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# WVC Facilities & Operations Customer Guide



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# Facilities and Operations Department

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## Mission

The mission of WVC Facilities and Operations Department is to serve the WVC community by providing professional and effective facility maintenance and operation services to ensure an attractive and efficient campus that will provide students, faculty, staff, and visitors a safe and productive environment to learn, work and enjoy recreational and cultural events.

Facilities & Operations encompasses a wide variety of activities, many of which directly relate to the operations and maintenance of the campus buildings, security, grounds, and utility systems. Support is also provided for special events, moving, storage and relocations. All requests should be made by submitting a [Work Order Request](#) or for urgent needs, calling ext. 6450 or security at 509-682-6911.

The following are provided services....

## Building and Building System Maintenance, Repair and Operation

- Capital Projects & Space Planning
- Carpentry
- Custodial Services
- Electrical Services
- Grounds Maintenance and Snow Removal
- Integrated Pest Control
- Maintenance Mechanics
- Mechanical (HVAC) Systems and Controls
- Painting
- Plumbing Systems
- Safety, Security and Emergency Management
  - Locks, Doors, Access Control and Programming
- Shipping and Receiving
- Utility Crew and Other Services

### *Capital Projects & Space Planning*

The manager for capital projects and space planning is responsible for assisting with the overall leadership and management of the college's capital projects planning and project management in cooperation with the State Board and Department of Enterprise Services. Additionally, they work to improve space planning and provide recommendations regarding the need for facility replacement, renovation, and repairs. This ensures effective utilization of campus facilities and that the college's physical assets will meet future programmatic needs.

### *Carpentry*

The carpenter is primarily responsible for tenant improvement projects which include building and repairing interior walls, ceilings, cabinets, stairs, floors, trim, and some furniture. Staff also install paneling, sheet rock, floors, shower doors, mirrors, insulation, siding, windows, bookshelves, doors, fences, obtains permits, and more. Maintenance and repair also take place on roofing systems, gutters, and down spouts.

For more information on how to submit a project for approval, see [Space Use Proposal](#) information on the WVC website.



### ***Custodial Services***

Custodial Services are responsible for the general cleaning of all building's floors, stairwells, corridors, lobbies, restrooms, and classrooms on campus. Our staff are responsible for general cleaning and sanitation on a daily basis, trash and recycled material removal from designated area receptacles, changing light bulbs, washing ground level windows and providing entrance mats and runners where needed. Additional cleaning supplies, hand sanitizer or thermometers are available by contacting facilities at [Facilities2@wvc.edu](mailto:Facilities2@wvc.edu).

Private offices are vacuumed once weekly and trash will be removed if put outside of office doors.

The Custodial staff is also trained to deal with potential blood borne pathogen exposure. Seasonally, they may remove snow at building entrances and provide limited pest control services inside buildings and facilities. The Custodial staff members are the eyes and ears on campus and help to identify and submit work orders for building maintenance and equipment repairs as noticed while performing duties. The Custodial Services crew is responsible for routine event set-ups and event support on campus. To schedule an event, please visit the [25Live](#) page on the WVC Website.

For more information on the Lab Hygiene Plan contact Allied Health. For custodial issues that need immediate assistance please call the Facilities Management office at ext. 6450 or Security at 509-682-6911.

### ***Electrical Services***

The Electrical Staff performs emergency and routine work on electrical panels, fire control panels, switches, receptacles, light fixtures, lighting controls, ballasts, electric heat, electric motors, parking lot and outdoor building lightning, as well as other electrical components on campus. In addition, they offer temporary power and lighting for special events on campus.

### ***Grounds Management and Snow Removal***

The Grounds Crew is responsible for a wide range of services including the maintenance of the grounds and landscaping. Grounds' maintenance includes mowing, irrigation, arboretum management, leaf collection, mulching, weed control, snow removal, parking lot and ballfield maintenance, pruning, planting, and litter collection.

