



# TUSCULUM UNIVERSITY

## FACILITY MANAGEMENT POLICIES & PROCEDURES

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## **INTRODUCTION**

This operational manual has been prepared to help employees become familiar with the expectations for Tusculum University Facilities Management Department employees.

The appearance of the campus creates a strong, early impression on prospective students and their families and on other visitors. Well-maintained buildings and equipment add not just to the comfort of students and employees, but to their productivity as well. Facilities Management sets an overall atmosphere for the entire institution, either positive or negative.

Sophisticated facilities management will include an effective program of regularly scheduled preventive maintenance. The goal is to keep building systems and equipment running and to avoid costly downtime. Even so, facilities will still need repairs and renovations. All employees can play a key role by reporting such needs to the Facilities Management Department. Procedures included in this section deal with the procedures for doing so.

## **MISSION**

The Facilities Management department is dedicated to maintaining an appealing and accessible campus environment that runs efficiently as possible so those that seek education can thrive.

## **SCOPE OF WORK**

The Facilities Management Department is charged with the primary responsibility for creating a physical environment which supports the University's students, staff, faculty and visitors by preserving the trust established by its founders and benefactors. Satisfaction of this responsibility is pursued through the maintenance of an environment conducive to academic and professional achievement and personal growth through the provision of aesthetically pleasing, functional, safe, and efficient facilities, grounds, and fixed equipment, the facilitation of special events, the management of inventory and assets, and support for planning, construction, and renovation. Recognizing that such ambitious undertakings can only be accomplished by a service organization which treats its employees with dignity and respect, these goals are advanced through the fostering of positive attitudes which translate into acceptable behavior, and through the effective communication of the plans and directions of the department to all constituents.

While the Department has broad responsibilities for the upkeep and development of University holdings, Facilities Management Department staffing and funding levels limit its direct scope to addressing the routine support and preventative maintenance needs of the University. Beyond this fundamental role, the Facilities Management Department provides planning, consultation, and administration for projects such as the alteration/expansion of University facilities, or the installation and maintenance of departmental equipment, which are prioritized and funded through the University's administrative mechanisms at or above the level of the various departments within the University. On a limited basis, the Facilities Management Department may be tasked to provide labor for the remodeling, renovation or construction projects when the project's needs require a timely and efficient response, the necessary skill level falls within the scope of the staff's expertise, and the projected timeline does not undermine the accomplishment of the Department's primary responsibilities.

## **WORK MANAGEMENT**

Generally, all requests for work are subject to normal procurement of materials and manpower unless of an emergency nature. Service requests submitted are addressed according to the following procedures.

### ***Emergency Maintenance & Repair***

Emergency maintenance needs should be called directly to the Facility Management Department during working hours or to the Department of Campus Safety after hours.

### ***Work Orders***

Request should be submitted as early as possible, by emailing [tuwork@tusculum.edu](mailto:tuwork@tusculum.edu). Event work orders (set up) should be submitted at least 10 working days before the event to allow for proper execution. Work orders are received and entered by the Facilities Management Department Administrative Assistant and reviewed by the Director of the Facilities Management Department. Work is assigned to the appropriate supervisor for completion.

Work orders that require parts/materials to be purchased may require the requesting department's account number for purchase along with writing approval of the Vice President over the department making request. Work orders cannot be completed if the request is outside Tusculum policy and/or procedures.

### ***Priority of Work***

The Facilities Management Department will make every effort to meet the needs of the University community, but limited resources will necessitate good stewardship through the prioritization of projects and some requests will not be able to be addressed in a given timeframe. Each service request is prioritized as it comes into the work order system. Therefore, assistance in detailing the nature of the problem is important in the function of the system. Generally, emergency requests take priority over other requests, but guidelines have been developed to ensure the Facilities Management Department responds appropriately to the request including, but not limited to:

#### ***First Priority – Safety Requirement***

- Emergency conditions that affect the safety or health of persons or property, for example: chemical spills, broken glass, ruptured pipes, inoperable exterior locks, interior locks on sensitive space, blocked or malfunctioning toilets;
- Conditions that immediately affect the continued performance of academic or administrative services, the same-day non resolution of which would impact use or performance in the space, for example: blown circuit breakers, an outlet without power (where only one is available), inoperable doors, or hot or cold offices or classrooms,
- Conditions that if not immediately attended to could damage the Facilities Management Department or further damage the item in question, for example: ceiling drips, leaking toilets, unfastened windows.

