



Spelman College

A Choice to Change the World

**350 Spelman Lane
Atlanta, GA 30088
404-270-5440**

Facilities Management & Services
Operations Plan

*By Arthur E. Frazier, Director
Don A. Blackston, Associate Director
Dorcas Wood, Administrative Supervisor
Ronnie Baldwin, Maintenance Supervisor
Vacancy, Grounds, Supervisor
Ella Arnold, Aramark Custodial Manager*

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Executive Summary

The document that follows outlines the Operations Plan for Spelman College Facilities Management & Services.

The various plans, which include building maintenance, grounds maintenance, deferred maintenance, custodial and construction/renovation outline the minimum standards set by the College staff.

Questions regarding the plan may be addressed to the Director of Facilities Management & Services, the Associate Director of Facilities Management & Services, and the Vice President & Treasurer.

Introduction

At her March 2003 inauguration, President Beverly Daniel Tatum proclaimed “Spelman ALIVE – strong, vital and productive well into the 21st century – that is our goal.”

Academic Excellence

Leadership Development

Improving Our Environment

Visibility of Our Achievements

Exemplary Customer Service

Because the *I* in Spelman ALIVE represents *Improving our Environment*, it is very important to the College that its facilities function well, are attractive and serve to foster the educational experiences of its students. Additionally, the College desires to provide functional workspaces and good work conditions for its faculty and staff.

In order to accomplish the outcomes outlined above, the actions detailed in the following operations plan will be taken.

Spelman College Campus & Facilities

Spelman College Campus

Spelman College is a historic campus of 39 acres, dating back to 1883, five minutes west of downtown Atlanta in the Atlanta University Center Historic District. Spelman's campus retains and utilizes several character-defining features that create a pleasurable park-like landscape that helps foster and enhance the campus community. These features include hundreds of trees, numerous flower beds, informal paths that connect high activity areas; accent lighting along pathways; campus roads that loop through campus connecting the buildings; and green spaces, such as the Campus Oval and the Suites Amphitheater, that are framed by the various buildings and roads of the campus and traversed by paths allowing the green spaces to be enjoyed by the students. The entire campus is enclosed by a fence that primarily consists of black metal fencing and cast stone capped brick piers. Entry through the fence is provided at three locations. Brick guardhouses with slate roofs are located at each campus entry.



@Sketches, etc 2008

Spelman College Facilities

There are 25 buildings, including several historic structures, Rockefeller Hall, Packard Hall, Giles Hall, MacVicar Hall, Morehouse-James Hall, Reynolds Cottage, Laura Spelman and Sisters Chapel, which are listed on The National Historic Register as part of the Atlanta University Center Historic District. More recent additions include The Camille O. Hanks Cosby Academic Center that was dedicated in 1996, a new state-of-the-art Science Center that houses classrooms and labs and The Suites, a LEED certified 303-bed residence hall.

	Building	Constructed	Renovated	Use	Area
1	West Campus Parking Deck	1995		Parking	178,000
2	Sally Sage McAlpin	1974		Residence Hall	33,700
3	Manley Hall	1973		Residence Hall	29,600
4	Howard-Harrelld Hall	1968		Residence Hall	37,100
5	Stewart Living & Learning Center I	1983		Residence Hall	50,316
6	Cole Living & Learning Center II	1989		Residence Hall	120,032
7	Bessie Strong Hall	1917	2003	Residence Hall	9,459
8	MacVicar Hall	1901	1998	Residence Hall	19,220
9	Manley College Center	1973	1973	Student Center	56,600
9a	Manley Center Book Store/Mail Center	1973	1973	Administrative	8,800
10	Facilities Management & Services	1901	1901	Administrative	6,375
11	Cosby Academic Center	1996	2004*	Academic	102,000
12	Rockefeller Fine Arts	1956	1956	Academic	30,000
14	Packard Hall	1888	2005	Administrative	22,600
15	Rockefeller Hall	1886	2007	Administrative	25,900
16	Reynolds College	1901	1996	Residence	7,000
17	Sisters Chapel	1927	2005	Spiritual	11,700
18	Wellness Center at Read Hall	2015		Academic / Fitness	52,757
19a	Academic Computing Center	1984	1998	Academic	154,000
19b	Tapley Hall	1927	1998	Academic	
19c	Albro Falconer Manley Science Center	1998		Academic / Labs	
20	Laura Spelman Rockefeller Hall	1918	1979	Residence Hall	20,274
21	Morehouse James Hall	1901	1979	Residence Hall	16,282
21a	Blockhouse			Grounds Storage Shop	1,000
22	Abby Rockefeller	1952	1952	Residence Hall	25,020
23	Giles Hall	1893	1996	Academic	27,864
24	Milligan Building	1981	2008*	Administrative	31,300
26	The Suites	2008	2008	Residence Hall/Cafeteria/Parking	201,455

1,278,354

Total Building Area

* Indicates partial renovation

Campus Utility Infrastructure

Steam and Medium Temperature Hot Water are distributed underground to the majority of the Spelman College campus from the James B. Shepherd Central Utility Plant. The Central Plant is operated by Energy Systems Group and also serves Clark Atlanta University and Morehouse College.

Chilled Water is also distributed from the Central Plant to Living Learning Centers I & II, The Suites and Rockefeller Fines Arts. Rockefeller Hall & Packard Hall are supplied by an air-cooled chiller located behind Packard Hall. Cosby and Giles both have their own air-cooled chillers. Two centrifugal chillers located in the Science Center supply the Science Center, Sisters Chapel, Bessie Strong & Read Hall. Manley Center and McVicar Hall both have their own chillers.

Electricity is distributed underground to Spelman College buildings from Georgia Power through two metering cubicles. The North feed originates behind Rockefeller Fine Arts and the South feed is behind Read Hall. The distribution system is configured to allow for electricity to be supplied from either metering cubicle or both at the same time.

Water is distributed underground to Spelman College buildings from the City of Atlanta Department of Watershed Management through over a dozen meters located at various points around the perimeter of campus. The distribution system from the various meters is interconnected allowing for redundancy.

Natural Gas is distributed underground to 5 Spelman College buildings from Atlanta Natural Gas. Gas is utilized only in the Science Center for laboratory use, in Manley Center and The Suites for cafeteria use, in Reynolds Cottage for lighting and cooking and in the Milligan building for domestic hot water heating.

Sustainable Spelman

A Choice to Change the World

"A choice to change the world also means taking responsibility for the ways each of us is always changing the world - and not always for the better - through our excessive consumption of the world's resources. Understanding our own environmental impact and seeking to reduce it is a choice that all of us can make every day."

Opening Convocation Speech by President Beverly Daniel Tatum August 30, 2007

From the 2015 Spelman Strategic Plan



Sustainable Spelman

- Identify the appropriate structure and resources to support sustainability initiatives.
- Vision
 - Spelman will create a “green” campus that is energized, well-equipped and supported across campus
 - The College will optimize all spaces, incorporate modern conveniences and promote sustainability.
 - The design, development and maintenance of a welcoming, safe, supportive and sustainable campus and its infrastructure are foundational to Spelman’s ability to deliver signature experiences for its constituents.
- Planning Parameters
 - Further planning for fundraising to develop improved space for the fine arts should be undertaken during this strategic planning period.
 - The College will seek to acquire more land in the surrounding area and will collaborate with other AUC institutions and the external community in the planning/development of properties in the vicinity.
 - Prior to 2014 the College will add additional parking only as associated with the new construction/renovation of buildings.
 - Efforts to promote a sustainable environment should be directed to all campus constituents and to the community beyond.
- Goal
 - To expand and improve the physical campus, technology infrastructure and residential programs in order to facilitate a seamless living and learning environment with (a) increased focus on environmental responsibility, b) increased student engagement and student-faculty interactions, and c) increased student achievement and overall satisfaction with the collegiate experience.

Sustainable Society

- Educate Students, staff, faculty, alumnae and the community regarding their responsibilities as local, regional and global citizens of the environment.

Sustainable Scholarship

- Encourage collaborative and individual scholarship and curriculum in sustainability; develop academic, corporate and community partners in promoting sustainability activities for students, faculty and staff.

Sustainable Infrastructure

- Resource Management
 - Develop strategies to improve waste, water and energy management
- Alternative Transportation
 - Decrease by 10% the number of single-occupancy vehicles commuting to campus and increase alternative transportation and campus support for commuters.

FMS Sustainability Strategies

Facilities Management & Services always explores opportunities to improve waste, water and energy management as we complete our operations and maintenance duties. Listed below are numerous specific initiatives that have been completed to date:

Waste

- Secure documenting shredding is available in all administrative areas. Documents are taken off-site, shredded and recycled.
- Single-Stream recycling receptacles are located in all facilities.
- All carpet that is removed during interiors renovations is recycled.
- Over 75% of the construction waste generated during the construction of The Suites was recycled.

Water

- HVAC condensate is captured from the Cole Living Learning Center and is utilized to provide hand watering of all seasonal flower beds.
- Waterless urinals are provided in The Suites Residence Hall

Energy Management

- As older lamps are replaced a more-efficient lamp is installed. For example; incandescent bulbs are replaced with compact fluorescents; T-12 fluorescents are replaced with T-8 fluorescents.
- On Wednesday, February 18, 2009, The Spelman College Senior Leadership Team approved an Energy Management Policy.

