

MANUAL: Facilities Services
TITLE: Continuity Procedures
RESP: Assoc. Vice Chancellor – Facilities Services
REV. BY: Director Support Services – Facilities Services

PROC. NO: FS-PR-3.24
ORIG. DATE: 2/28/2021
EFF. DATE: 2/28/2021

SCOPE

The Facilities Services department will maintain procedural guidance to ensure continuity of business operation and continued operational performance in the event of a variety of potential emergencies. Emergencies may be varied and could possibly include acts of nature, accidents, terrorist activities, technological interruptions, and pandemic events.

Assuring resources are available to continue operational support of College activities and management of physical assets is essential. Resources may include but are not limited to, buildings, personnel, equipment and vehicles, documentation and data, utilities, contracted services and warehouse stores.

This procedure will provide general guidance to maintain operational support of the physical assets necessary to carry out the College mission.

DEFINITIONS

Facilities Services – The Facilities Services department’s objective is to serve the College community by providing a safe, comfortable, clean and aesthetically pleasing environment for our College students, faculty, staff and visitors. The Facilities Operations group within Facilities Services provides day-to-day maintenance support of all College facilities totaling more than 3.2 million square feet and campus grounds at six campus locations. The Facilities department addresses requests for service to ensure the safety, functionality, and aesthetic upkeep of the College. The Facilities Operations group is supported by the Facilities Support Services group providing contractual, fiscal, and administrative support for all Facilities Services personnel.

Continuity of Business Operations – The development of plans, procedures, and provisions for the utilization of personnel, resources, and processes to ensure continued operational tempo during challenging situations impacting normal operational model.

Personnel – People with various skills, knowledge, and expertise managed to serve the needs of the College with regards to physical assets. This includes both College employees and contract employees.

Resources – Those items used in order to fulfill Facilities Services responsibilities. These include, but are not limited to: vehicles, equipment, building assets, material and parts, utilities, technology, informational tools, and contracted services.

Processes - Practiced and proven policy, procedures, guidance, and instruction usually in the form of written procedure. This can live at the Facilities Services level or at other levels within

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or exterior to the institution. Examples are College level [policies and procedures](#), internal departmental procedures, and external guidance usually in the form of code compliance regulation.

ROLES AND RESPONSIBILITIES

Associate Vice Chancellor of Facilities Services – Overall responsibility for continuity of operations and providing for a safe, comfortable, clean and aesthetically pleasing environment for our College students, faculty, staff and visitors.

Facilities Operations Director – Responsible for management of resources in support of continued College operations.

Facilities Support Services Director – Responsible for oversight of Continuity Plan documentation and review. Responsible for support of Continuity Plan.

Trades Supervisor – Responsible for ensuring proper adherence to procedures and utilization of available resources to provide for scheduling, execution, and closure of work order tasks.

Crisis Management Team – Provides for complete command and control authority for the management and mitigation of events and circumstances impacting the College due to natural causes.

ITS Infrastructure Services – Works with Facilities Services to ensure continued support of necessary operational applications.

PROCEDURES

- I. Continuity of Business Operations ensures continued performance of the College’s physical assets and most essential functions during a variety of emergencies. This plan includes the development of procedures, plans, and provisions for the utilization of resources to fulfill those essential function.
- II. Continuity Management provides for the management of various components to ensure continued operations in support of the College’s mission. These include personnel, resources, and processes.

- A. Personnel Resources

- i. Personnel in support of Facilities Services Operational and Support groups
- ii. Personnel are managed in three primary groups

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- a. Facilities Services
 1. Overall control and support of Facilities Services department as overseen by the AVC of Facilities Services
 2. Groups supported include Operations, as well as Support Services.
 3. Recall roster [Appendices](#)
 - b. Facilities Operations provides significant number of trade support for MEP, Carpentry / Paint, IPM, and Grounds Utilities.
 - c. Facilities Support Services provides custodial, automotive, access, life safety, and administrative support.
- iii. Resource availability might be restricted to event type.

