



**Building Managers and University Employee Handbook**

**UPDATED AND MAINTAINED BY FACILITY SERVICES**

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## **INTRODUCTION**

### **WHO**

**Welcome!** Building managers, and other university employees, at Northern Arizona University (NAU) provide invaluable assistance in preserving the functionality, safety, and beauty of the campus and its buildings. While some building manager responsibilities are part of an official job description; most are staff within a building that does not have a specific building manager position. However, any building occupant may report an issue to their building manager or directly to Facility Services to ensure issues are identified and addressed in a timely manner.

NAU's satellite locations throughout the state may have additional information that is specific to their location. These supplements are available at the end this manual in alphabetical order by campus. NAU's Facility Services that includes Maintenance and Operations, Planning, Design & Construction, Utilities, and Work Control are the official facilities service and maintenance providers. However, in the event that they are not able to provide services for your location, they will provide support and guidance. In that case, these satellite locations will use established and approved local vendors and resources in that region.

### **WHAT**

This guide outlines policies and procedures for Facility Services, including Construction, Maintenance, Utilities, and Work Requests. It also provides university web links to assist building managers and general university staff with their building management responsibilities. Policies, services and web links for the NAU Police Department, Risk Management, and Environmental Health and Safety are also included. The guide is intended as a quick reference for available services and how to access those services from the aforementioned departments.

## **MAINTENANCE AND CONSTRUCTION POLICY**

NAU Facility Services is responsible for maintenance and construction on campus. It is the responsibility of Facility Services to be informed about changes, modifications, additions, or other actions affecting any university building or real property on the campus.

Any maintenance or construction work in a university building must meet university, the Arizona Board of Regents (ABOR) and state procurement policy, and construction codes. NAU has a Construction Maintenance Policy that defines in detail what activities qualify as construction versus maintenance:

[https://nau.edu/uploadedFiles/Administrative/Finance\\_and\\_Administration/Folder\\_Templates/Construction%20Maintenance%20Policy.pdf#PlanReview](https://nau.edu/uploadedFiles/Administrative/Finance_and_Administration/Folder_Templates/Construction%20Maintenance%20Policy.pdf#PlanReview)

Projects that take place on leased property will require review by Space Management, in addition to the property manager. Projects must be within the scope of any existing contracts, property management standards and/or city or county codes.

### **Construction**

#### ***Whom do I contact for construction or maintenance?***

- If your work is maintenance or a small interior renovation, you can call Facility Services at 523-4227 or visit <https://nau.edu/facility-services/> to request.
- If your work is any type of construction project a **Project Initiation Form** is required to request an estimate. This form is found at: <https://nau.edu/facility-services/>
- NAU's Maintenance and Operations Trades perform minor renovation and construction generally less than \$50,000.
- Projects are discussed between the NAU Trades and PD&C staff to determine the best course for your project.

#### ***What is a Project Initiation form?***

- A Project Initiation form is found at <https://nau.edu/facility-services/>. A Project Initiation form is a planning and scheduling tool for Facility Services departments. All Project Initiation forms must be signed by the Vice President of the requesting department.
- A Project Initiation form assures Facility Services that the intended construction or renovation has proper authorization.
- A Project Initiation form initiates a construction project and informs all signers of the intended construction/renovation of a space.
- A Project Initiation form does not commit your department to any funds. That funding commitment is done through the Capital Project Authorization process.

#### ***How is Construction Procured?***

- All Construction is procured by Facility Services using ABOR policies and procedures for Construction Manager at Risk, Design Bid Build, Simplified Procurement (Task Order) or Job Order Contracting (JOC).
- Construction must use a construction contract.
- Construction requires Contractor bonds and insurance (per ABOR 3-804 E.1.)
- All construction is subject to internal, ABOR, and/or state audit.