FMS Sustainability Policies

The Facilities Management & Services for Energy Management, Environmental Stewardship and Integrated Pest Management are on the pages that follow:

Spelman College Energy Management Policy *Effective March 1, 2009*

BACKGROUND

Spelman College's proposed Strategic Plan includes a Sustainability Objective as part of the Campus Infrastructure and Learning Experience priority "to *identify opportunities to improve Spelman's operating efficiency and at the same time, establish the college as a model academic institution dedicated to reducing its impact on the environment by developing and implementing sustainability initiatives to generate environmental action by students, faculty and administrators as an aspect of positive social change.*" A Sustainability Initiative that will help achieve that objective is "*to develop strategies to improve waste, water and energy management.*"

PURPOSE

This policy establishes the requirements for energy management on the campus of Spelman College. Increased energy costs and increased pressure on the operating funds require that we reduce our energy costs and increase our energy efficiency. Additionally, reductions in the use of energy will reduce Spelman College's impact on the environment in terms of the amount of greenhouse gases produced.

Temperature Policy

Indoor temperature ranges in all spaces during occupied periods shall be:

- o 68° F - 72° F during the heating season and 74° F - 78° F during the cooling season.
- o Spaces such as computer labs & research facilities requiring critical temperature settings will be more tightly controlled.
- Temperatures will be set by Facilities Management in centrally controlled systems. Occupants who control their own thermostats are required to adhere to these settings.
- We recognize that temperatures will fluctuate within the building around these set points and every effort will be made to stay within 3° F of this range.
- During evenings, weekends, and holidays, the temperature in all buildings will be set at a level that will allow the College to efficiently and economically conserve energy.
- Heating & cooling for buildings will be provided off-hours as approved by the Director of Facilities Management & Services. Each office should provide the Office of Facilities Management & Services a list of individuals in each department authorized to request off-hour/holiday cooling. Facilities Management & Services must be notified with the dates, time, and location of special events, at least 48 hours in advance. These request should be kept to a minimum to assure the most efficient and economical operation of the facilities.
- Use of portable space heaters is not allowed. They use a lot of energy, cause breakers to trip, and are dangerous to leave unattended. . If a room(s) is/are not within the heating set-point range, Facilities Management & Services should be notified so that the problem can be addressed. Exemptions allowing space heaters shall be granted by Facilities Management only in emergency or other unusual conditions.
- People should expect temperatures which are regularly between 68 degrees Fahrenheit and 78 degrees Fahrenheit and dress accordingly.
- Personnel working or teaching in rooms which are regularly cooler than 68 degrees Fahrenheit, warmer than 78 degrees Fahrenheit, or who have chronic problems with drafts or stagnant air should report these situations to Facilities Management & Services. Facilities Management & Services will attempt to adjust the heating and cooling systems or make other modifications to correct the problem.

Occupant Responsibilities:

- Report observations of excessive energy use and concerns to Facilities Management & Services online or at 404 270-5440.
- Individuals are expected to turn off lights when exiting rooms that are no longer occupied and to turn off office equipment (including monitors, task lights and personal computers, where possible) when leaving your workspace for more than 20 minutes and at the end of the day.
- Turn your monitor off when not in use and be sure to power down your whole system when you leave for the weekend or are away for an extended period of time.

- Set your computer power management so that your computer monitor turns off and your CPU enters hibernate or standby mode when you leave your desk for extended periods of time. Turn off your monitor whenever possible.
- Enable power management features on laser printers and copiers and power them down whenever possible, particularly on weekends.
- MIT can provide information on computer power management settings and how to optimize energy management on your computer equipment.

Auxiliary Heating and Cooling Sources:

- Window air conditioner units are not allowed unless specifically approved by the Director of Facilities Management & Services. All existing units will be evaluated in accordance with the specifications of this policy as directed by the Director of Facilities Management & Services.
- Portable space heaters shall only be issued in the case of long-term system malfunctions and as authorized and provided by Facilities Management. No other use of electric heaters is allowed and unauthorized heaters will be removed.

ENERGY TIPS

Lighting

- Always turn lights off when rooms are not in use.
- Take advantage of natural light.

Computers and related Equipment

- Monitors are big energy consumers, so set yours to go to a low-power "sleep" mode when not in use. Do not use screen savers, which interfere with sleep mode. If your system does not have a sleep mode, turn off the monitor when you will be away for half an hour or more.
- Make sure energy-saving features are enabled on your computer and personal printer.
- Turn off personal printers at night and on weekends. **It does not use more energy to turn equipment on and off!**

Surroundings

- Avoid using electric space heaters. They use a lot of energy, cause breakers to trip, and are dangerous to leave unattended.
- Turn off or unplug equipment that is not in use, such as coffeemakers, shredders, fans, battery chargers, etc.
- Keep doors and windows closed in temperature-controlled buildings. Dress appropriately for the weather and have additional clothing available in case you are too cold in your space.
- Use window shades and blinds to regulate solar heat gain
- Keep hallway doors closed.

Temperature Control

- Report overheated or overcooled conditions to Facilities Management & Services.

Lab Refrigeration

- Combine laboratory refrigerator and/or freezer contents and unplug empty refrigerators or freezers.
- Set temperatures as low as necessary for current lab work.
- Dust coils on back of refrigerators and clean the door seal.
- If the seal won't hold a dollar bill in place, ask your lab manager to install a new one.

Fume Hoods

- A typical fume hood uses more than 3 times the energy as the average US home.
- Operate hoods with the sash at proper height for safety.
- Close sashes to the minimum position when fume hoods are not in active use.

Lab Operations

- Turn equipment off when not in use, especially when you are leaving the lab for more than an hour.

Keep the hallway door closed. This is not only a safety measure; it also helps keep the building air system in balance.

Environmental Stewardship Policy

Good indoor air quality contributes to a favorable work environment for building occupants and visitors providing a sense of comfort, health, and well-being. These elements combine to seek optimum performance in a comfortable working environment. Cleaning for health is more than changing products – it is a holistic approach to cleaning that encompasses cleaning products, paper products, equipment, processes, procedures, and training of staff, purchasing vendors and work loading.

Spelman College and its staff, vendors, and operators as stewards of the environment, will promote the practice of green housekeeping to prevent or reduce pollutants generated during the cleaning of the building interior, which in turn will provide a healthier environment. This stewardship includes establishing an Environmental Stewardship Committee; using integrated pest management for the interior and exterior of the building; purchasing cleaning products that meet the Green Seal Standard GS-37; adopting cleaning practices and procedures that minimize pollutants within the building; establishing a communication strategy for housekeeping/maintenance problems when they arise; adopting construction IAQ standards for future retro-fit, renovation or modifications that may occur on site; and developing an on-going use of a training module to educate housekeeping/maintenance staff on appropriate products, usage, handling and tools for their health and safety, the health and safety of the building occupants and visitors, and preservation of the environment.

Integrated Pest Management Policy

Structural and landscape pests can pose significant problems to people, property, and the environment. Pesticides can also pose risks to people, property, and the environment. It is therefore the policy of Spelman College Facilities Management & Services to incorporate Integrated Pest Management (IPM) procedures for control of structural and landscape pests.¹

Pests

Pests are populations of living organisms (animals, plants or microorganisms) that interfere with use of the facility for human purposes. Strategies for managing pest populations will be influenced by the pest species and whether that species poses a threat to people, property, or the environment.

Pest Management

Approved pest management plans should be developed for the site and should include any proposed pest management measures. Pest will be managed to:

- Reduce any potential human health hazard or to protect against a significant threat to public safety.

¹ United States Environmental Protection Agency, Office of Pesticide Programs

- Prevent loss of or damage to structures or property.
- Prevent pests from spreading into the community, or to plant and animal populations beyond the site.
- Enhance the quality of life for occupants, staff, visitors and others.

Integrated Pest Management Procedures

IPM procedures will determine when to control pests and whether to use mechanical, physical, chemical, cultural, or biological means. IPM practitioners depend on current, comprehensive information on the pest and its environment and the best available pest control methods. Applying IPM principles prevent unacceptable levels of pest activity and damage by the most economical means and with the least possible hazard to people, property, and the environment.

The choice of using a pesticide will be based on a review of all other available options and a determination that these options are not acceptable or are not feasible. Cost or staffing considerations alone will not be adequate justification for use of chemical control agents, and selected non-chemical pest management methods will be implemented whenever possible to provide the desired control. It is the policy of this facility to utilize IPM principles to manage pest populations adequately. The full range of alternative, including no action, will be considered.

When it is determined that a pesticide must be used in order to meet important management goals, the least hazardous material will be chosen. The application of pesticides is subject to the Federal Insecticide, Fungicide and Rodenticide Act (7United States Code 136 et seq.), company policies and procedures, Environmental Protection Agency regulations in 40 Code of Federal Regulations, Occupational Safety and Health Administration regulations, and state and local regulations.

Education

Occupants, staff, visitors and pest managers will be educated about potential pest problems and the IPM policies and procedures to be used to achieve the desired pest management objectives.