B. Physical Resources

i. Vehicles

- a. The College maintains a fleet of vehicles, both owned as well as leased, operating under [policy and procedural guidance](#).
 1. Vehicle checkout, available for sign-out depending upon need. Reservation system managed through campus services office at three main campuses.
 - i. DL-CampusServices-North@sjcd.edu
 - ii. DL-CampusServices-Central@sjcd.edu
 - iii. DL-CampusServices-South@sjcd.edu
 2. Fleet vehicles in support of Facilities Services trades groups
 3. Vehicles serviced and maintained via automotive shop located on Central Campus.
 - i. Via Maintenance.Request@sjcd.edu
 - ii. Or +12819986150-2174
 - iii. Or via Campus PD in emergency

ii. Physical Assets – Buildings

- a. The College maintains numerous physical resources in the form of buildings for the express purpose of educational instruction and the support of that mission.
 1. Five educational locations are served, including:
 - i. [Central Campus](#)
 - ii. [North Campus](#)
 - iii. [South Campus](#)
 - iv. [Generation Park Campus](#)
 - v. [Maritime Campus](#)

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2. One administrative location
 - i. [Serviced by two administrative buildings.](#)
3. Numerous extension centers are supported by The College.
 - i. [Small Business Development Center Pearland](#)
 - ii. [Small Business Development Center Deer Park](#)
 - iii. [The Edge Center](#)
- iii. Utilities are a critical resource, necessary for successful operational tempo.
 1. Electrical Providers POC (Point of Contact) vary by area.
 - i. See appendices
 2. Gas Outage and Leak Emergency
 - i. See appendices
 3. Water Service Interruption
 - i. See appendices
- iv. Tool and Equipment
 1. Tools and equipment are maintained at trade levels with specific needs addressed within those groups.
 2. Tools and equipment not owned by the College may be obtained by various other means, to include contractual arrangement
 - i. See appendices
- v. Restoration Services
 1. Contracts and Purchasing Contracts allow for restoration services when needs dictate.
 2. College maintains service agreements and can execute against specific needs.
 - i. Contact Purchasing Office for up-to-date restoration contract.
- vi. Trade Contract Agreements are in place serving most trade function when the extra support is needed.
 1. MEPs
 - i. See appendices
 2. Carpentry
 - i. See appendices
- C. Informational Resources provide guidance in the event response with respect to many areas of interest.
 - i. Physical Resource Information
 - a. Building submittals and drawings are maintained on the College's network and Maintenance servers for reference.

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- b. Some legacy building documentation has been transferred to digital form and are located on the College’s network and are also available in paper format.
 - ii. Procedural Guidance is available to the Facilities Services department.
 - a. College wide procedures and policies are available on the [College Website](#)
 - b. Internal procedures are available on the College’s G Drive for reference.
 - 1. Hard copies are available in the Facilities Services operational office located at Central Campus in C34.
 - 2. Online procedural documents should be considered most up to date.
 - iii. [Emergency Management procedural guidance](#).
 - a. College wide guidance pertaining to a variety of impactful events and occurrences.
 - 1. Examples include:
 - i. College Closure
 - ii. Chemical Emergencies
 - iii. Gas Leaks
 - iv. Power Failures
 - 2. Guidance also available for personal and institutional preparedness
 - b. College closures, evacuations, and many related emergencies restrict access including Facilities Services personnel, unless approved by Senior Leadership Team (SLT).
 - iv. Maintenance management system documentation
 - a. TMA (The Management Authority) allows for the documentation of equipment and critical components.
 - b. This system requires authorized permissions for use.
 - v. Campus Optics application
 - a. Ability to identify assets input into system for management of asset and associated inspection criteria and records.
 - 1. Initial input centered on life safety items such as Fire Extinguisher and AED.
 - 2. Ability to track many different asset categories.
 - vi. Building, plumbing, electrical, mechanical, and life safety codes
 - a. Available for reference when repairs or restoration activities are underway.
 - b. Should always be adhered to.

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- c. Authority having jurisdiction varies depending upon campus location.
 - vii. Checklists are available for variety of responses:
 - a. Winter Freeze
 - 1. See appendices
 - b. Hurricane and flood events
 - 1. See appendices
- D. Appendices
 - i. Personnel
 - a. [Recall Roster](#)
 - ii. Physical Resources
 - a. [Utilities](#)
 - b. [Tools and Equipment](#)
 - c. Restoration Services Contract: Maintained by Purchasing and Contracts
 - d. [Trade Contract agreements](#)
 - iii. Informational Resources
 - a. Checklists
 - 1. [Winter Freeze](#)