#### ***What can I expect from a Project Manager assigned to my project?***

1. The Project Manager communicates as project point of contact with all project participants, which include:
  - User department
  - Architects and engineers
  - Contractors
  - Building Inspectors

- NAU Entities (Telecommunications, Utilities, Office of Regulatory Compliance, Parking Services, Moving Services, Campus Police, Accessibility Review, Purchasing, Maintenance, Custodial, etc.)
  - NAU Fire Marshal and State Fire Marshal
  - State Elevator Inspector
  - Others as required by project scope
2. Manages the scope, budget, and schedule of the project to ensure compliance with what was approved and funded. Demonstrates fiduciary responsibility for project funds.
  3. Adheres to Board of Regents and University policies and procedures for construction projects.
  4. Participates and reviews design professional selection process.
  5. Participates and reviews contractor selection process.
  6. Negotiates fees with design professionals that are within project budget limitations.
  7. Attends project meetings with all design professionals, contractors, user department, and others to monitor progress of project.
  8. Reviews work of design professionals, coordinates reviews by all interested parties, and sends all comments to the architect. Requires incorporation of comments into the design.
  9. Reviews and approves project pay applications.
  10. Manages removal of asbestos prior to start of construction.
  11. Obtains construction permit.
  12. Conducts Preconstruction conference with all interested parties.
  13. Inspects construction work to ensure compliance with construction drawings and specifications.
  14. Coordinates change orders.
  15. Reviews and approves contractor shop drawings and submittals with user department and architect.
  16. Coordinates purchase of furniture and equipment with user.
  17. Coordinates with internal NAU services, like ITS and Operations groups.
  18. Coordinates installation of interior signage.
  19. Coordinates substantial completion and move-in with user.
  20. Obtains as-built drawings from the contractor and design professional.
  21. Obtains operation and maintenance manuals from the contractor.
  22. Reviews Punch List (work remaining), completion and approves final payment to contractor.
  23. Reviews warranty items and any claims against the contractor.
  24. Reconciles accounting, budget, and close out of project.
  25. Oversight of project during two year warranty period.

### ***How do I authorize a construction project?***

- After the project manager has communicated a price and confirmed the scope with you, the project manager will submit a Capital Project Authorization (CPA) to secure funding and receive formal approval to move forward with the work.
- The CPA is issued via an OnBase Workflow. The CPA will be approved through the Vice President of the requesting department, the Vice President of CPCO, the Vice President of Institutional Planning and Analysis, and the President.
- The Arizona Board of Regents must authorize projects exceeding \$10M.

### **ASBESTOS**

#### ***Is there asbestos on campus? What should I do?***

- Yes, there is asbestos on campus. Asbestos was heavily used in the construction industry from the 1940's through the 1980's because of its fire resistant nature. Asbestos is a naturally occurring mineral.
- All buildings on campus have been tested by certified testing agencies for asbestos containing materials (ACM's.)
- Almost all of the asbestos on campus is in ceilings, in or under floor tile, in walls, and many mechanical rooms also have ACM's.
- It is of no danger to you. Any ACM in your work environment is intact and poses no danger of health risks as long as the building materials that contain asbestos remain undisturbed.
- Asbestos must be friable, made air born, to induce health effects through inhalation.
- Please do not disturb walls, ceilings, tile, etc., as you do not know what dangers could be present.
- When renovation or construction impacts a large area of asbestos, the asbestos removal is contracted to a certified and state approved company.
- Additional information can be found at <https://nau.edu/Facility-Services/Planning/Asbestos,-Lead,-and-PCBs/> or <https://nau.edu/research/compliance/environmental-health-and-safety/>

## **MAINTENANCE**

**Routine maintenance is the day-to-day, recurrent, or periodic work required to maintain and preserve a facility or facility's mechanical systems at optimum working condition.**

### ***What is routine maintenance?***

- Routine maintenance is work performed by Facility Services which includes the following shops or trades: Carpentry, Electrical, Plumbing & Gas, General Maintenance Mechanics (GMM), Heating Ventilation Air Conditioning (HVAC), Building Access Services, Paint, Custodial, Landscaping and Grounds, Fire Life Safety, and Moving.
- Routine maintenance repairs are not chargeable to your department. Residence Halls, Dining Halls and other auxiliary units, and off campus leased space are exceptions and are charged for maintenance and repairs
- Contact ITS/Telecom for all phone problems, printer problems, computer installations, and cabling upgrades.
- Routine maintenance responsibilities may vary at statewide locations. Please refer to the supplement specific for your campus.