Record Keeping

Records of pesticide use shall be maintained on site to meet any state or local requirements. In addition, pest surveillance data sheets that record the number of pests or other indications of pest populations are to be maintained by the Environmental Stewardship Team to verify the need for treatments.

Notification

The facility manager takes the responsibility to notify the occupants, staff and visitors of upcoming pesticide treatments.

Pesticide Storage and Purchase

Pesticide purchases will be limited to the amount authorized for use. Pesticides will be stored and disposed of in accordance with EPA registered label directions and state and local regulations. Pesticides must be stored in appropriate, secure sites not accessible to unauthorized personnel.

Pesticide Applicators

Pesticide Applicators must be educated and trained in the principles and practices of IPM and the use of pesticides and possess the appropriate licensing required by the state or local regulations.

About Facilities Management & Services

Facilities Management & Services, a department of the Division of Business & Financial Affairs, has the responsibility to operate and maintain all Spelman College Facilities. In the Fall of 2005 the department developed a strategic plan that serves as the foundation for executing this responsibility.

Vision Statement

To be recognized as the premier Facilities Management & Services Department for all colleges and as Spelman's role model for high quality service and operations.

Mission Statement

The Facilities Management & Services Department (FMS) works as a collaborative team with pride, respect and a spirit of excellence to care for the integrity, safety, operations and appearance of our grounds and physical infrastructure in service and support of Spelman's Mission.

Departmental Priorities

Improve Customer Service

- Ensure team members have the right supplies and tools, Assess what supplies and tools are needed and then develop the budget to purchase
- Enhance training
- General (setting expectations), Specific (phone etiquette, specific follow up)
- Focus on leadership team behaviors – we have to lead by example

Improve Work Order Process

- Facilitate feedback to customers about work orders (this includes establishing a method for communication/feedback and developing a timeline and key milestone activities when team members should communicate status to customers)
- Improve timeliness of communication and completion of order
- Focus on ways to minimize disruptions to customer
- Identify specific activities to ensure closure of all completed work orders

Improve Performance

- Provide skills training, Assess team member's skills and develop professional plans as appropriate
- Consider implementing testing to better assess skills on an on-going basis
- Ensure performance evaluations are implemented using a consistent and accurate process
- Implement inspections to monitor task performance
- Need to define and implement inspections and checklists across all FMS departments
- Implement inspections to monitor building conditions to improve cleanliness and identify preventative maintenance requirements

Enhance The Department's Image and Reputation (i.e., public relations & external communication)

- Complete the newsletter and publish on a consistent schedule
- Cultivate/develop the "voice of FMS", Become a champion/voice of FMS

- Focus on educating the customer about FMS
- Provide regular updates to the Leadership Council
- Help individual team leaders become more comfortable with talking to customers about FMS's vision, mission and priorities
- Ensure consistency of FMS's image (i.e., where we park, how we dress and how we behave)

Encourage Communication and Teamwork

- Execute team-building and team training exercises
- Facilitate cross-team dialogue and discussions
- Help team members to understand and commit to the idea that “every issue is my issue”
- Recognize those who embody this philosophy
- Rotate participation and responsibility of team leaders and team members in department meetings

Organizational Structure

In order to achieve its vision and mission, the Facilities Management and Services Department is organized into the following collaborative work teams.

- Administrative Team
- Maintenance Teams
- Grounds Team
- Custodial Teams
- Design & Construction



Administrative Team

The administrative supervisor leads the Administrative Team. This group processes all service requests, orders and distributes supplies, coordinates vehicle maintenance, manages the departmental budget, processes payroll, processes invoices for payment and coordinates event staging.

Maintenance Team

The maintenance supervisor leads the maintenance team. This group executes maintenance tasks within four campus zones; East, Central, West & Suites. There are 13 Maintenance Technicians who possess a variety of skills including plumbing, carpentry, electrical, painting and security hardware. The maintenance team provides maintenance coverage seven days a week from 7 a.m. until 10 p.m. After 10 p.m., there is a maintenance staff member on call for after-hours emergencies.

HVAC Controls and Maintenance is executed through a partnership with Siemens Building Technologies, a global leader in technology. Through this partnership, Spelman has the support of an organization that has over 400,000 employees worldwide to insure that Spelman has the resources to respond to all HVAC issues 24/7.

Grounds Team

The grounds supervisor leads the Grounds Team. This team maintains the aesthetics of 39 acres of hardscape and landscape throughout the campus as well as the removal of solid waste. The Grounds Team has two horticulturalist and eight groundsmen.

Custodial Teams

Under the direction of the Associate Director custodial services in Spelman's residence halls are provided by FMS staff while custodial services in Spelman's Academic and Administrative facilities are provided by Aramark Higher Education.

Residence Hall Custodial Teams

The residence hall housekeepers are divided into four campus zones with a team leader managing each zone. The four teams of housekeepers are:

Team Suites: The Suites Residence Hall

Team Stewart / Cole: Stewart Living & Learning Center and Cole Living & Learning Center

Team Angelica: Abby Rockefeller, Morehouse-James, Laura Spelman and Bessie Strong Residence Hall

Team Milky Way: McAlpin Hall, Manley Hall, McVicar Residence Hall, and Howard-Harrell Hall

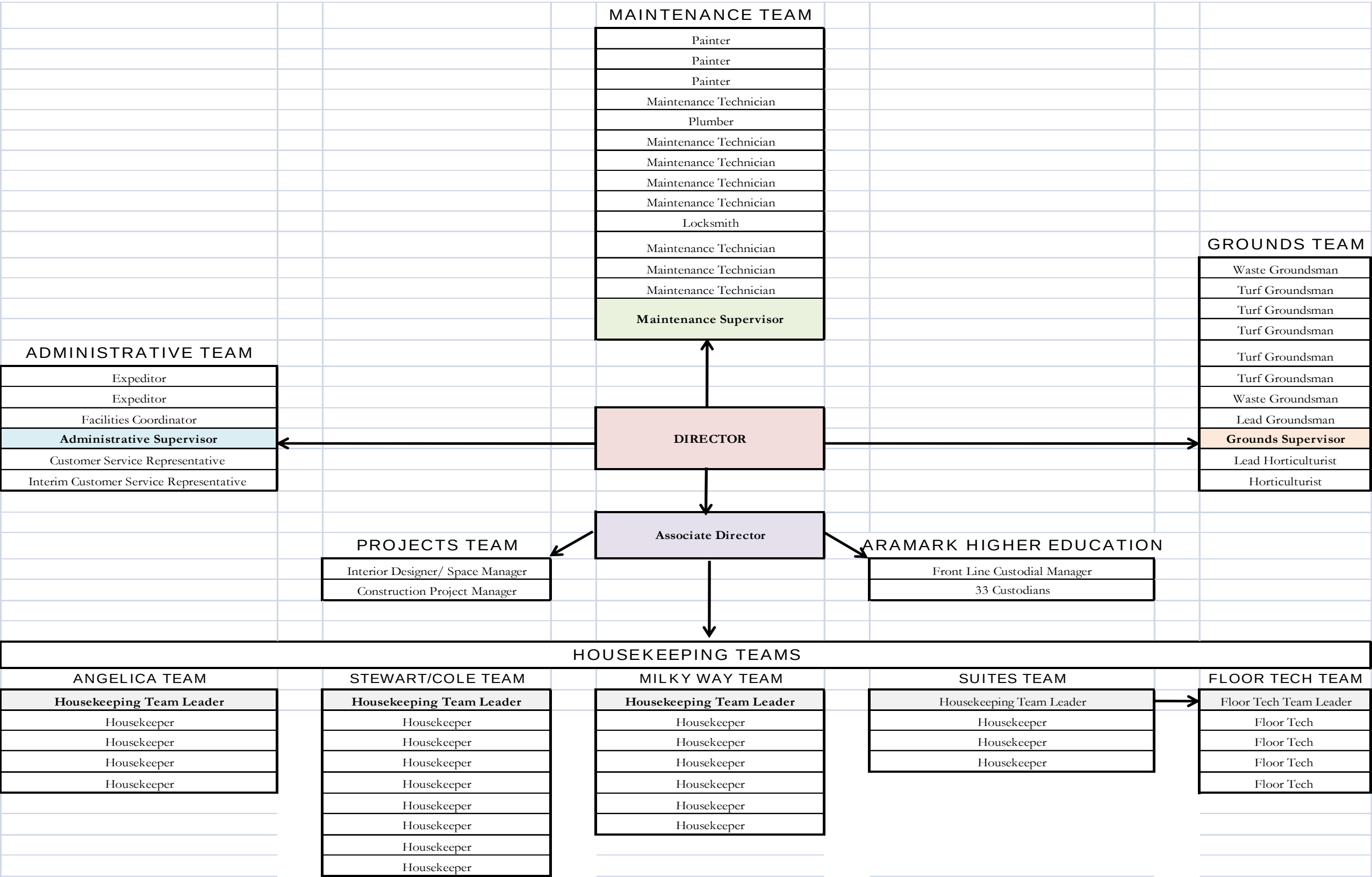
Fantastic Floor Techs: Four floor technicians provide custodial support to the residence halls.

Academic & Administrative Custodial

Aramark Higher Education provides custodial services in the academic and administrative buildings. A front line manager directs the efforts of the custodial teams on two shifts.

