On Call Procedure

1) Print off the relevant Building Services set up by date sheet. This will provide the set up for all scheduled events.
2) Print off the Weekend Coverage email. This will let you know which students and staff are working.
3) Have a copy of the Building Areas of Responsibility and hours.
4) Check the Friday absentee list to check for Physical Plant employees that are on vacation.
5) Make sure your phone is charged up or that you can charge it at home.

Dress Code

1) You should have your Calvin ID
2) You should wear your Building Services jacket, t shirt or sweatshirt. Khaki or Black pants aren’t required. You should not wear open toed shoes.

After Being On Call

Send an email to the Physical Plant director, on call supervisors, and the Vice President of Administration and Finance on Monday morning or the first day back after being on call. Include weekend activity and any further action that is required.
On Call Process

Accept call from Dispatch

Get as much information as possible

If possible have CSO eyeball the situation

Is the problem Building Services related?

Yes

Go to Calvin and rectify the situation or call on site Building Services Personnel

Inform Dispatch and Occupant of solution

No

Call Relevant Physical plant staff

Did they answer?

Yes

Inform them of the situation and discuss resolution

Inform Dispatch and Occupant of solution

If necessary place retro active work order

No

Call their Supervisor

Do they answer?

Yes

Discuss Solution

Inform Dispatch and Occupant of solution

Inform Dispatch and Occupant of solution

No

Check back up vendor list

Inform dispatch and Occupant of Solution
On Call Resource List

Who do I call when I receive a call from dispatch?

Call department director first!

Grounds Dir - Charlie Huizenga – 616 299 1338
Arch Dir - Phil Beezhold – 616 299 3973
Mech Dir - Jack Phillips – 616 292 4153

If the department director does not answer, call according to situation:

HVAC - Alex Monarrez
HVAC - Perry Gooch
Temp issues - Dan Slager
Electrical - Dave Pfruender
Electrical - Don Winkle
Fire Alarms - Dave Pfruender
Card access - Dave Pfruender
Door Alarms - Dave Pfruender
Locks - Ed Van Beek
Lock Back up - Robbins Lock – 616 452 6575
Plumbing - Joel Bosma
Plumbing - Bob Vandenberg
Back up - Ryan’s Sewer and Septic – 616 458 3993
Elevators - Dave Pfruender
Elevators - Otis Elevator - 1 800 233 6847 – Calvin Account number. CVG 136 452
Pest control - Superior Pest Control – Greg = 616 247 7500
- Critter Control - 616 245 4680
- Animals Only 616 887 5344
Building services and maintenance procedures, as stated in the Campus Safety CSS/CSO manual, reads as follows:

MOP 14-1 ON CALL EMERGENCY MAINTENANCE CONTACT

“Any maintenance concerns that require immediate attention that arise after normal business hours will be referred to the appropriate on-call maintenance person. Dispatch maintains a list of the appropriate on call maintenance people.

These are some examples that require immediate attention: a water main break, major HVAC issues, a residential building that cannot be secured or a large amount of exterior lighting out that we can’t reset with a breaker or by bypassing the photocell, power outage or a gas leak, contact the dispatcher and ask them to contact the on-call maintenance person. Make sure you tell the dispatcher what the situation is. If you have any doubt or not a maintenance concern requires an immediate response, have the dispatcher contact the on call person and allow them to determine whether or not there needs to be an immediate response.”
Building services and maintenance responsibilities, as stated in the Dispatch manual, reads as follows:

MOP 9-1 ON CALL EMERGENCY MAINTENANCE CONTACT

“Any maintenance concerns that require immediate attention that arise after normal business hours will be referred to the appropriate on-call maintenance person. Always check the building responsibility sheet (by hours and building) and contact that person first. On weekdays, if that person does not answer contact the following person(s):

<table>
<thead>
<tr>
<th>Hours</th>
<th>Maintenance Person</th>
</tr>
</thead>
<tbody>
<tr>
<td>Daytime (normal business hours)</td>
<td>Nick Thompson</td>
</tr>
<tr>
<td>Evenings (second shift)</td>
<td>Nathan Britcher</td>
</tr>
<tr>
<td>Early Morning (third shift)</td>
<td>Mike Flikkema or Jim Phillips</td>
</tr>
<tr>
<td>Weekends</td>
<td>Consult the on-call calendar</td>
</tr>
</tbody>
</table>

NOTE: At times that no one above responds contact the Director of Physical Plant.

These are some examples of situations that require immediate attention: a water main break, major HVAC issues, residential building that cannot be secured or a large amount of exterior lighting out that we can’t reset with a breaker or by bypassing the photocell, power outage or a gas leak. However, do not make judgment calls regarding what is/not an emergency. If a faculty member or staff member calls and states that a situation warrants a call to the on-call person, contact the on-call person.”

In response to these calls, the on call person will keep the dispatcher informed, the following procedure as stated below:

1) On call personnel will notify the dispatcher when they have arrived on campus to respond to a call.
2) On call personnel will notify dispatch when the situation has been resolved.
3) On call personnel will notify the dispatcher when they have called in a technician and/or contractor with the estimated time of arrival for that person.
4) On call personnel will ask the technician/contractor to notify the dispatcher when the situation is resolved.

To keep the on call personnel informed, the dispatcher will immediately inform the on call personnel if a situation has been resolved prior to their arrival on campus.
Compensation for On Call Services

Non-exempt staff

Non-exempt employees who are regularly scheduled to take calls during off hours or nonworking hours, will be compensated no less than two hours a day for being willing to take said calls.

If a person is called in, they will also be compensated from the time they leave home until they return home. If the problem can be solved telephonically, they will be compensated from the time the initial call is received until the problem is resolved or transferred to another person. If any of these hours are beyond the regular 40 hours worked, they will be paid at the rate at time and a half. (During a holiday week, please refer to the Employee Handbook.)

Exempt staff

Compensation will be determined at the initial time of hire.

Compensation for Off Hours Service Calls

Non-exempt staff

Non-exempt employees who are called back to campus for emergency service are compensated for a minimum of two hours or from the time they leave home until the time they return - whichever is greater. If the problem can be solved telephonically, they will be compensated from the time the initial call is received until the problem is resolved or transferred to another person. If any of these hours are beyond the regular 40 hours worked, they will be paid at the rate at time and a half. (During a holiday week, please refer to the Employee Handbook.)

Exempt staff

Exempt employees who are called in for emergency service may be granted discretionary time off by a supervisor in response to extra hours above and beyond what a professional would be expected to maintain. The discretionary time off may be granted as time off that is immediately available or it may be awarded as additional vacation. (See G:\CIT\Time Away QandA.doc p. 6)