### ***What kind of work do the Facility Services Trades perform?***

#### **ROUTINE MAINTENANCE**

Repair of leaking sinks, toilets, fountains; changing burned out lights; rooms too hot/too cold, etc.

#### **PREVENTIVE MAINTENANCE**

Regularly scheduled maintenance of campus systems to prevent breakdowns and prolong useful life.

#### **CHARGEABLE SERVICES**

Reconfiguration of space and partitions, room additions, cabinet fabrication and/or installations, installation of customer purchased equipment, services for a special campus event, etc.

#### **EMERGENCIES**

First response to life and safety issues, gas leaks, floods, power outages, etc.

### ***How do I contact Work Control Center for maintenance?***

**Visit our website** at <https://in.nau.edu/facility-services/> and submit your request online:

- a. Click the blue "Submit a Work Request" button on the right side of the page. This will direct you to enter your NAU credentials.
- b. You will be redirected to the TMA iServiceDesk;
- c. Select "Submit a Request" from the left hand side Menu under Work Request;
- d. Select the Facility you are requesting the work for from the drop-down menu;
- e. Select the building from the drop-down menu;
- f. Enter your name (you are the requestor), email AND phone number. (Your information may autofill.)
- g. Complete all fields highlighted in yellow. (Do not include location ID and Tag #.)
- h. Include the repair or work you are asking for in the request section. Please be specific.
- i. Click submit, you will receive a five digit request number to track your request.
- j. After your request has been accepted, you will receive an email that includes your work order number.

**Call 3-4227.** This phone number is answered 24 hours a day, seven days a week including holidays. Facility Services answers its direct phone line 8:00 a.m. to 5:00 p.m. Monday through Friday.

After Hours phone calls are handled by an off campus, local call center and dispatched to the NAU trades that are on-call 24 hours a day, seven days a week including holidays.

1. Call 3-4227. We will ask the following:
  - a. Your name, NAU user ID and/or email, and phone number;
  - b. Location of problem (building/room number), area within the building, and land marks;
  - c. Brief description of work requested;
  - d. Your account number (speed-chart number) if work is not routine maintenance;
  - e. Damage report number in cases of vandalism, damage, floods, leaks, etc. found at [http://www4.nau.edu/police/Damage\\_Rpt\\_Intro.htm](http://www4.nau.edu/police/Damage_Rpt_Intro.htm)
  - f. Once the work order is created by WCC you will receive an email confirmation which will include the 8 digit work-order number.



## **BUILDING REPAIRS**

### **CARPENTRY SERVICES**

#### ***What does the Carpentry department do?***

- Carpentry is responsible for repairs and maintenance of all roofing systems, heat tapes, gutters, and downspouts.
- Carpentry repairs some furniture, doors, desks, seats, cabinets, and countertops worn from regular use.
- Carpentry does masonry repair: ceramic tile, curbs, stucco, cinder block, and brick. Roofing repair, wall repair, tile repair, door installation and maintenance, and new construction for buildings.
- Carpentry fabricates custom cabinets, office remodeling, counter fabrication, AV installations, whiteboards, etc.
- Statewide locations can refer to the supplement specific to your campus. Additional approvals may be required, contact Space Management for assistance at [SpaceManagement@nau.edu](mailto:SpaceManagement@nau.edu).

#### ***What kind of carpentry work is chargeable?***

- Renovation and remodeling projects including construction of new walls, relocation of existing walls, doors, windows, cabinets, and partitions. Installation of TV brackets and access panels, fabrication of picture frames. Installation of chalkboards, corkboards, keyboard trays, whiteboards, framed pictures, and plaques.
- Installation of suspended grid ceilings and suspended sheetrock ceilings. Fabrication of Corian countertops and display cabinets.
- Small-scale steel fabrication for custom projects. New masonry projects involving ceramic tile, block, brick, stucco, and veneer.
- Call the WCC at 3-4227 or visit <https://in.nau.edu/facility-services/> to request an estimate for any of the services listed above or to ask about services not specifically identified.