The first shift, 7:00am – 4:00pm provides cleaning services of the restrooms, main hallways, entrance areas and lobbies.

The second shift, 5:00pm – 1:30am provides cleaning services of restrooms, break rooms, faculty, and administrative offices, routine, and preventative floor care maintenance.



OPERATION PLANS

Administrative Management Plan

The objective of the Administrative Team is to optimize the use of College funds in maintaining campus facilities and equipment to provide a safe yet stimulating environment for faculty, staff and students.

The activities of this department include, but are not limited to maintaining facilities and grounds, assisting in planning and designing of future plant expansions and modification, and providing for the environmental well-being of all campus constituents. This requires the coordinated efforts of custodial, grounds, general maintenance and administrative staff.

FINANCIAL MANAGEMENT

In maintaining the College's facilities and grounds, FMS is committed to utilizing the funds provided by the College responsibly and cost-effectively. The departmental budget consists of seventeen (17) accounts to be used in this endeavor. They are as follows:

- 820 Physical Plant Administration
- 830 Custodial Services – Day – Academic & Administrative
- 831 Custodial Services – Night – Academic & Administrative
- 840 Maintenance of Buildings – Academic & Administrative
- 850 Maintenance of Grounds
- 851 Beautification of Grounds
- 860 Utilities & Insurance – Academic & Administrative
- 870 Reynolds Cottage
- 880 Cosby Center Operations
- 885 Science Center Operations
- 911 Custodial Services – Residence Halls
- 912 Maintenance of Buildings – Residence Halls
- 913 Utilities & Insurance – Residence Halls
- 916 Suites
- 920 Dining Hall
- 921 Custodial & Maintenance – Dining Hall
- 922 Utilities & Insurance – Dining Hall

To procure supplies, equipment and services from approved vendors, an on-line electronic purchase requisition is submitted. A purchase order is then submitted to the vendor. After receipt of the goods, the invoices are approved, signed and forwarded promptly to the Accounts Payable Office for payment.

WORK MANAGEMENT

The FMS Administrative Office is the communication hub for work requests for all departments on campus. Regular business hours are from 7:00 a.m. to 5:00 p.m., Monday through Friday. For emergency conditions or other problems that required immediate attention, please call FMS Customer Service at 404.270.5440. After regular business hours,

please call Spelman Public Safety at 404.525.6401. Public Safety will contact the FMS maintenance technician on duty.

Use AiM™, our web-based Customer Request system, to submit a work request. Unless an Emergency is being reported or a Key Request is being submitted, AiM™ should be used for all FMS Customer Requests. Please call extension 5440 and/or Public Safety to report an Emergency. Key Requests may be entered on the Lotus Notes Dashboard. All requests related to phones, data and cable should be directed to Media & Information Technology at ext. 5400.

AiM™ can be accessed in one of the following ways:

- Spelman Housing Website – select the AiM™ link near the bottom of the page.
- Web Browser – Simply paste the following path into internet browser:
<https://spelmanapp.assetworks.com/aim/screen/CRQ> VIEW
- Spelman Website – Click on the Check Email link under Quick Links. This will take the customer to the Spelman Internal Web Applications page. Select the AiM™ link near the bottom of the page.
- Lotus Notes Dashboard – Select the AiM™ link from the General Dashboard or the Student Development Dashboard.

Fleet Maintenance

Although various methods are employed FMS is ultimately responsible for ensuring an effective and efficient fleet maintenance program is in place. The program shall include tracking every vehicle including all mobile equipment, powered equipment, construction equipment, special purpose and off-road vehicles, and trailers.

Maintenance Overview

Spelman vehicles are to be maintained according to the guidelines set forth in this handbook.

Maintenance Objectives

The basic maintenance objectives for Spelman-owned vehicles are to (1) provide maximum availability of safe and serviceable vehicles and (2) provide maximum economic service life of vehicles.

Responsibility for Cost of Repairs, Maintenance, and Fuel

Unless other arrangements have been made, the cost of repairs, maintenance, and fuel for Spelman vehicles is included in each department's operating budget. Departments must pay for repairs and damage that is beyond fair wear and tear, including accident repair costs. The Facility Coordinator coordinates with Spelman personnel to ensure departments comply with Spelman policies and procedures.

Preventive Maintenance (PM) Program

Preventive maintenance shall be the primary focus of the fleet maintenance program. The objective of the PM program is to minimize breakdowns, unscheduled repairs, and undue wear and tear. PM service will comply with the vehicle manufacturer's normal duty service

schedule. Severe duty service schedules should be used only for vehicles that actually experience abnormally severe operating conditions. The Facility Coordinator shall ensure PM schedules are met for all vehicles. When necessary, the Facility Coordinator will coordinate with Departments for overdue PM's on Spelman vehicles.

Environmentally Preferable Lubrication Products

Spelman shall not purchase or allow the use of virgin petroleum oils when re-refined oils are reasonably available and meet manufacturers' specifications.

Vehicle Repairs

Unscheduled Repairs and Breakdowns

To the extent possible, Spelman will work to ensure maximum vehicle availability for departments with minimum interruptions due to unscheduled repairs and breakdowns.

Body and Paint Work

Spelman FMS will ensure the most cost effective means is used for accomplishing body and paint work that is performed in a high quality manner. This applies only to FMS owned vehicles unless arrangements have been made for other vehicles to be maintained by Spelman FMS.

Warranty Repairs

The Facility Coordinator will ensure that contractors engaged in the repair and maintenance of vehicles take full advantage of warranty repairs. Cost avoidance due to warranty repairs should be tracked in terms of total annual cost savings.

Vehicle Alterations and Modifications

Alterations and modifications will not be performed on FMS vehicles without approval. For Spelman-owned vehicles, alterations that affect the end use of the vehicle will require the Director's approval. Minor modifications costing less than \$1,000 may be done at the discretion of the Facility Coordinator. *Extreme caution should be used when modifying any vehicle or piece of equipment due to the potential of adverse and dangerous effects on the handling, operation, and drivability of the vehicle. Also, all modifications must be made without voiding the vehicle's warranty.*

Manufacturers' Recalls

Periodically, manufacturer's send out recall notices for safety defects and other notices concerning their products. The Facility Coordinator will ensure these notices are reviewed and that prompt action is taken. When the action is completed, the appropriate office shall be notified.

Unauthorized Repairs and Installation of Non-Standard Equipment

Repairs and the installation of non-standard equipment outside the scope of existing contracts require the Facility Coordinator approval.

Disposition of Overage, Unsafe, or Unserviceable Vehicles

Disposition of Unsafe Vehicles

The Facility Coordinator will take disposition action on vehicles that are considered unsafe for operation and cannot be economically repaired to safe operating condition. Unsafe Spelman vehicles should be brought to the attention of the Facility Coordinator.

Vehicles Beyond Economical Repair

For the most part, Spelman vehicles will not reach the point where they are uneconomical to repair with the exception of accident damaged vehicles. However some repairs may be deemed uneconomical in relation to the vehicle's age and condition. Such vehicles will be referred to the Director for a final decision whether to repair or retire the vehicle. Retired vehicles will be processed for disposal within 15 days after determining the vehicle should be removed from service.

Vehicle Historical Records

For Spelman-owned fleet assets, historical records tracking details of work performed and costs shall be maintained on each vehicle for the life of the vehicle. At a minimum, records for each vehicle should show the total life-to-date costs of labor, parts, and commercial (outside) repairs. Personnel shall follow Spelman procedures regarding records management on Spelman vehicles.

Event Coordination

The Administrative Team provides assistance with special events, equipment reservations and all other special event support requests. Requests should be submitted to FMS through AiM™.

Services include delivery and setup of folding tables, chairs, platforms, trash cans, recycling containers, etc. Services should be requested at least 72 hours before the scheduled event.

The department sponsoring the event is responsible for renting equipment not available on the Campus.

The Administrative Team is also responsible for moving office furniture, such as file cabinets, desks, bookshelves, etc. All furniture must be emptied prior to being moved. All computer equipment must be bubble-wrapped by the owner before it is moved.

Grounds Management Plan

Grounds Maintenance Standards

Standards are to be set based on FMS goals, short and long term objectives and the resources available. The resources, which comprise of funds, equipment and personnel, are to be managed not only on a daily level but one month, three months(seasonal), the school year(July 1st to June 30th) and 5 year and 10 year projected use of the resources. The level of realistic achievable goals will be directly determined by the resources and how they are managed.

The basic goal for the Grounds Team is to continually enhance the campus and create a beautiful environment for all students, faculty, staff and visitors to enjoy.

Grounds Specifications

A. Litter and Waste Control

1. All areas of campus shall be policed each morning during the school year and Monday thru Friday during the summer months.
2. One grounds person will be scheduled for litter control from 9:00 am to 6:00pm to overlap during Market Friday each week.
3. Five litter zones are established and assigned to individual grounds personnel.
4. The outdoor trash receptacles (the brownies) are assigned to 2 grounds personnel, one assigned to east side of campus, one assigned to west side of campus.
5. Disposal of trash from designated areas outside of buildings will be collected daily during the school year and Monday thru Friday during the summer.
6. Recycling is collected three times per week during the school year or as requested and as needed during the summer.
7. Large events (Baccalaureate, Homecoming, etc) will be staffed for waste disposal depending on the need.
8. Move Out and Move In require additional dumpsters for trash and recycling.

