

# Emergency Repairs

University Facilities (UF)  
Internal Procedure: 01.C.05.01  
Effective Date: February 2024  
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Approved by: Todd Barnette

## Summary

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When Facilities are unexpectedly damaged due to weather or other unforeseen incidents, timely and effective response, and communication is required. This document establishes the process to be utilized when an emergency repair impacts a space with the expectation that the space may not be usable for more than one business day.

## When an issue arises in

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### E&G Facilities

Area / Zone Manager will:

- Contact the Director/Associate Director.
- Contact Risk Management - 864-634-9175 and/or [risk@clemsun.edu](mailto:risk@clemsun.edu)
- Take photos of any damage to document for insurance
- Assess the extent of damages and then contact:
  - Facilities Custodial and/or
  - Current contracted Emergency Response Services Team. NOTE: If contracted Emergency Response Service team is contacted, both Facilities Maintenance and Custodial should perform water extraction until contractor arrives on site.
- Contact Building Security Coordinator

- Assess damage and impact to occupants of impacted space. Coordinate damage and impact assessment with contracted Emergency response Service team (if contacted)
- Contact Space Management identifying the space impacted and provide an estimated duration so they can begin planning and coordination of relocation as needed.
- If during repairs, persons adjacent to the impacted area (but not officially impacted) express concerns over their workspace during remediation, please provide the Impact Handout directing them to HR to identify alternative work solutions.

## Housing Facilities

Manager will:

- Contact the Director/Associate Director.
- Contact Risk Management - 864-634-9175 and/or [risk@clermson.edu](mailto:risk@clermson.edu)
- Take photos of any damage to document for insurance
- Assess the extent of damages and then contact:
  - Facilities Custodial and/or
  - Current contracted Emergency Response Services Team. NOTE: If contracted Emergency Response Service team is contacted, both Facilities Maintenance and Custodial should perform water extraction until contractor arrives on site.
- Contact Facilities Liaison Amber Dees - (919) 724-5222. For after-hours calls please contact the Res. Living contact on call at 864-643-5694.
- Assess damage and estimate how long occupants will be unable to return to their room(s). Coordinate with the contracted Emergency Response Service Team on this information if they are involved. Coordinate with Res Living on impact and timeline.
- Call Support Services and change the account code of the work order to 4075 instead of 4085/5376/5398.

## Dining Facilities

Manager will:

- Contact the Director/Associate Director.
- Contact Risk Management - 864-634-9175 and/or [risk@clermson.edu](mailto:risk@clermson.edu)
- Take photos of any damage to document for insurance
- Assess the extent of damages and then contact:
  - Facilities Custodial and/or

- Current contracted Emergency Response Services Team. NOTE: If contracted Emergency Response Service team is contacted, both Facilities Maintenance and Custodial should perform water extraction until contractor arrives on site.
- Contact Aramark Resident Director Bill McCully - (864) 364-7300 or Director of Operations Dwayne Pursley - (864) 230-8491
- Assess damage and estimate how long facility will be impacted. Coordinate with the contracted Emergency Response Service Team on this information if they are involved. Coordinate with Aramark Resident or Operations Director on impact and timeline.
- Call Support Services and change the account code of the work order to 4075 instead of 4085/5376/5398.

## Repairs and/or Renovation

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### Procedure in advance of work

- Safety Data Sheets (SDS) documents for any chemicals to be used are sent to Occupational and Environmental Safety (OES)
- SDS are also distributed to each of the following:
  - Building Security Coordinator(s) (BSC)
  - Dean(s)
  - Head(s) of affected department(s)
  - Upper Administration
  - Manager(s) for the division(s) occupying the affected building(s)
- Should an occupant have a complaint during the renovation (noise, odor, etc.), they are to notify the BSC for that space.
- Upon notification of the complaint, the BSC will contact OES for an IAQ assessment.

### Procedure for addressing occupant concerns in surrounding areas

- Inform the occupant that the Department of Occupation and Environmental Safety (OES) is made aware of and is required to approve any chemicals to be used during all renovation projects.
- If problems or issues pertaining to a renovation project (smell, noise, etc.) persist and affect the ability to function in a workplace, please contact University Human resources for alternate work options: <https://www.clemson.edu/human-resources/>