#### ***What kind of carpentry work is routine maintenance?***

- Repairs to doors, including the door itself, hardware, or glass.
- Repair of roof leaks.
- Preventive maintenance inspection of roof, gutters, or heat tapes.
- Statewide locations can refer to the supplement specific to your campus. Additional approvals may be required, contact Space Management for assistance at [SpaceManagement@nau.edu](mailto:SpaceManagement@nau.edu).

#### ***What if my building has a roof or ceiling leak?***

- Immediately call the WCC at 3-4227 and they will dispatch a technician to your building to determine the source of the leak and make the repair.
- Damage caused by a roof leak should be reported to Risk Management by filing an online Damage Report of the loss.
- Statewide locations, immediately call property manager, then follow-up with Space Management.

### **ELECTRICAL SERVICES**

#### ***What does the Electrical Department do?***

- Electricians are responsible for campus electrical systems.

- Electricians maintain transformers, fuse boxes, motors, generators, emergency phone lights, campus exterior lights, etc.
- Electricians install new outlets and circuits. These are chargeable services.
- Electricians install ceiling fans. This is a chargeable service.
- Statewide locations can refer to the supplement specific to your campus. Additional approvals may be required, contact Space Management for assistance at [SpaceManagement@nau.edu](mailto:SpaceManagement@nau.edu).

***What should I do if an outlet sparks?***

- Immediately call Work Control center at 3-4227 and they will dispatch technicians to your building to check the outlet.
- Statewide locations, immediately call property manager, then follow-up with Space Management.

***What should I do if an outlet stops working?***

- **DO NOT TRY TO REPAIR IT YOURSELF.**
- Electricians and General Maintenance Mechanics repair outlets as routine maintenance. Call Facility Services at 3-4227 or visit <https://in.nau.edu/facility-services/> and enter a work request.
- Statewide locations can refer to the supplement specific to your campus.

***How do I find out if my building can support a new piece of computer equipment or other electrical equipment?***

- Electricians can review your equipment load requirements to determine if a circuit is being overburdened with electrical demands or is capable of supporting a new piece of equipment. This is a chargeable service.
- Statewide locations can refer to the supplement specific to your campus.

**FIRE LIFE SAFETY**

***Who takes care of fire safety equipment? Fire extinguishers? Fire alarms?***

- The Fire Life Safety Technicians ensure that all fire protection equipment is in proper working order, and ensures that all areas of campus are provided with adequate fire extinguisher protection.
- The technicians coordinate work being done on the campus by certified contractors and ensure life safety codes are met.
- The technicians ensure the maintenance and repair of all fire security and fire alarm units, devices, and extinguishers.
- The technicians ensure the maintenance and repair of all fire sprinkler systems including sprinkler heads, piping and fire risers, and fire extinguishers.
- Call Facility Services at 3-4227 if you have any concerns regarding your building equipment.

***May I reset the alarm panel if I know it is a false alarm? (Burnt food, cigarette smoke, etc.)***

- No, you may not reset the alarm panel. Please evacuate the building immediately. Once you are safely out of the building, call NAUPD at 3-3000 and Facility Services at 3-4227 from a neighboring building for immediate assistance.

***What if the fire alarm is sounding?***

- Always evacuate the building!!!

- Once you have safely evacuated the building, immediately notify NAUPD at 3-3000 of a possible fire. They will respond to your location and also notify the Fire Department. Your health and safety always comes first.
  - Statewide locations notify 911 of a possible fire, then follow-up with Space Management.
- After the building has been evacuated, from another, safe location, call Facility Services at 3-4227 and a technician will be dispatched immediately.
  - Statewide locations, immediately call property manager, then follow-up with Space Management.
- Building managers or property manager will be notified by Facility Services or by email through the Building Managers ListServ whenever fire alarms are being serviced or tested.
- See evacuation training in the NAU Fire Safety Manual under Facility Services at <https://nau.edu/Facility-Services/Operations/Office-of-the-Fire-Marshal/>

***What should I do if I find a sprinkler head that is dripping?***

- Call Facility Services at 3-4227 and a technician will be dispatched immediately to repair the system.
  - Statewide locations, immediately call property manager, then follow-up with Space Management.