B. Debris removal

1. Debris accumulated on campus will be composted.

2. Parking lots will be blown off of debris once a week. Additional cleanings will be performed depending on events and time of year.
3. Sidewalks, steps Westview Drive and Greensferry Avenue entrances are to be kept clean daily.

Turf Maintenance

A. Mowing of campus

1. Mowing of the campus shall be scheduled to maintain a manicured look for events and to have minimal effect on daily campus operations.
2. Height of cut will be determined by type of turf, area to be cut, weather conditions, height of grass, and type of mower being used.
3. Trash and limbs are to be removed before mowing.

B. Weed trimming

1. Weed trimming around trees, light poles, signs, walls, fence lines, etc will be performed weekly.
2. Weed trimming along fence lines at the Chapel Street lot will be performed once every two weeks.

C. Edging

1. Edging of sidewalks and curbs will be performed weekly.
2. Edging of shrub beds and tree skirts will be performed every two weeks.
3. Blowing of grass and debris off sidewalks and curbs will be performed immediately after edging.

D. Fertilization

1. Turf fertilization is applied based on type of grass and time of year. Six applications per year will be applied. Some applications will include pre-emergent herbicide, some with post-emergent herbicide.
2. Fertilization of shrubs shall be once per year in early Fall or early Spring with organic slow release fertilizer pending type of shrub. Trees shall be fertilized as needed as recommended by a certified arborist.
3. Fertilization of flower beds and flower pots will be applied based on time of year and type of flowers.

E. Weed Control

1. Weed control in shrub beds, sidewalks, curbs, tree skirts, etc shall be sprayed with Round-Up Pro except the Suites, on a weekly basis pending weather.
2. Weed control at the Suites will be sprayed with 20% solution of vinegar.
3. Weeds larger than 6" in height or diameter shall be hand pulled.
4. Pre-emergent herbicide will be applied three times per year in the shrub beds.

Irrigation

A. Irrigation repair

1. Minor repairs will be performed by grounds crew. Major repairs will be serviced by an irrigation contractor.
2. Monitoring and scheduling the controllers will be determined by weather conditions, events on campus, and turf maintenance schedules.

Arboriculture

A. Tree trimming

1. Ornamental trees such as crepe myrtles, Japanese maples, etc shall be pruned by grounds crew based on time of year and need.
2. Larger shade trees such as oaks, maples, elms, etc will be pruned by the grounds crew when accessible to the equipment available. If safety is a factor then pruning will be performed by a certified arborist.

B. Tree removal

1. Trees that have declined or are a hazard will be removed by the grounds crew when the circumstances do not create a safety concern.
2. When the situation is unsafe the tree removal will be contracted to a certified arborist.

Shrubs

A. Shrubs pruning

1. Shrubs shall be pruned by type of shrub and time of year.
2. Hedges shall be pruned (shaped) as needed during the growing season.

Seasonal Color

A. Annual flowers

1. Annual flowers shall be planted twice a year.
2. Annual flowers will be fertilized with organic fertilizer each week.
3. Dead heading of flowers will be weekly depending on season.
4. All flower beds will be mulched with mini-nuggets 2 “to 3” thick.
5. Flower beds will be prepared with CLM or worm castings soil amendments.

B. Perennial flowers

1. Fertilize seasonally (three times per year).
2. Dead head seasonally.
3. Cut back most foliage in late Fall.
4. Perennial beds will be mulched with mini-nuggets 2”to 3” thick.

C. Bulbs

1. Planting of 4500 bulbs (daffodils, hyacinth, crocus) Fall 08.
2. Planting of 4600 bulbs in Fall 09.
3. Fertilize bulbs late Fall.

Managing the Operation and Maintenance Program

Effective management of an operations and maintenance program involves the coordination of manpower, machinery, money, and materials. The Director, or his designee, has overall operational responsibility for the following function:

Planning- Plans are developed for short and long range operations. These plans outline the services to be performed, how they will be performed, and the financial resources to support these services.

Organization- An effective maintenance team or qualified contractors must be identified to achieve the desired level of performance and deliver the required product with the least cost. This is essential in order to maximize the funds available for operations, maintenance, and repair.

Work Assignment- Work is assigned to the proper staff member when appropriate or contracted through outside sources when dictated by size or complexity of the required task.

Evaluation- Equipment and systems are routinely evaluated for general condition, proper operation and need for servicing or repair.

The maintenance operations consist of two sections: In-House team and the Contractors team. They report to the Maintenance Supervisor for the maintenance operations for the college.

Safe Maintenance Practices

Safety has a special priority in the operation of Spelman College facilities. The administration must have as its first priority and concern the physical safety of students, faculty, staff, and visitors. For the faculty and staff this means giving continuous attention to the building and equipment. We must investigate all suspect and unexplained conditions.

Maintenance Management Plan

General Repairs

A significant number of services requests are for general repairs and or Routine in nature. Examples of Routine maintenance are listed below:

- Lights burnt out
- Sticking doors/ lock repairs
- Room temperature too hot/ too cold
- Odors (gas, fire, electrical, etc.)
- Water leaks
- Toilet repairs
- Items or issues that take less than half hour to repair

Routine maintenance and repair of building and /or equipment are accomplished with a Work Order request. This written format is used to provide for repair on a priority basis. Emergency or urgent repairs are handled verbally and as quickly as possible.

The Maintenance Supervisor and Zone Leader holds morning meetings to discuss maintenance and repair problems, set priorities, and resolve conflicts. Priorities are adjusted based on problems discussed.

Repairs on building and/or maintenance of equipment may be deferred when work cannot be performed due to area(s) in used by students and/or other personnel of the College or the project exceeds available funds.

Maintenance Painting

Maintenance painting is completed on an as needed basis to protect surfaces (e.g. wood, drywall, etc.) from deterioration. Routine building inspections are performed to assess painted surface condition. Maintenance painting is generally performed about once every 10 years for offices, labs, etc. where traffic is light and the potential for marking and painting damage is minimal. In high traffic areas painting may occur more frequently, depending on need.

Example of maintenance painting

- Cosmetic painting of all building interior and exterior surfaces (e.g. soiled areas or marks exposed when wall- hung items is moved.
- Dry-walling, texturing and painting associated with remodels or move.
- Changing color of wall, trim and doors.
- Areas that require more regular maintenance (e.g. dorms, student center, etc.)

Security Maintenance

The Security Maintenance staff provides services designed to secure property and assets. The level and detail of security is based on the areas' need and type of usage. Security Maintenance staff is responsible for mechanical key and electronic access control in building. The Security Maintenance works in conjunction with Spelman's police to provide customers with an access control system and closed circuit television (CCTV) the interfaces and allows the Spelman Police department to monitor and review an electronic recording in the event of an incident.

Example of security maintenance

- Lock repairs
- New keys for new construction or renovation
- Re-keying and replacement of keys where lock cores must be replaced for security reasons
- Replacement of locks to filing cabinets, desks and other furniture

ACCESS CRITERIA

LEVEL		DESCRIPTION	EXAMPLE
1	Standard Security	Door is provided with a conventional lock that is keyed to building master	Typical office or dorm room
2	Public Access Control	Door is provided with a conventional lock and a card swipe. The lock is keyed to building master. The card swipe is programmable and is set to allow free access during regular business hours. At other times access is allow thru the use of the card swipe to individuals who are allowed access for this entry point. Public Safety administers who has access through which card swipe.	Rockefeller Hall & Packard Hall Entries
3	Controlled Access Security	Door is provided with a conventional lock and a card swipe. The lock is keyed to building master. The card swipe controls access at all times to individuals who are allowed access for this entry point. Public Safety administers who has access through which card swipe.	Controller's Office File Rooms, Cashier's Office, Suites Entries & Elevators
4	Limited Access	Door is provided with a keypad lock that may or may not be keyed to the building master. Regular access is thru the use of a 4-digit code. FSM has a key and a code for these locks on file in the Lockshop should maintenance or emergency access be required.	Digital Moving Image Salon, ACC Network Server Room, Computer Labs

PREVENTIVE MAINTENANCE

Preventive maintenance is practiced on a regular basis with items being checked daily, monthly, quarterly, semi-annually, and annually. The frequency of inspection depends on variable factors, such as weather, time of year, cost of repair/replacement, etc.

Items are checked daily for proper operation. They are also checked for leakage, faulty electrical connections/equipment, worn parts or drive belts, squeaks, rattles, and loss of power as a minimum. Items are periodically refurbished by cleaning, draining, replacing operating fluids and gases, and lubricating moving parts.

When an item of equipment fails or otherwise goes out of service, the situation is assessed and a plan is devised for repair or replacement. If the failure can be repaired it is done by the Maintenance Staff or the repairs are contracted out if required. Depending on the cost, a bid may be obtained per the College guidelines.

