). The department is responsible for making arrangements to pick up surplus equipment and for placing trash and general debris in trash containers.

Any equipment that is fixed in place must either remain in the building as part of the structure or be removed by Facilities Management. Any fixed equipment that the department desires to move must be requested through the Facilities Management project manager. Potential for future use in the existing building versus the economics of removal and replacement will be considered in meeting these requests. If equipment has been provided by individual research grants, a request to remove such equipment needs to be approved unless the total cost related to the equipment removal is prohibitive.

Moveable and fixed equipment have been defined below, along with several examples:

- Moveable equipment includes all items not attached to the floor, walls, or building and that can be removed without damaging the building. Such items include tables, desks, chairs, file cabinets, computers, printers, cabinets, microscopes, centrifuges, etc.
- Fixed equipment includes all items that are in some way attached to the building or that cannot be removed without damaging or altering any part of the building. These items consist of fixed seating, laboratory tables, built-in shelves, telephone jacks, electrical wiring, computer network wiring, carpet, doors, mirrors, blackboards, cork boards, projection screens, etc. These items, even if the department originally paid to have them installed, are considered to be part of the building's structure and may not be removed except by Facilities.

This policy has been adopted to insure buildings remain in good condition, that the interior structure is not damaged, and that the University's resources are conserved to the maximum extent possible. Building Proctors are expected to be a source of information and point of referral to the people in their building concerning this policy.

## **DISABILITIES: THE AMERICANS WITH DISABILTIES ACT (ADA) AND THE REHABILITATION ACT OF 1973**

Disability concerns can usually be separated into two broad categories, physical facilities accessibility and programmatic accessibility.

**PHYSICAL FACILITIES ACCESSIBILITY** concerns include requests for repair, modification of, or additions to buildings or physical infrastructure such as curb cuts, wheelchair accessible ramps, automatic door openers, visual alarms, elevators, bathroom modifications, etc.

**PROGRAMMATIC ACCESSIBILITY** concerns include such items as sign language interpretation, audio visual and special equipment or other accommodations for individuals needed to ensure access to University programs.

Building Proctors are expected to be a source of information and point of referral to the people in their building concerning accessibility issues. If unsure of how to respond to a problem with accessibility, or for any other disability questions or concerns, please call the Assistive Technology Resource Center at 491-6258 for assistance.

## **LOST AND FOUND**

Small lost and found items may be turned in to be held at the Lory Student Center Campus Information Services, except for those with a Finder's Claims, for 30 days. After 30 days items will be boxed and stored until the end of the semester. Employees of the Lost and Found Central Site will adhere to the following guidelines:

### **INCOMING ITEMS:**

Check for identification on the item or if it can be matched to a card.

- a. The following items can be returned to the appropriate department if unable to contact the individual.
  1. Student ID cards – send to the RAMCard Office, 203 Morgan Library (491-2344)
  2. Housing meal cards – send to Palmer Center, Food Services
  3. CSU keys – contact the Key Desk in Facilities Management (491-0056 or 491-0041)
  4. Checkbooks/bank cards/misc. valuables – take to CSUPD.
- b. If able, try to contact the individual.
- c. If able to contact the individual:
  1. Date and label the item and enter in the database.
  2. Place the item in the appropriately labeled bin/drawer. **ALL VALUABLE ITEMS (i.e. wallets, bank cards, jewelry, cell phones) WILL BE LOCKED IN THE SAFE.**
- d. If unable to contact the individual or unable to identify a contact for the item:
  1. Date and label the item and enter in the database.
  2. Place the item in the appropriately labeled bin/drawer.

### **REPORT OF AN ITEM LOST:**

- a. Have a person describe the item.
- b. Refer to database to see if description matches any item that has been turned in to the Lost and Found.
- c. Check the bins/drawers to see if description matches any item that has been turned in to the Lost and Found.

### **ITEM IN LOST AND FOUND:**

- a. When the individual comes to pick up the item:
  1. Confirm the item is theirs.
  2. Have the individual sign for the item in the “Claims” notebook.
  3. Date and log the item in that database as “signed for in book”.

All eligible items that have been logged in the Lost and Found for 30 days will be donated. Prescription eyeglasses will be recycled.

Building Proctors are expected to be a source of information concerning this policy and, in some cases, the Lost and Found site in their particular building.

### **POLICIES NOT INCLUDED IN THIS MANUAL**

Questions about any university policy not included in this manual, or to discover if a university policy exists, should be directed to the Office of Policy and Compliance (<http://policies.colostate.edu/>).