### ***Integrated Pest Control***

The Facilities Staff works together on campus to improve and execute a broad-based pest control approach. This integrates multiple pest control techniques while taking into consideration the health and environmental impacts of pest management. You can help by keeping food in sealed containers and in breakrooms. If you see pests, please report it to Facilities as soon as possible.

### ***Maintenance Mechanics***

This position provides general maintenance needs to Facility equipment. This includes tune-ups, brake maintenance, filter changes, and battery replacement on Facilities managed equipment. The maintenance mechanic also services department equipment, such as washer & dryers, nursing beds, golf carts, and assists with maintenance on HVAC and air compressors. They're also responsible for campus recycling and work closely with the custodial staff to make improvements to reduce our waste stream.



### ***Mechanical (HVAC) Systems and Controls***

The Heating, Ventilation and Air Conditioning (HVAC) staff are responsible for preventative maintenance as well as routine and emergency repairs on all HVAC equipment and systems. This includes high-temperature hot water systems such as boilers, chillers, cooling towers, ancillary equipment, distribution systems, warm air, and electrical systems for large buildings, air conditioning, exhaust systems, controls, equipment for offices and rooms, walk-in coolers/freezers, refrigerated water, ice machines, dehumidifiers, humidifiers, heat pumps, and much more. HVAC staff are responsible for permitting where necessary.

The HVAC technicians strive to keep temperatures within the comfort zone; above 69° in the winter and below 74° in the summer. Setpoints for workout spaces are between 68°-70°. If your area is outside of the comfort zone, please submit a [Work Order](#) to report the discrepancy. HVAC programming is based off planned events in 25-Live and the academic schedule so vacant spaces will be set to unoccupied set points for energy savings.

We experience air quality issues in the region, mostly due to wildfires. During times when air quality is poor, dampers are closed to limit the amount of outside air coming into the building. In addition, we will deploy carbon filters for control of smoke odors where possible.

Use of personal space heaters is prohibited, and they will be confiscated unless approved by HR for medical reasons. Approval must also be obtained from Facilities on the type and location of the space heaters for safety reasons. Facilities will issue space heaters only in case of a heating system failure or for an approved special need.

### ***Painting***

The Painter is primarily responsible for priming and painting buildings both inside and out. They also remove graffiti and perform minor maintenance repairs. While all painting requests will be considered, priority will be given to maintaining high use or damaged areas as well as tenant improvement projects. Colors are determined based on the building's aesthetic and campus standards.

### ***Plumbing Systems***

Plumbing Services cover the install, repair, and maintenance of drinking fountains, showers, drain lines, faucets, garbage disposals, toilets, water lines, water valves, submersible pumps, sewer injectors, steam machines, water softener units, water heaters, dish washing machines, hot water circulating pumps, backflow preventers, and irrigation systems.

### ***Safety, Security and Emergency Management (SSEM)***

Our Safety Manager is in charge of maintaining a safe and healthy environment by making sure that campus follows all local, state, and federal safety requirements. Some of the items under their jurisdiction include managing campus security staff, Clery reporting, [Accident Reports, Incident Reports, Near Miss Reports](#), emergency response coordination, safety protocols, toxic waste management, biohazard protocols, and much more. The SSEM coordinates campus-wide training opportunities open to all staff. Keep an eye open for email updates on any upcoming training. Historically this has included fire extinguisher training, Stop the Bleed, lockdown education, and mandated OSHA trainings. There is also a Canvas self-enrollment training platform for all supervisors to use for employees. Training units are added as needed. The SSEM is also a great resource for safety questions or concerns and can be contacted directly at x6659.



Safety Committee Meetings are held monthly with representation from faculty, staff, and administration. The meeting also has a tour element to help keep safety-minded eyes on the buildings themselves. [Meeting minutes](#) are posted to Commons along with more safety information. To participate or bring concerns to the committee, please contact the SSEM.

