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