#### ***Second Priority – Operational Requirements***

- Conditions which represent a potential safety or health hazard – danger, damage, or breakage that is not an immediate hazard but could become one with more use or

stress. For example: loose handrail, loose doorknob, damage stair tread, or cracked door glass;

- Work Orders for damage caused by students, and nuisance conditions that do not require extensive work, but which would reflect poorly on the Facilities Management Department if not complete. For example: paint, offensive graffiti;
- Valid, dated requests by customers, which must be completed by a certain date;
- Debris or garbage accumulations; and
- Work that can be worked into existing schedules.

***Third Priority – Essential Maintenance Requirements***

- Work that must be scheduled in advance;
- Work that represents most routine maintenance;
- Resolution of “temporary fixes” and
- Work identified by building surveys, tours, or area coordinators, other than long-range or major improvements.

***Fourth Priority – Departmental Equipment Maintenance***

- Work that involves the upkeep or repair of departmental equipment; and
- Work that requires a coordinated and planned schedule between a requestor and a technician

***Fifth Priority – Remodeling, Department Equipment Installation and Special Services***

- Work requiring several technicians and long-range planning

## **Space Management & Key Request**

As programs grow and departments fluctuate in size and in diversity of roles, so do the requirements for the type of space on the University Campus. Tusculum strives for work environments that are safe and functional. Efficient care of our assigned space is beneficial and very important. The purpose of space management is for the maintenance and official reporting of the academic, research and administrative facilities owned or leased by the University. The purpose for a key request, is to provide adequate building security for the University employees through the control of keys issued.

### ***Space Management Goals***

- Consistency – a uniform practice for Tusculum University space management.
- Efficiency – to reduce costs and develop excellent working environments.
- Flexibility –to create working environments that satisfies today's needs and can adapt to fulfill future requirements.
- Fairness – to allocate space fairly throughout the University.
- Sustainability – to fully utilize our existing resources and avoid undue waste.
- Transparency –to communicate to all Tusculum members the basis for decision making regarding space management.
- Safety – to consider safety and security of individuals in space allocations including documents and data.

### ***Guidelines for Space Allocation***

#### **1. All space is owned by the University**

- The University assigns space on an as-needed basis and will review how space is currently utilized on a regular basis.
- When space becomes vacant and is available for reallocation, the space reverts to the University space pool.
- Office Furniture is assigned to each location and office space. Unless otherwise approved, no furniture is to move from one location to another.
- Requests to move computers or phones need to be directed to the IS Department.
- All filing cabinets must be completely empty before moving.
- All personal belongings will need to be moved by the requestor and not the Facilities Management staff.

#### **2. Acquiring new space**

- If a department will occupy a space that they did not previously occupy, then a Space Management & Key Request Authorization Form must be completed with all appropriate signatures.
- For inter-office moves (changes within the same department that occupies the space currently), the space management authorization form must be completed and only a VP signature is needed. This will allow Facilities Management to make updates to the space utilization information for tracking and reporting purposes.

#### **3. Space is re-assignable**

- Per the Space Management & Key Request Authorization Form, the President or Provost of the University have the final determination for planning, allocation, assignment and reassignment of Tusculum assigned space.
4. Space Management Reviews
- Periodic reviews of space occupancy and utilization will occur and may result in the reallocation of space in order to maximize use and meet University priorities.
  - Facilities Management will track space information as accurate as possible for reporting purposes.
5. Approval Process
- Each requester must have a Dean or VP signature prior to submitting the authorization form to Facilities Management for assessment.
  - The Director of Facilities Management will assess the space allocation request by reviewing the space for both cost and maintenance efficiencies, fairness, sustainability and future requirements. Once completed, the Director of Facilities will sign the approval form.
  - The final approval will be determined by the President or Provost of the University and the final documentation will be stored with Facilities Management.
  - If the Space Move Authorization is denied, the Director of Facilities Management and the Dean or VP will be notified for alternative actions.
  - Before any changes can be made to existing space allocations, the authorization form must be submitted and approved with all signatures before space and keys will be assigned.

### ***Furnishings***

The Facilities Management Department does not purchase desks, chairs, shelving, bookcases, special equipment, or other office furnishings (including bulletin boards, white boards, etc.). Each individual department is responsible for purchasing room furnishings (some used office furnishings may be available in the Facilities Management Department storage area). The Facilities Department budgets funds for the repair and maintenance of classroom and common area furnishings only.