Campus security staff is a hired third party and managed here on campus. Security staff helps to monitor parking and ticketing, looks for suspicious behavior, checks and secures unlocked doors, allows access for staff that are locked out, and serves as a back up to Facilities for reporting urgent matters. Security is also available to escort individuals through campus if there is an issue or if an individual feels uncomfortable for any reason. They're a presence on campus and available for any safety needs that arise at 509-682-6911.

For serious or life-threatening emergencies, call 911. Facilities and Security will be automatically notified when 911 calls are made from campus phones. If you call 911 from a personal phone, please also notify Facilities or Security as the situation allows.

The Emergency Management plan is written with WVC guidelines and defers to the specific counties where WVC-Wenatchee Campus resides (Chelan County) and WVC-Omak Campus (Okanogan County) and follows the county Comprehensive Emergency Management Plan (CEMP). This is the guiding document for hazard response, mitigation, and recovery. For more information, contact the SSEM at x6659.

If you haven't already, please be sure to sign up for [Campus RAVE](#) alerts to receive WVC emergency alerts and notifications.

### **Locks, Doors and Programming**

The locksmith on campus is responsible for ensuring that the electronic card access system is programmed according to class and event schedules to ensure the buildings are secure. Duties also consist of installation and repair of door operators such as ADA controls. Duties are in accordance [with policy 600.507 and procedure 1600.507D](#). The Facilities and Operations Director and the SSEM are responsible for establishing electronic access and metal key policies as well as supporting procedures. They are also responsible for regulating metal key issuance. The college locksmith, or designee, maintains electronic access systems as well as maintenance on mechanical and electronic locking devices and all related door hardware specification, design, deployment, maintenance, and integration with other security systems. The technology department oversees the computer data, back up and proper security integration protocol.

To obtain access badges, the dean, director or appointed department authority should provide new staff name, photo, employee ID number, department and access location(s) in accordance with procedure 1600.507E which includes 1. Physical Access, 2. Residence Halls and 3. Employee Access. For new staff members who need a physical key(s), the same authority levels are needed, and a request should be submitted for the staff member. Please allow 72 hours for completion. With the high volume in September, key requests may require up to a week to complete. Departing employees should return their keys to the SSEM. Keys may not be passed directly to new employees except with prior authorization of the Dean or VP. This can be done by sending written notification to Facilities. Notification must include:

- Key number (bottom)
- ID number (upper right) of each key



- Name of current/future employees
- ID number of current/future employees

Lost or misplaced keys and access badges should be reported immediately to keep campus as secure as possible. The following steps will be taken in the event of a lost key: 1. Notify Facilities/Security immediately, 2. Risk assessment will be completed by Facilities Director, SSEM, Locksmith and VP, 3. Re-core door if deemed necessary, 4. Access badges can be deactivated while lost keys may incur charges up to \$10,000 to be paid for by the department. Lost master keys will require campus-wide core replacement so don't lose those master keys! After 3 lost badges, individuals will need to meet with the VP of Administrative Services before obtaining replacement access badges.

### *Shipping and Receiving*

This department processes all shipping and receiving before distributing items to campus. They also manage shred bins, outgoing mail and packages, [Fleet Vehicle Reservations](#), inventory, furniture assembly, and archives for campus.

Outgoing campus USPS mail needs to be placed in the USPS mailbox in Batjer Hall no later than 3:00 pm daily (11:00am on Fridays during the summer) with the appropriate budget number attached. Mail will be processed, sent out and billed back to the department. All outgoing packages should be delivered to the Facilities and Operations building no later than 1:00 pm daily with the appropriate packaging and paperwork. For large or bulk items please coordinate directly with Shipping and Receiving for pickup.

The Warehouse Operator will assemble furniture when ordered through the Business Office to ensure quality control. Assembly of items ordered through other channels will be subject to availability and labor cost will be billed back to the requesting department.