***What if the fire alarm panel is omitting a tone, but no bell is ringing?***

- This is a trouble tone stating there is a problem with the alarm system.
- Call Facility Services at 3-4227 and a technician will be dispatched.
- Statewide locations, immediately call property manager, then follow-up with Space Management.

***What if I can smell smoke, but there is no alarm?***

- Pull a fire alarm pull station if one is available (the flat red boxes on the wall).
- Evacuate the building immediately.
- Immediately notify NAUPD at 3-3000. NAUPD will call the Fire Department.
  - Statewide locations notify 911 of a possible fire.
- Never stay in a building that is in alarm or smells of smoke.

***What should I do if my building does not seem to have enough fire extinguishers?***

- Call Fire Life Safety at 3-4227 to request a protection assessment. There is no charge for this service.
  - Statewide locations, immediately call property manager, then follow-up with Space Management.

***What should I do if an extinguisher gauge has the indicator needle in the red?***

- Call Facility Services immediately at 3-4227 to submit a work order for the unit to be recharged.
- The fire extinguisher technician will retrieve the “dead” unit and provide a replacement.
  - Statewide locations, immediately call property manager, then follow-up with Space Management.

***What should I do if one of the fire extinguisher cabinets is empty? Can I get a replacement?***

- Call Facility Services immediately at 3-4227 to request a replacement.

- Statewide locations, immediately call property manager, then follow-up with Space Management.
- If the unit has been stolen report to NAU PD at 3-3611. Please give Facility Services the PD report number for reference in the work order.
  - Statewide locations report to LOCAL PD and notify CSA.
- Has the unit been used? All fires must be reported to NAU PD at 3-3000.
  - Statewide locations, immediately call property manager, then follow-up with Space Management.

***Can I get an extinguisher for a special event? (Example: My building is hosting a reception which includes having a large open-pit barbecue.)***

- Yes! In fact, a fire is far more likely to break out in this situation than in a building.
- Call Facility Services at 3-4227 or visit <https://in.nau.edu/facility-services/> to request an extinguisher.
- You must contact the NAU Fire Marshal at 3-4227 to obtain a burn permit for any open fire.

**Statewide locations, immediately call property manager, then follow-up with Space Management.**

***How do I use a fire extinguisher?***

- Hand-held fire extinguishers are provided in all NAU buildings and should only be used by properly trained personnel or emergency responders. Hand-held extinguishers are not intended for faculty, staff, or student use. **Do not attempt to use a fire extinguisher if you have not been properly trained.**

***What should I do now? We just used our extinguisher to put out burning popcorn in our department kitchen.***

- Don't be embarrassed! Extinguishers are meant to be used for EXACTLY this type of situation.
- Call Facility Services at 3-4227 and tell them the extinguisher has been used and requires service.
- Don't forget to report all fires to NAU PD. Use 3-3611 for non-emergencies or 3-3000 for emergencies.

**GAS SERVICES**

***What should I do if I smell gas of an unidentifiable odor?***

- Leave the building immediately and call Facility Services at 3-4227 from the nearest location. They will request your name and contact information, the building name, number and room or area of the building. Stay on the phone and your call will be transferred to the NAU PD. The NAU PD will call the Fire Department.
- Next, the WCC will dispatch personnel to your building to check for gas leaks, odors, and other hazards
- Do not turn off equipment. Do not switch off lights. You do not want to create any sparks.
- REMEMBER: Federal Law states that only a qualified person may perform any task on a natural gas system. You should not under any circumstances attempt to repair or modify your natural gas appliances.
- If you have a problem that is not addressed, please call Facility Services at 3-4227 for assistance.
  - Statewide campuses – Leave the building immediately and call 9-1-1 from the nearest location. They will dispatch personnel to your building to check for gas leaks, etc. Immediately call property manager, then follow-up with space management.