### ***Key Request Procedure***

1. Requests for key(s) must be made using the Space Management & Key Request Authorization Form (no phone calls or emails) with the appropriate VP and direct supervisor signatures. No key(s) will be issued without proper authorization and signatures.
2. Authorization form must be submitted to [tuwork@tusculum.edu](mailto:tuwork@tusculum.edu).
3. Forms will be kept on file at the Facilities Management Office for tracking purposes.
4. Facilities Management will notify the recipient when key(s) are ready.
5. The employee to whom the key(s) are issued to must personally sign for all keys.

### ***Key Return Procedure***

- When a change occurs in an employee's office or work area, key(s) must be returned to Facilities Management before or simultaneously when new key(s) are issued.
- Prior to an employee separation, key(s) must be returned to Human Resources during an exit interview and will be immediately returned to Facilities Management. If an

employee fails to return key(s) upon separation, the cost for changing the locks and issuing new key(s) will be deducted from the employee's last paycheck.

***No Duplication or Transferring of Keys***

- No University key shall be transported via inter-campus or US mail. This includes keys being returned to Facilities Management.
- Lost keys must be reported immediately to Facilities Management. Locks may be required to be changed to maintain security of the facility. The employee will be charged for the actual cost of re-keying the area and for replacement keys. The cost will be dependent upon the type of key(s) and the level of access it provided.
- No employee may duplicate a University key or request the unauthorized duplication of a University key.
- No employee may transfer key(s) from an individual entrusted with its possession to an unauthorized person. Key(s) in the possession of unauthorized person will be confiscated

***Faculty and Staff***

Faculty and Staff are issued keys to their assigned office and to the entry doors to the building in which their office is located.

***Athletic Facilities***

Coaches may be provided keys to their applicable athletic venues for the purpose of Tusculum University functions. All other functions/events should be scheduled through the Campus Master Calendar.

***Chemical Hygiene Officer/Lab Safety Coordinator***

The Chemical Hygiene Officer and Lab Safety Coordinator is provided keys, for safety purposes, to all areas that they need to access to perform the duties of those positions.

***All classrooms, labs, boardrooms, & other spaces***

All spaces shall be scheduled through the Master Calendar by emailing [tuwork@tusculum.edu](mailto:tuwork@tusculum.edu). Campus Safety will open space prior to the event and secure after.

*\*Any exceptions to this policy should be requested through [tuwork@tusculum.edu](mailto:tuwork@tusculum.edu). All exceptions will be evaluated on by a case by case basis.*



## Reserving Space

### ***Facilities Use and Rental Priorities***

Use of facilities, other than for credit instruction, must be approved by Facilities Management. Scheduling of facilities and grounds will be done within the following order of priority:

1. Instruction facilities (including all classrooms and labs)
  - a. University credit instruction
  - b. University programs and activities specifically designed for that facility
  - c. University non-credit instruction
  - d. University student, faculty, or staff organization event
  - e. University sponsored or co-sponsored events
  - f. Community nonprofit for non-profit organization event
2. Recreation facilities (Including gymnasiums, playing fields, tennis courts, etc.)
  - a. University credit instruction
  - b. University programs and activities specifically designed for that facility
  - c. University non-credit instruction
  - d. University student, faculty, or staff organization event
  - e. University sponsored or co-sponsored events
  - f. Community nonprofit for non-profit organization event
3. Performance Facilities (including the Art Gallery, Auditorium, Behan Arena, and Fine Arts Lobby)

### ***Rental Policy for Internal Departments***

- Contact Facility Management via phone (ext. 5319) or email ([tuwork@tusculum.edu](mailto:tuwork@tusculum.edu)) to check if the space is available.
- If space is showing available on master calendar, reservation will be made and confirmation sent.
- It is up to the individual reserving space to notify Facility Management of any set up needed.

### ***Rental Policy for Outside Groups (Private)***

- Any reservation request for events that are for the benefit of Tusculum students are NOT considered "Outside" (Private) groups. Ex: Churches, Job Fairs, Speakers, etc.
- Any reservation request for events that are not solely for Tusculum students are considered "Outside" (Private) groups. Outside groups must:
  - Pay minimum of half rental charge in order to secure reservation
  - Sign a Facility Use Agreement
  - provide proof of insurance. Proof of insurance must be furnished in the form of a Certificate of Liability Insurance indicating effective date of coverage as well as reflecting that the Certificate of Liability Insurance indicating effective date of coverages as well as reflecting that the Certificate Holder (Tusculum University) will be notified in advance of any cancellation of this coverage.
  - Facility Use Agreement, insurance forms, and deposit must be received 10 days prior to event.
  - Rental charge balance is due date of event.