### *Utility Crew and Other Services*

All our trades work together to complete campus requests that fall outside of their area of expertise. Common requests include moving, relocation, storage and disposal of furniture and equipment, hanging pictures and boards, name plates, surplus, recycling and other day-to-day tasks required to keep campus functioning. For service requests, please submit a [Work Order](#). Ample notice is necessary in order to schedule large requests or furniture moves. There is a labor charge for full department moving services and some requests first need to be approved through the [Space Use Proposal \(SUP\)](#) process.

Conservation of our natural resources is an important goal of WVC. Please report uncomfortable temperatures, wasted energy, water leaks or any condition which contributes to a waste of resources.

## **Other**

### *Safety Data Sheets*

Facilities moved to an online tracking system, [MSDS Online](#), for tracking SDS Sheets across campus. A desktop icon is on every campus computer for easy access. The database allows for easy chemical lookup, updated product information and archiving. When bringing a new chemical onto campus, please be sure to add the item to the correct department folder through a [MSDS Online](#). You can also send the product information/SDS cutsheet to Facilities to be sure it's added.



### *Sustainability*

Facilities has a commitment to improving sustainability on campus which not only reduces costs by improving efficiency, but also makes WVC better stewards of the beautiful valley where we live and work. By partnering with the WVC Sustainability Committee, the department has gathered metrics for waste stream analysis and implemented improvements. The primary focus has been educating users on recycling practices through better signage, placement, and monitoring of recycling stations. WVC is moving towards comingled recycling which will save Facilities' staff time in sorting and allow for greater waste diversion, reducing the number of waste hauls leaving campus.

A number of other sustainability initiatives have been implemented to reduce WVC's carbon footprint, including a swap to a hybrid electric vehicle fleet, electric utility carts, occupancy sensors for lighting and HVAC savings, LED lighting retrofits, rooftop solar panels, energy audits, native/drought resistant plantings and building design for greater energy efficiencies.

In coordination with the WVC Sustainability Committee action plan, Facilities will play an important role in the continued expansion of hydration stations across both campuses to reduce plastic water bottle usage. Additionally, the work surrounding tree diversity on both campuses is now nationally recognized through the Arbor Day Foundation's [Tree Campus](#) certification. The certification celebrates the many benefits of a healthy tree canopy. We are also discussing greater bicycle access, food waste reduction, composting, and water conservation methods. Any improvement starts with campus users, so if you're interested in participating (or have a suggestion) please reach out to Rich Peters to get involved.

### *Service Requests*

Report all urgent problems to the Facilities Office at ext. 6450. If unreachable, please contact Security at 509-682-6911. Emergency work, (i.e. power failure, safety hazard, potential damage to facility or equipment) will be completed on the same-day whenever possible. All other requests should be submitted through the [Work Order](#) system. From there, your service request becomes a numbered work order for tracking and is forwarded to the appropriate trade or to the Facilities Director who can approve the request.

Work orders will be prioritized according to relevance to the academic mission and/or necessity for primary maintenance of campus facilities. Response time will vary dependent upon the complexity of the service required and availability of materials and labor. *For requests requiring particular deadlines or schedule constraints, please provide those details with your request.* For staff planning, do not ask the trade's person responding to your service request to perform tasks that were not included in your original request. Instead, submit a new work order or contact the Facilities Management office at ext. 6450 to add additional work to an existing work order.

The Facilities department uses quarter breaks to accomplish many planned projects for minimal disruption to campus operations. These breaks are considered blackout periods for general service requests that can be accomplished during the term.

The Facilities department provides numerous services and the distinction between types of services is important in determining whether expenses incurred as a result of a service request is billable or non-billable. Departments must pay for services that are not related to the maintenance of the building as defined below.





***Non-Billable Services***

An existing structure and its systems as well as the care of WVC buildings are the fiscal responsibility of the Facilities Department and are considered a non-billable service. Building maintenance, operations & repair include the labor and materials required for the maintenance and repair of existing facilities and building systems through an annual appropriation for basic maintenance, operations & minor repairs.