PREVENTIVE MAINTENANCE

- 1) Preventive Maintenance- Daily
 - a) Lights, Doors
 - (1) Check to ensure that all are in proper working order and appropriate for the area.
 - (2) Replace, adjust, or service as required.
 - b) Restrooms
 - i) Check and repair any drain stoppages.
 - ii) Check and repair any leaking pipes or wash basins.
 - c) Air Conditioning System and the Control
 - (1) Visual check of controls for proper operation.
 - (2) Visual check of equipment status.
 - (3) Check for proper operating limits.
 - (4) Repair or adjust as appropriate.
- 2) Preventive Maintenance-Monthly
 - a) Emergency generators
 - i) Check for proper operation.
 - ii) Visual check for fluids leaks, drive belts damage, etc.
 - iii) Repair or adjust as appropriate.
 - b) Emergency lighting
 - i) Check for proper operation.
 - c) Replace, adjust, or service as required.
- 3) Preventive Maintenance-Quarterly
 - a) Air Conditioning System-mechanical
 - i) Change filters.
 - ii) Check drive belts for looseness and wear.
 - iii) Lubricate bearings.
 - iv) Check refrigerant levels.
 - b) Exhaust fans
 - i) Lubricate bearings.
 - ii) Check drives system.
 - c) Fire Sprinkler System Inspections
 - i) Check pumps and pumps control systems.
 - ii) Check system for leaks.
 - iii) Check dry system air compressor.

- 4) Preventive Maintenance-Semi-Annual
 - a) Air conditioning Systems
 - i) Clean coils.
 - ii) Check electrical connections.
 - iii) Lube motors and pumps.
 - b) Air compressor System
 - i) Clean air filters
 - ii) Change oil, if necessary.
 - c) Check safety valve.
- 5) Preventive Maintenance-Annual
 - a) Fire Extinguishing Systems
 - i) Kitchen hoods
 - ii) Computer rooms
 - b) Fire Alarm Systems
 - i) Check main control panels
 - ii) Check smoke and heat detectors
 - iii) Check lights and horns

Quarterly PM Schedule	
Month	Building
Jan	Cosby, Rockefeller Hall, Manley College Center, Packard, LLC1 and LLC2
Feb	Science Bldg, Tapley, ACC, Read Hall, Bookstore, McVicar
March	Milligan Bldg, Fine Arts, Giles, Bessie Strong, Sisters Chapel
April	Cosby, Rockefeller Hall, Manley College Center, Packard, LLC1 and LLC2
May	Science Bldg, Tapley, ACC, Read Hall, Bookstore, McVicar
June	Milligan Bldg, Fine Arts, Giles, Bessie Strong, Sisters Chapel
July	Cosby, Rockefeller Hall, Manley College Center, Packard, LLC1 and LLC2
August	Science Bldg, Tapley, ACC, Read Hall, Bookstore, McVicar
Sept	Milligan Bldg, Fine Arts, Giles, Bessie Strong, Sisters Chapel
Oct	Cosby, Rockefeller Hall, Manley College Center, Packard, LLC1 and LLC2
Nov	Science Bldg, Tapley, ACC, Read Hall, Bookstore, McVicar
Dec	Milligan Bldg, Fine Arts, Giles, Bessie Strong, Sisters Chapel

AHU location	
Building	Location
Cosby	*AHU Interstitial level * AHU 3&4 roof Mech Rm
Rockefeller Hall	Basement mech AHU 1&2
Manley student Ctr	AHU #1 Basement
Packard	*AHU #3&4 exterior mech rm * AHU 1-2 & 2A attic Area
LLC1	AHU #1 thru 4 Roof
LLC2	AHU#1 thru 4 Roof
Science Bldg	AHU#1 thru 4 Basement
Acc	computer room 1st Floor
Tapley	Roof of 2nd Floor ACC
Read Hall	All unit located on roof
Bookstore/Post Office	2nd floor mech rm
McVicar	*AHU#2 class rm 113 *AHU#1 outside mech rm
Milligan	AHU located on Roof
Fine Arts	AHU#1 2nd Floor mech rm
Giles	*AHU#2 4th Floor mech rm *AHU#1 1st Floor mech rm
Bessie Strong	*MUA unit located in Attic over dorm rm *AHU#1 & #2 basement mech rm
Sister Chapel	*AHU #3 Atrium front of Chapel * AHU #1 Basement *AHU#2 Attic Rear Chapel

Maintenance Service Agreements

Facilities Management & Services (FMS) negotiates and administers maintenance service agreements for the campus.

Types of services covered by these agreements include:

- 1) Elevator inspections and repairs
- 2) Fire alarms
- 3) Fire sprinkler system
- 4) Fire extinguishers
- 5) Emergency generators
- 6) Waste disposal
- 7) Building controls systems (HVAC Systems)
- 8) Pest controls
- 9) Roof management

For these and any other services, please contact the Customer Care Center @ 5440 or on line @ AIM on the Spelman's home page.

CUSTODIAL MANAGEMENT PLAN

DORMITORY CLEANING SCHEDULE

EVERY DAY

1. Clean lobby and entrance to the lobby, including outside immediate grounds.
2. Restroom cleaning schedule: check all restrooms twice a day. In the morning: scrub showers; clean toilets; clean sinks, mirrors; wipe stall doors, partition walls, entrance doors; polish stainless steel; replace tissue, paper towels and sanitary bags; high dust; dust all vents (as needed); sweep and mop all restroom floors. Evening schedule: check the toilets, sinks and mirrors; check trash, tissue, paper towels, and also check for water on the floors in the showers. Mop any water. Please check all restrooms on Friday and make sure that there is enough tissue in each stall (full rolls) and enough paper towels in the paper towel holders. Scrub showers on Mondays and Thursdays only and high and low dust in the restrooms.
3. Polish all water fountains.
4. Clean all laundry rooms.
5. Clean all kitchens and lounge areas.
6. Dust mop or vacuum all hallways, lounges, entrances.
7. Wipe down all trash can receptacles.
8. Remove all trash from receptacles.
9. Clean all glass doors and other areas.
10. Sweep stairways and mop.
11. Dust all furniture, (including under the chairs and under the tables)
12. For buildings with elevators: polish stainless steel, vacuum or mop floors, and clean tracks (as needed.)
13. Check all areas that need light bulbs.
14. Kimono rooms, study rooms, offices, TV lounges

TWICE A WEEK

1. Dust all vents.
2. All high dusting such as: window sills,, top door frames, open door frames, fire boxes, picture frames, all wall signs and number signs, top of the drink machines, top of the snack machines; stairways, handrails, and the blinds (as needed). Dust pipes on the stairways; pull out all trash cans and wipe or polish behind them. Change all trash can liners.

TWICE A MONTH

1. Scrub all restroom walls
2. Scrub restroom floors
3. Detail clean all woodwork
4. Vacuum all upholstered furniture
5. Check for spots on the carpet
6. Dust baseboards

EVERY DAY CHECK LIST

1. All spray bottles should have caps and correct labels before using.
2. Keep all custodian closets clean and stocked with paper products and chemicals.
3. Keep all equipment clean and repaired.

ATTACHMENT I

EVALUATION OF _____ EVALUATION BY: _____
BUILDING _____ Custodial Supervisor

TASK	COMMENTS
1. <u>FLOOR MOPPING</u> Very dirty; shows no cleaning effort; heavy caked –on deposits. Mopped but not completely clean; lightly caked –on dirt in traffic areas; areas around washbowls, stools and urinals still dirty. Clean; shows special effort; no traces of dirt in areas around washbowls, stools and urinals.	
2. <u>FLOOR WAXING</u> Little or no wax on any part of floor. Wax worn in traffic areas. Traffic areas show wear but still have wax. Recently waxes and buffed; shows extra effort.	
3. <u>DRINKING FOUNTAINS</u> No evidence of effort; chewing gum and/or litter in base of bowl; top and sides dirty. Bowl and top surfaces clean; bright metal sides not clean. Acceptable; bowl, sides and top surfaces clean; metal clean but not polished. Very clean; lustrous surfaces; metal polished; indicates extra effort.	
4. <u>SWEEPING</u> Floor not swept; no evidence of effort; area (sandy) (dusty) (has lint) Floor swept only in readily accessible areas; corners and areas under and around radiators (sandy) (dusty) (have lint) Floor acceptable; accessible areas, corners and areas around and under furniture and radiators free from litter, sand or heavy dust. Floor not only acceptable but appears to be almost completely dust free	
5. <u>STAIRWAYS</u> No evidence of effort; have not been swept; dirt and litter heavy; treads on risers have heavily caked deposits.	

#5 Cont'd Free from litter but not thoroughly swept; missed dirt deposits in corners; treads and risers still show caked dirt. Acceptable; free from litter and well swept; corners free from dirt; treads and risers only slightly filmed. Very clean; corners completely dirt free; treads and risers free from dirt deposits.	
6. <u>GLASS</u> ___ Very dirty; visibility highly impaired; Probably not cleaned for some time. Dusty; streaks apparent; only moderate visibility; View on opposite side not clear. Slightly dusty; visibility good; surface comparatively streak free; shows evidence of cleaning at prescribed times. Almost dust free, excellent visibility; indicate more frequent cleaning than called for by schedule; at time of inspection appears to be very recently cleaned.	
7. <u>VENETIAN BLINDS</u> ___ No evidence of any effort; blinds very dirty; heavy dust deposits. Show results of intermittent cleaning; dust deposits not heavy enough to obscure actual slat surfaces.	