***Event Setup – policy***

Due to the time and manpower needed to complete set up and tear down, Facilities Management Department reserves the right to approve or deny request based on the availability of items as well as the nature of the need and our level of staffing and work load to accommodate the set-up.

Approval of the reservation will be sent to the requestor by e-mail. If a confirmation is not received, the reservation has not been made. Once a reservation is approved, the requestor will be required to submit more detailed set-up information for their event.

***Annie Hogan Byrd Rental Regulations***

- The university limits its services exclusively reserving the space and basic janitorial services. It does not offer services in the box office operation, crowd control, ushering, etc. The performers, audience members, and agency representatives are the responsibility of the requesting agent or agency.
- The university cannot assure that all equipment is always in working order. As the university is an educational institution, occasional equipment breakdowns occur in the normal training/teaching process. In case of a breakdown, the requesting group will be notified immediately.
- The university will provide no equipment other than what it owns as its regular stage equipment. The university will not supply expendable materials with the exception of light bulbs for lighting instruments.
- NO food, smoking or beverages are permitted in the auditorium or the arena. The requesting group is responsible for enforcing this requirement. If it is determined that extra cleaning is required for the theatre and backstage areas, then the requesting agent, group and/or agency will be billed extra for these services.
- Under NO circumstances may additional chairs be set up in the aisles or in exit areas.
- NO alcoholic or illegal substances are permitted in the building or on campus at any time.
- Any damage to any facilities must be immediately reported. Charges for damages will be assessed to the group, agent or agency using the facilities.
- Removal of any curtains or rigging in any part of the building or stages is not permitted.
- Under NO circumstances is anything permitted to be pinned or attached in any manner to any stage curtain, drape or drop.
- No stage equipment is to be moved without prior permission of the Technical Director.
- The university assumes no responsibility for any equipment or properties left in the building (before, during or after the event) belonging to guest groups.
- Faculty telephones are NOT available for use. A public phone is available in the Box Office.
- Lighting and sounds systems must be operated by trained personnel only. Operators must be checked and have the permission of the Technical Director to operate the systems.
- A maximum of 3 tables (of any size) may be set up in the lobby and side hallways.
- Under no circumstances may the lobby bulletin boards be removed, altered or covered without permission from the Technical Director. (Some boards in the lobby are for OTHER university programs.)

***Pioneer Field Policy***

Only Tusculum University teams on Pioneer field. All contest/games between other schools to be played on practice fields.

**Walk Thru**

- Only one walk thru per week if there is a home game, limit the walk thru to 45 minutes or less.
- This is only a “walk thru”, not for a competitive practice or drills.
- No athletes/activity in the end zones during walk thru. If you choose to use a goal during your walk thru, please use a portable goal and set it in an area of the field that is in good shape (no end zones).
- No marching allowed in the end zones
- No team gathering in the end zones.

**Game Day**

- Football – set up on day of game only; 4 benches on home side, 4 benches on visitor side, pads on goal posts, yard line markers. All must be removed and properly stored immediately following the game.
- Soccer and Lacrosse – goals should only be installed the day of a home game and taken down the same day of the home game.
  - Playing team is responsible for installation, tear down and storage of goals.
  - Goals should be stored inside the IPF behind the safety wall.
  - Plugs should be installed in pole sleeves at all times when goals are down.
  - For double headers, field set up and tear down, must be worked out among coaches in advance.

**Scheduling**

All activities, games, walk thru, painting or any other use of the field should be scheduled on the master calendar at least three days in advance to prevent conflicts.

## Vehicles

Vehicles, including passenger cars, and vans are available for use by University faculty and staff on approved University business. These vehicles will be assigned on a first-come, first served basis, except when the vehicle involved has been assigned to an individual or department. Scheduled or assigned vehicles may be changed by the Administrative Assistant in instances where schedule changed would benefit the University.

### ***Motor Vehicle Reservation Policy***

- Vehicle reservations are made through via phone, email or Tusculum website.
  - Link is <http://web.tusculum.edu/facilities/motorpool.php>
- A packet containing vehicle key, personal vehicle parking pass, insurance card, and Vehicle Registration Form.
- Vehicles must be returned on time. Delays will disrupt the schedule of subsequent users. First-time failure to return a vehicle at agreed upon time or loss of keys, or alterations of vehicles will result in loss of vehicle privileges for six months. Gross negligence, such as failure to report and accident, will result in permanent loss of vehicle privileges.
- The Vehicle Registration Form must be completely filled out when the vehicle is returned.
- The vehicle packet containing vehicle key, personal vehicle parking pass, insurance card, and completed Vehicle Registration Form are to be placed in the drop box located on the Facilitates Management Office entrance door.
- Vehicles must be returned reasonably clean (inside and out) and full of gas.