### **SLACK LINING AND CLIMBING**

Because of the concerns for safety of the campus community, university liability, and property damage, slack lining, climbing trees, and climbing or jumping on or from buildings and other structures is prohibited on campus, except in the designated areas of the Towers courtyard and Corbett courtyard. Violators will be subject to warning, disciplinary action, fine or prosecution as appropriate.

### **SPACE UTILIZATION AND ASSIGNMENT**

University facilities and property are recognized as valuable and limited resources that demand careful management and stewardship. It is in the best interest of the University to utilize space effectively. Individual program-centered decisions may or may not meet this goal. University administration has the responsibility for ensuring facilities are efficiently employed in accordance with the goals and objectives of the university.

All space is an asset of the university at large—even space that is exclusively used or controlled by one department, office or program. The university may choose to change the allocation of space and the delegation of space responsibility as necessary for efficient management of the university. Space is assigned to particular departments for use during the duration of their programs or research projects. In addition to ongoing review and reallocation, the university reserves the right to review space allocations upon the termination of specific programs or projects, or at any time as necessary to appropriately assign and manage space.

**Primary Responsibility:** The final decisions concerning the assignment of university owned and leased space shall be the responsibility of the Space Committee. A representative for the Vice President for University Operations is responsible for bringing space issues to the Space Committee. Facilities Management will administer all procedures concerning space assignment and utilization including database management, planning and recommendations to the Space Committee.

The Physical Development Committee is responsible for reviewing long range space planning as presented through the Physical Development Master Plan.

College, administrative units and departments are responsible for effectively utilizing the space assigned to them, requesting changes in space use or assignment, and for completing annual inventory surveys as requested by Facilities Management. The use and occupancy of university space by college, administrative units, or department, or any member thereof, does not create a proprietary right or other continuing right to such use.

**Delegated Authority:** The scheduling of general assignment classroom space will be delegated to the Registrar's Office.

Responsibility for review and recommendations concerning use, effectiveness and efficiency of all classrooms will be delegated to the Classroom Review Board (CRB), chaired by a representative from the department of Academic Computing and Networking Services (ACNS). All university classrooms will be managed as general assignment space.

The scheduling of other general use space, including athletic and non-athletic facilities, is administered by Facilities Management. Facilities Management maintains a Campus Facilities Use Policies and Procedures manual.

Use and scheduling of the Lory Student Center is delegated to the Lory Student Center Director. The LSC Director and Facilities Management will coordinate responsibility for any permanent space changes involving Resident Instruction functions, with final approval from the Provost.

Use and scheduling of Housing facilities is delegated to the Director of Housing and Food Service, who will coordinate with Facilities Management for any permanent space changes involving RI functions. The Provost will make the final decision.

Responsibility for scheduling the use of Student Recreation Center facilities is delegated to the Student Recreation Center Director.

All other university departments will coordinate changes in space usage with Facilities Management. Routine assignment of central storage space is delegated to Facilities Management.

**General Procedures:** Those offices with delegated authority will establish and maintain a set of specific policies and procedures to assign and schedule space in an efficient and cost-effective manner. All policies and procedures for space management must be approved by the Operating Committee.

Building Proctors are expected to be a source of information and point of referral to the people in their building concerning this policy. Building Proctors have no authority to assign or schedule space, or to change any such assignment or schedule.

## SOLICITING

Proctors should be familiar with the university's policy on sales and solicitations (see CSU Policy ID No. 5-6001-004, <http://policies.colostate.edu>).

Solicitation by individuals or non-university individuals or groups (including non-profit organizations) is prohibited, except through established university sales outlets (such as the LSC Flea Market).

**Sales by Student Organizations:** Recognized student organizations must be authorized by the Director of Student Leadership, Involvement and Community Engagement (SLiCE) before soliciting students or



groups for the purpose of selling food, merchandise or services or obtaining contributions on or off campus. Proceeds from the sales must be used toward fulfilling the purposes of the soliciting organizations. Food sales must be coordinated with Facilities Management for use of administrative, academic or outside space and Environmental Health Services for public health and safety considerations.

**Publicity:** Official university agencies and recognized student organizations may advertise and/or publicize by poster, banners and handbills for promotional purposes if authorized by the Student Leadership, Involvement and Community Engagement (SLICE) and/or Facilities Management. Regulations for posters, banners and handbill displays are found in the section on “Campus Posting Policy.”

Representatives of religious or political groups may request use of authorized campus solicitation facilities or dissemination of literature pertinent to the intent of the organization.