## **GENERAL MAINTENANCE SERVICES**

### ***What does the General Maintenance Department do?***

- General Maintenance Mechanics (GMMs) are the front-line responders for maintenance calls for both academic buildings and Residence Halls.
- Call 3-4227 to submit a work order, or submit a work request online at <https://in.nau.edu/facility-services/>.
- Occupied rooms in Residence Halls will receive a 30-minute response to all requests.
- Statewide locations can refer to the supplement specific to your campus.

### ***What services are provided to my building by a General Maintenance Mechanic?***

- GMMs perform minor plumbing repairs of leaks and stoppages in equipment such as faucets, shower valves, drains, sinks, toilets, urinals, flush valves, floor drains, and drinking fountains. This is routine maintenance.
- GMMs repair and/or install toilet seats, soap dispensers, toilet paper and hand towel dispensers, and towel bars. Repair of these items is routine maintenance.
- GMMs perform minor electrical repairs of receptacles, outlets, switches, ballasts, fuses, circuit breakers, exit lighting devices, etc. This is routine maintenance.
- GMMs perform minor carpentry repairs on doors, closets, windows, cabinets, and stair treads. This is routine maintenance.
- GMMs repair/replace/install ceiling tiles and repair and replace blinds. These are routine maintenance. New installation of blinds is chargeable.
- GMMs repair carpet tears and perform other minor carpet repairs. New carpet and installation are chargeable services.
- GMMs install new equipment including pencil sharpeners, bulletin boards, whiteboards, soap dispensers, blinds, etc. These are chargeable services.
- Statewide locations can refer to the supplement specific to your campus. Additional approvals may be required, contact Space Management for assistance at [SpaceManagement@nau.edu](mailto:SpaceManagement@nau.edu).

### ***What if our blinds need repair or we want new blinds?***

- GMMs will replace/repair damages to standard blinds at no charge.
- Repair of custom blinds is chargeable. Purchase and installation of new blinds is chargeable to your department. GMMs can assist with this service.
- You may call a vendor directly and ask for a free estimate for blinds. Any Renovation, Construction, Removal, and/or installation services that may disturb Asbestos Containing Material (ACM) or Presumed Asbestos Containing Material (PACM) will require a Hazardous Construction/Renovation Inspection for Hazardous Building Materials <https://nau.edu/facility-services/planning/asbestos,-lead,-and-pcbs/>
- **Refer to the Asbestos section prior to any work.**
- Purchase Order through Purchasing Services. The use of a PD document for these services shall be considered a violation to policies and procedures.
- You may call Purchasing at 3-4557 and ask them to solicit bids for your department.
- Statewide locations can refer to the supplement specific to your campus. Additional approvals may be required, contact Space Management for assistance at [SpaceManagement@nau.edu](mailto:SpaceManagement@nau.edu).

### ***What if our carpet needs repair or our department wants new carpet?***

- GMMs will replace carpet squares that have tears, fraying edges, and some bubbles. This service is not chargeable.
- GMMs do not patch holes in carpet.

- Purchase and installation of new carpet is chargeable to your department. A trade project manager can assist with this service. Call Facility Services at 3-4227 or visit <https://in.nau.edu/facility-services/> to request an estimate for this service.
- Statewide locations can refer to the supplement specific to your campus. Additional approvals may be required, contact Space Management for assistance at [SpaceManagement@nau.edu](mailto:SpaceManagement@nau.edu).