Blinds acceptable; dust deposits light, indicating accumulation over relatively short period of time; actual slat surfaces readily evident. Very clean; relatively dust free and appear to have been washed as well as suction cleaned.	
8. RADIATORS(Standard Type) No evidence of effort; very dirty on tops and between sections and tubes. Cleaned but only on tops; sections and tubes show heavy dust deposits. Acceptable; tops free from dirt; sections and tubes show light dust deposits indicate cleaning at prescribed intervals. Very clean on tops, sections and tubes; shows extra effort.	
9. LIGHT FIXTURES Very dirty; heavy dust deposits on top surfaces; lamps very dirty. Show results of very occasional cleaning; dust deposits still heavy enough to impair full lighting efficiency of lamps. Acceptable; dust deposits moderate; lighting efficiency not seriously affected as yet; indicate cleaning at prescribed intervals. Very clean; dust deposits extremely slight; indicate recent cleaning.	
10. DUSTING Nothing dusted; heavy deposits hide surfaces; no evidence of effort. Moderately dusty; dust deposits do not obscure actual surface; evidence that surface has received intermittent dusting. Acceptable; well dusted dust deposits very light indicating accumulation has been over relatively short time; surfaces evident; looks clean.	

Acceptable with positive evidence of extra effort; use of polish or wax indicated; surfaces very clean.	
11. BLACKBOARDS	
No evidence of any effort; blackboards are (not erased and dirty) (erased but unwashed). Blackboards cleaned but not acceptable; streaked; chalk deposits in pores; heavily caked. Acceptable; clean and streak free; only slight deposits of chalk in pores.	
12. CHALK TRAYS No evidence of any effort; heavy layers of chalk dust in trays. Show result of intermittent cleaning; chalk dust still readily evident in tray but not heavy. Acceptable; free from chalk dust but actual surfaces covered by whitish film. Clean; no chalk dust evident and actual surfaces are visible; indicate they have been washed frequently.	
14. TOILET PARTITIONS Partitions generally dirty; soiled area around paper dispenser; writing and drawing spread over partition; heavy dust on ledges. Partitions spot cleaned of writing and drawing; dusty and soiled. Partitions generally clean; ledges dusted; all writing and drawing removed. Partitions uniformly clean; free of all soil, spots and marks.	
15. TOILETS – URINALS	

Urinals very dirty; walls rust stained and streaked; heavy rust and dirt deposits on inside of lip edges; drains have odor and some flush vents clogged; no evidence of effort. Urinals show some cleaning efforts on readily accessible surfaces; inside lip edges still show rust stains and/or dirt; flush vents open but dirty around openings; faint streaks on urinal walls; bright metal still not clean. Urinals acceptable; walls streak free; flush vents clean and free; slight traces of rust and/or dirt on inside lip edges; bright metal clean and drains are odorless. Urinals very clean; meet conditions of standards above but show extra effort; surface enamel is lustrous indicating thorough rinsing.	
16. WASHBOWLS Washbowls very dirty; bowl ledges show caked soap deposits; bright metal is dirty; scum line present in bowl; no evidence of effort. Washbowls show cleaning efforts; ledges and top surface clean but scum line still slightly evident in bowl; bright metal clean on top but is dirty under the bowl; underside of bowls still dirty. Washbowls acceptable; no evidence of scum line; ledges and top surfaces free from dirt; bright metal clean underneath and on top; undersides of bowls well cleaned. Washbowls very clean; meet conditions of standard above but show evidence of extra effort; surface enamel has high luster indicating thorough rinsing.	

DATE OF INSPECTION: _____

ARAMARK HIGHER EDUCATION- INTRODUCTION

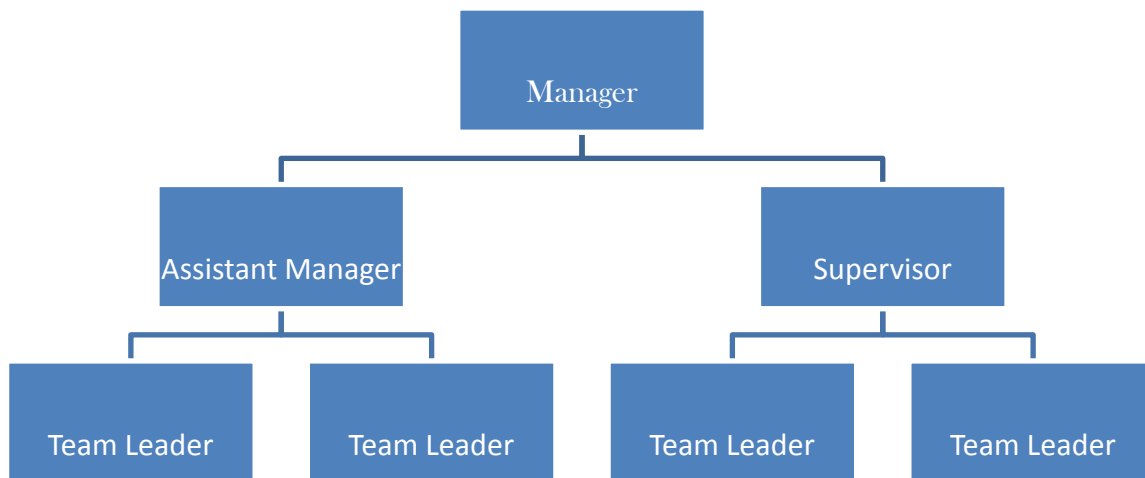
The Operations Plan is designed for faculty and staff to acquaint them with the services for Facility Services for the Academic and Administration Buildings.

The standard of cleanliness set by the Spelman community is supported first of all by the Facilities Management and Services Executive Team. If you set a high level of expectation, you will find that most custodial employees will rise to or exceed that level of expectation. By carefully following this plan, you will learn how to increase the cleanliness of your campus and improve your building inspection scores.

Immediately following is information about Operations, staff who are available to provide information, and give support necessary toward a climate for learning in your building that is clean, attractive, comfortable, and orderly for students, faculty and staff.

a. ACADEMIC & ADMINISTRATIVE BUILDINGS CUSTODIAL OPERATION

Staff – Organizational Chart



Training Development

Training provides ongoing in-service education for the custodial team members. Technical, safety and leadership training topics are provided utilizing a variety of materials and formats.

b. TRAINING

Technical

Technical training deals with the skills needed for each employee to do an informed, quality job. This training includes the six-step cleaning process, including floor maintenance for hard floor surface and floor care for carpeted areas.

Classes are conducted also on chemical use, custodial cart use, high dusting, wet floor signs, and custodial closets.

In addition to the classroom training, each team member receives one-on-one training from the leadership team.

Safety

The occupational Safety & Health Administration (OSHA) division of the Federal Government requires custodial employees to receive annual training on safety in the workplace. We take these classes very seriously, not only to satisfy the requirement, but for the personal safety of each of our custodial employees.

Our major goal is to make safety a natural and continuous thought process on and off the job. A good safety program will reduce job-related accidents, workman's compensation, lost production and wages, medical expenses, and disability compensation.

It is also important for everyone to realize the importance of the Material Safety Data Sheets (MSDS) that is stationed in each building. OSHA mandates that these records are available in every building. Each administrator should make certain that this book is readily available. If an OSHA inspector enters your building and asks for the MSDS sheets and they are not available, it can result in a fine.

Additionally, these books need to be immediately available in case of an accident involving chemicals. If someone needs to go to the emergency room because of a chemical accident, a copy of the MSDS needs to be sent with the employee so that the doctor knows what he is dealing with before treatment.

Leadership Skills

The Custodial Leadership Team provides training to the team leaders covering the quality standard of cleaning afforded buildings campus wide. Information ranges from inspirational, such as the perils of being a new team leader, to exploring how to deal with varying attitudes they may encounter on a daily basis. Additionally, we of course provide technical information, such as carpet and hard surface floor care procedures, and applicable product and chemical usage.

Currently, training topics reach beyond the importance of maintaining a quality cleaning standard, to include quality-of-life issues, as well. Much like professional development for faculty and administrators, we are developing our team to be better leaders and team players.

c. CLEANING

Every day as administrators walk around their buildings, they are aware of when dirt is visible. Building cleanliness is our goal. The following guide on restrooms, classrooms, offices, etc will keep you abreast of the responsibilities of the service partner assigned to your building.

Classrooms (Sanitize & wipe down needed areas)

1. Empty Wastebasket
2. Damp clean surfaces
3. High dust
4. Clean chalk & white boards/trays (per instructions)

5. Dust & wet mop floor
6. Vacuum carpet

Offices (Sanitize & wipe down needed areas)

1. Empty Wastebasket
2. Damp clean surfaces
3. High dust
4. Polish furniture
5. Dust & wet mop floor
6. Vacuum carpet

Restrooms (Sanitize & wipe down needed areas)

1. Empty trash
2. Detail clean sink, commode, and urinals
3. High dust
4. Clean mirrors, walls & window sills
5. Replenish soap & paper products
6. Clean & sanitize floor

d. ADMINISTRATIVE

Building Inspection Report

The building inspection report was designed to establish a level of expectation and to evaluate the cleanliness of the building. In this process, a member of the leadership team inspects the area with the assigned service partner. After the inspection, the report is discussed with the service partner. A re-inspection occurs if deficiencies are discovered.

