

# Emergency Call-In Procedure

## Summary

Columbus State University and Plant Operations have formalized Plant Operations guidelines in calling in emergency building maintenance problems.

## Purpose

The purpose of this document is to describe the formalized Plant Operations guidelines in calling in emergency building maintenance problems.

## Procedure

During normal business hours (Monday thru Friday, 8:00am to 5:00pm ET) report emergency maintenance requests to Plant Operations at (706) 507-8222. Any other issues should be submitted through the eQuest System.

### After Hours (nights and weekends):

In the event of *Life Safety* issues, (*i.e.*, fire, storm, collapse, crowd behavior, etc.) refer to the Columbus State University Emergency Action Plan. In the event of an emergency issue related to building maintenance, (*i.e.*, utility outage, water leaks, no hot water, interior electrical problems, heating/air issues, elevators, locks, etc.) the requesting authority should follow the procedure outlined below:

1. Call Steve Norris at (706) 587-6392 *cell*.
2. If no answer, wait ten (10) minutes, then call the On-Call number: (706) 505-5633.
3. If no answer, wait ten (10) minutes, then call Kelly Wilson at (404) 394-0535 *cell*.
4. Should there still be no response, wait ten (10) minutes, then call Mike Medlock at (706) 681-5600 *cell* or (706) 323-0540 *home*.

## Related USG Policy

N/A

## Last Update

N/A

## Responsible Authority

Plant Operations