### ***Driver/Operator Regulations***

The following regulations apply to all drivers, either primary or back-up, of University vehicles. They do not apply to individuals who must drive vehicles during an emergency or for maintenance. All drivers must be approved by HR before operating any University vehicle.

- Vehicles must not carry more than the prescribed passenger limits.
- Drivers and passenger must have seat belts fastened at all times while driving or riding in University vehicles.
- Drivers must observe safe and legal driving practices and obey all state and local traffic laws.
- Drivers will be held responsible for any citations received during a trip, except for case involving equipment failure.
- All vehicle operators must exercise reasonable care for emergency equipment stored in the vehicles. The operator's department will be charged for any loss of such equipment.
- All damage and/or accidents must be reported as follows:
  - It is the driver's responsibility to make reports to law enforcement agencies as required by law.
  - Details of damage/accidents must be reported directly to Facilities Management immediately upon returning to campus; including copies of police/accident reports. Facilities Management will be responsible for reporting such damage/accidents to the University's insurance carrier.

- Any Vehicle problems, mechanical or otherwise, must be reported to Facilities Management as soon as possible.
- Each Vehicle has a copy of the necessary insurance for that vehicle. This is to remain in the vehicle at all times.
- Operators department will be responsible for fueling the vehicle by using their own University issued PNC card.

**NOTE:** Violation of any part of the Tusculum University Use Motor Vehicle Policies and Procedures will result in a \$50.00 fee being assessed and charged to your program budget.

### ***Safety Operations for Golf Carts, Gators, and Tractors***

The purpose of this safety operation is to establish guidelines for the legal and safe use of golf carts, gators and tractors on the campus of Tusculum University. The following, applies to all Tusculum University employees and student workers who operate such vehicles.

1. Use of a cell phone or other electronic device while driving is strictly prohibited. If the operator needs to communicate with a cell phone or electronic device, the operator must stop in a safe location and remain stopped until the communication has been terminated.
2. Golf carts and gators are to be driven only on sidewalks and campus streets. Under no circumstances can a golf cart or gator be driven on a public roadway such as Shiloh Road, Gilland Street, or the Erwin Highway. If there is a need to cross a public roadway, cross only at a designated crosswalk.
3. Only Facility Management employees may access the burn pile on Central Street from Gilland Street, as long as the driver travels in the same direction as traffic, obeys all road signs and stays to the extreme right edge of the road.
4. Avoid operating golf carts or gators on landscaped lawns unless it is the only available way to gain access to a specific area where work is being performed.
5. Golf carts and gators will not be parked: in fire lanes, reserved parking areas, visitor parking areas, handicap parking areas, or in front of a main entrance/exit of any building that would impede the normal flow of pedestrian traffic.
6. Pedestrians always have the right-of-way. When approaching a pedestrian from behind, slow down and wait for the pedestrian to wave you past them. Stop the vehicle when approaching a pedestrian head-on until they pass.
7. No golf cart, gator, or tractor is to be operated with more passengers than standard seating capacity.
8. Do not operate golf carts or gators until all passengers are seated.
9. All occupants in the golf cart or gator shall keep hands, arms, legs and feet within the confines of the vehicle at all times when the vehicle is in motion.
10. All cargo being hauled in golf carts, gators or tractors must be checked and secured, confirming that the cargo will not shift or fall off the vehicle.
11. Never leave the keys in a vehicle when the vehicle is unattended.
12. Supervisors will assure that each employee in their department who operates a golf cart, gator, or tractor is properly trained and advised of this policy.
13. All accidents must be reported immediately to a supervisor. If the supervisor is not available, report the accident to Campus Safety.
14. User manuals for golf carts and gators are on file in the office of Facility Management.

Failure to obey by these guidelines will result in loss of access to Tusculum University vehicles and will become subject to appropriate disciplinary action, up to and including termination of employment

**Golf Cart, Gator, and Tractor Map**

Orange = No golf cart, gator or tractor are to drive on Shiloh Road, Erwin Hwy or Gilland Street.

Yellow = Only Facilities Management employees may take a portion of Gilland Street to Central Street to access the burn pile.