Performance Appraisal

The performance appraisal is conducted annually. The service partner is graded quarterly to determine the annual rating. A criterion is used for the rating factor: Outstanding, satisfactory, and unsatisfactory.

e. GENERAL

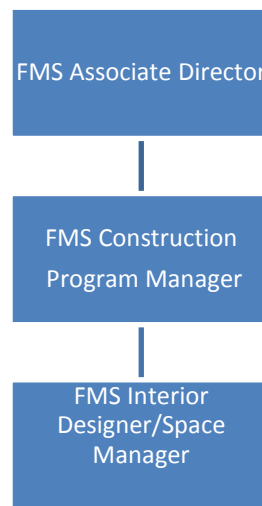
General guidelines, policies and operational responsibilities for the custodial staff.

Generally, quality of performance and productivity will increase dramatically if an employee knows they are being evaluated. It is our goal to meet and exceed your expectations. The customer's observation and input regarding the environment of your building will result in a quality-clean facility.

Design & Construction Management Plan

The Construction Program Management Department is a Spelman funded service in the Facilities Management & Services Department. We ensure that we serve in the best interest of Spelman College. With several years of experience, our professional staff's knowledge can help manage professional design and construction services for our campus needs and budget. The Construction Program Manager integrates the masterplanning vision of the College into the physical environment that enhances the quality of atmosphere at this historical institution. We are able to integrate practical, technical and aesthetic factors in designing environmentally conscious facilities and wonderfully landscaped surroundings.

Staff Organization Chart



vii. New Construction

1. Programming

- Prepare project meeting to identify project goals & parameters
- Identify project team personnel and contact persons as well as project lead personnel
- Identify project authority & funding source authorization
- Verify chain of communication
- Define conceptual / schematic design & schedule deadlines

2. Pre-Design Testing

- Evaluate project parameters for pretesting not limited to the following:
 - Environmental & Hazardous Materials
 - Soils Testing
 - Underground Utilities

3. Design Procurement / Level of Design Involvement

- Determine design consultants requirements & permit requirements
- Establish expectations of design consultants
- Establish design responsibilities:
 - Schematic Design
 - Design Development
 - Construction Documentation
 - Bid & Negotiations
 - Construction Administration
- If private project, compose proposed & interested consultants
- If public project, sequester a minimum of (3) bids for each design consultant component
- Prepare Pre-Design Bid Meeting; Tour Design Scope; Design Bid Date, Design Bid Review, Design Bid Award

- Negotiate Design Contract – Establish payment schedule
- Review design scope parameters
- Establish design meeting schedule; design document issuance schedule;
- Engage ongoing design reviews / estimates / alternates & approvals
- Review design sub-consultants & contractor bids
- Submit recommendations for awards
- Manage design consultant – contractor coordination
 - RFI & Submittal responses
 - Substitutions
 - Pay Application/Invoice review and submittals
 - Onsite field observations/inspections
 - Punchlist process
 - Closeout & turnover process

4. Contractor Procurement / Level of Construction Involvement

- Prepare construction bid documents
- If private project, compose proposed & interested consultants
- If public project, sequester a minimum of (3) bids for each design consultant component
- Prepare Construction Pre-Bid Meeting; Tour of Construction Scope; Establish Construction Bid date; Review Construction Bids; Recommend Construction Bid Award
- Negotiate Construction Contract – Establish payment schedule

5. Construction Administration

- Prepare Pre-Construction Meeting
- Manage the following construction coordination, but not limited to:
 - Construction documents / parameters
 - Construction logistics / construction zone / materials laydown / deliveries / parking / decorum
 - Review safety / emergencies – campus communication / utilities disruptions / property damage
 - Establish chain of communication / RFI's / Submittals / Pay Requests / Directives / Change Orders
 - Construction estimate reviews / Value engineering alternatives
 - Establish weekly meetings and schedule review
 - Punchlist process
 - Manage Owner training process

6. Project Closeout

- Manage Closeout Process
 - Coordinate Substantial Completion – Owner Occupation / Final Completion
 - Manage design review of closeout documents & closeout document submittal
 - Manage warranty period / evaluate & manage post - commissioning process
 - Coordinate 11 month warranty walkthrough punchlist process

7. Owner Turnover Coordination

- Manage FF&E installation / Owner occupation process
- Manage wayfinding signage / plant material / artwork
- Assist in building maintenance coordination / annual testing

viii. **Renovation**

Renovation construction management plan follows new construction management plan with the exception additional Programming and Pre-Design activities not limited to the following:

2. Pre-Design Testing

- Evaluate project parameters for the following, but not limited to:
 - Environmental & Hazardous Materials
 - Structural Analysis
 - HVAC Analysis
 - Soils Testing
 - Underground Utilities
 - Pre-Commissioning

ix. **Interior Design**

The Interior Design Department is a Spelman funded service in the Facilities Management & Services Department. We ensure that we'll serve you in the best interest of Spelman College. With several years of experience, our professional staff's knowledge can help you find the best products and services for your space and budget. The Interior Design Manager identifies research and creatively solves problems in order to enhance the function and quality of interior environments. We are able to integrate practical, technical and aesthetic factors in designing building interiors and executing a number of diverse projects. Examples of their roles and responsibilities include:

1. PLACE WORK ORDER FOR SPECIFIC FF&E/FINISHES UPGRADES
 - Submit request for programming, needs assessment, and space planning
 - Confirm location, contact information, level of urgency
2. PROGRAMMING
 - Develop programming, needs assessment, and space planning parameters
 - Determine your total scope of work
 - Confirm Departmental head - project leader & approval
 - Verify budget - needs assessment
 - Develop Schematic Design space plan drawings with layout options and alternatives
 - Manage design reviews and approvals-furnishings and finishes / Confirm standard or approved exceptions
 - Develop design scope – schedule / Assess furniture-equipment lead times / Confirm end-product schedule
3. FINAL DESIGN / PROCUREMENT
 - Selection of furnishings and finishes in accordance with University standards and the installation of items listed below but not exclusive to:
 - Paint /Wall covering selections
 - Carpet
 - Window Treatment
 - Furniture/Fixture (FFE)
 - Obtain scope approval from project lead/authority
 - Determine approved vendor selection
 - Confirm single source or multiple bids (3 competitive bids) procurement process
 - Review bid(s); Evaluate bids for alternatives
 - Recommend bid award bid
 - Establish purchase order or negotiate contact agreement
4. INSTALLATION PROGRESS - CLOSEOUT
 - Prepare Preconstruction – Preinstallation Meeting with awardee(s)
 - Review scope with vendor
 - Coordinate with vendor:
 - Review scope logistics / delivery & assembly coordination / protection / debris removal
 - Review payment review & submittal process

- Review damage repair policies / storage coordination / removal – relocation of existing Furniture / carpet delivery coordination
- Coordinate FF&E electrical; if needed, modification to FF&E warranty
- Manage progress review
- Manage Punch-list process/ Substantial Completion
- Coordinate project closeout
- Coordinate warranties / closeout documents
- Manage Final Payment
- Update Project Report
- 5. MISCELLANEOUS
 - Project Photos
 - Project Inventory (subsequent)
- 6. FINISH STANDARDS
- 7. FURNITURE STANDARDS
- 8. SIGNAGE STANDARDS
- 9. INTERIOR PLANTING STANDARDS
- 10. ARTWORK STANDARDS

x. Space Management

1. Ascertain / Inventory existing facilities - building square footage by category
2. Inventory chairs and tables by category
3. Inventory restroom spaces & restroom fixtures
4. Develop space management log
5. Develop Facility Use cross reference matrix
6. Develop Lotus Notes Usage

Training

Regulatory Bodies and Acts that we here at Spelman have to comply with:

DOT –Department of Transportation TSCA-Toxic Substances Control Act
OSHA-Occupational Safety and Health Administration EPA-Environmental Protection Agency
DHS- Department of Homeland Security RCRA-Resource Conservation
Recovery Act

<i>Training and Regulatory entity</i>	<i>Personnel requiring training</i>	<i>Recordkeeping</i>
Hazardous Waste Operations OSHA 1910.120(e) Hazardous Waste Disposal EPA (RCRA) 40 CFR 262	FMS/Aramark (all staff who work with chemicals, fuel, oil and cleaning agents.)	30 years
Bloodborne Pathogen OSHA 1910.130	FMS/ Aramark (all staff with housekeeping duties)	3 years
Hearing Protection OSHA 1910.95	FMS Grounds & Maintenance Team Team (workers who work with noise-generating equipment)	2 years
Chemical Security DHS,TSCA Storage of pesticides FIFRA Biomedical waste OSHA, hazardous waste classification RCRA, legacy chemicals RCRA	FMS (workers who order & use hazardous chemicals)	N/A
Lock out Tag Out OSHA 1910.147	FMS Maintenance Team (workers who energize or reenergize equipment for service)	Not specified must be recorded/kept
Electrical Safety OSHA	FMS Maintenance Team (workers who work with electrical devices & wiring)	
Universal Waste EPA	FMS (workers who manage bulbs, batteries or mercury switches)	
Pool Operator Certification	FMS (workers who manage pool chemicals)	N/A