***Billable Services***

For any work that is not considered maintenance which is identified as an addition, alteration, modification or elective is considered billable. In addition, those service requests which are not related to structure and systems, but can be characterized as temporary, movable (removable), or decorative as well as special services such as certain moving services or services provided in support of an event or program are also billable. For example, moving or repairing program specific equipment (like a nursing bed), adding additional equipment to program, relocation of services such as electrical, compressed air etc., would be billable.

Staff time will be billed based on the rate table below. Please be sure that requests are approved by the department head *before* submitting a [Work Order](#) request and provide the appropriate budget number. Upon request, Facilities will provide an estimate for departmental approval. The actual final costs may be more or less than the estimate. Changes in requested work after an estimate may result in added costs.

Programs that generate an income or are self-funded will be charged for the time and materials used by the Facilities Department regardless of the nature of the service. Elective work will also be billed in its entirety to the requesting department.

Customer equipment service can be set up as a service level agreement for routine support. Examples would be program generated hazardous waste removal, Residence Hall annual maintenance, required licensing, etc.

**Chargeback Hourly Rates**

Effective July 1<sup>st</sup>, 2023

Custodial	\$37.11
Custodial Over Time (4 hour min. on weekend)	\$48.73
Maintenance/Skilled Crafts	\$47.27
Maintenance/Skilled Crafts Overtime	\$62.17

***Project Requests***

Services beyond "routine and customary" building maintenance may be categorized as Maintenance and Operation Projects. Project requests are solicited and reviewed on an annual basis (normally in the spring) so please plan ahead. For more information on Project Requests contact Director of Facilities and



Maintenance at 509-682-6465 as soon as the project becomes a possibility. Work completed during quarter breaks is normally planned 3-5 months in advance.

Be sure when proposing new equipment that you involve facilities to assure all new equipment will have proper utilities available and that it meets guidelines for UL or equivalent rating. Onsite UL certification (after market) from 3<sup>rd</sup> party vendor can be expensive. This needs to be considered prior to selection of equipment. For more information, please contact the Director of Facilities.

### *Contacts and Links*

Director of Facilities and Operations.....	509-682-6465
Safety, Security and Emergency Manager.....	509-682-6659
Facilities Front Office.....	509-682-6450
Campus Security.....	509-682-6911

[Work Order Request](#) File Path: WVC Home Page > Quick Links> Faculty & Staff > Facilities > Work Order Request  
[http://dlweb.megamation.com/wvc/DLWEB.php/O4W INFO PAGE](http://dlweb.megamation.com/wvc/DLWEB.php/O4W_INFO_PAGE)

[Safety Data Sheets: https://chemmanagement.ehs.com/9/41cc320b-2cba-4eca-995a-2049f4b70f0d/ebinder/?nas=True](https://chemmanagement.ehs.com/9/41cc320b-2cba-4eca-995a-2049f4b70f0d/ebinder/?nas=True)

[Space Use Proposal](https://www.wvc.edu/facilities/space-use-procedures.html)  
<https://www.wvc.edu/facilities/space-use-procedures.html>

[Accident, Incident and Near Miss Reports](https://www.wvc.edu/students/safety/safety-security/#anchor-accident) File Path: WVC Home Page > Students > Safety and Security  
<https://www.wvc.edu/students/safety/safety-security/#anchor-accident>

[Fleet Vehicle Reservations](https://commons.wvc.edu/facilities/Lists/Vehicle%20Checkout/calendar.aspx) File Path: Commons > Administrative Dept. Sites > Facilities > Lists > Vehicle Checkout.  
<https://commons.wvc.edu/facilities/Lists/Vehicle%20Checkout/calendar.aspx>

[Facility Access Exception Request](https://www.wvc.edu/humanresources/resources.html) File Path: WVC Home Page > Human Resources > Resources > Department Forms > Facilities  
<https://www.wvc.edu/humanresources/resources.html>