***What if our tile needs repair or our department wants new tile?***

- GMMs will perform minor floor tile repair and replacement (usually less than 10 square feet). This service is routine maintenance.
- Call Facility Services at 3-4227 or visit <https://in.nau.edu/facility-services/> to request service for loose and / or broken tile. Do not repair it yourself. Old tile may contain asbestos. (See Asbestos section) Purchase and installation of new tile is chargeable to your department if you are renovating the space. A trade project manager can assist with this service. Call Facility Services at 3-4227 or visit <https://in.nau.edu/facility-services/> to request an estimate for this service.
- Statewide locations can refer to the supplement specific to your campus. Additional approvals may be required, contact Space Management for assistance at [SpaceManagement@nau.edu](mailto:SpaceManagement@nau.edu).

**LANDSCAPE AND OUTDOOR SERVICES**

***What does the Landscaping and Outdoor Department do?***

- Grounds is responsible for promoting and maintaining a campus with healthy grass, trees, shrubs, and foliage.
- Grounds is responsible for irrigation systems and landscaping for all of the Flagstaff campus.
- Grounds provides snow removal for all of the Flagstaff campus.
- Statewide locations can refer to the supplement specific to your campus. Additional approvals may be required, contact Space Management for assistance at [SpaceManagement@nau.edu](mailto:SpaceManagement@nau.edu).

***What if my department wants flowers / plants / trees planted by our building?***

- All plantings are pre-planned by NAU's Landscape Architect in accordance with the Landscape Master Plan. As such, general one-off requests will not be accepted.

***What should I do about bugs, pigeons, bats, skunks, feral cats?***

- Call Facility Services at 3-4227 or visit <https://in.nau.edu/facility-services/> and enter a work request for service.
- LOS provides pest control for building exteriors. Interior pest treatment is contracted to an outside vendor.
- Facility Services has a variety of state and local agencies to contact for pest control services and animal services.
- Statewide locations can refer to the supplement specific to your campus.

***What if the trash dumpster is full?***

- Trash service is provided through a contract with the City of Flagstaff. The Operations department in Facility Services manages the contract. Call 523-4227 for assistance.
- When calling please include the bin number from the side of the dumpster. These numbers are the location identifiers for the city.
- Statewide locations can refer to the supplement specific to your campus.

***What if the trash bin at my exterior entrance is full or knocked over?***



- The Moving department empties these on a regular schedule, but can be dispatched upon request. Call Facility Services at 3-4227 for assistance.
- Statewide locations can refer to the supplement specific to your campus.

***What if the cigarette disposal container is full?***

- NAU is a tobacco-free campus, but if you find cigarette butts please call the Work Control Center at 3-4227 and the LOS or Moving Departments will be dispatched to remove the cigarette butts.

**HVAC DEPARTMENT**

***What does the HVAC (Heating, Ventilating, and Air Conditioning) department do?***

- HVAC is responsible for the mechanical equipment in your building that is not generally seen because it is located in the building walls, ceilings, or floors.
- HVAC inspects the mechanical equipment room in your building every day as part of Preventive Maintenance. They oil and grease pumps, clean filters, and check fans a minimum of every 6 months.
- HVAC maintains V-belts on air handling systems, and exhaust systems in addition to bearings and any moving part on equipment that has to do with moving air, and pumping of heated or chilled water throughout your building.
- HVAC has extensive Planned Maintenance programs for lab buildings including air compressors, vacuum pumps, air filtering systems, and lab valves.
- HVAC is in charge of maintaining and troubleshooting building control systems such as DDC, Pneumatic, and relay logic systems that control environment in all buildings and lab pressurization in our lab buildings.
- HVAC is responsible for steam and high temp hot water within our buildings, and control of these heating mediums.
- HVAC is responsible for multiple cooling units across campus, including chillers and A/C systems that cool your building.
- HVAC does not service nor install window air conditioners or space heaters.
- HVAC does not service water coolers, refrigerators, or walk-in coolers.
- Statewide locations refer to the supplement for your specific location.

***What if my room is too hot? Too cold?***

- HVAC adjusts room/building temperatures as routine maintenance. Call Facility Services at 3-4227 or visit <https://in.nau.edu/facility-services/> and submit a work request.

***How do we get air conditioning in our building?***

- A project initiation form must be submitted.
- New installation of a building air conditioning unit or connection to chilled water lines is chargeable to the requesting department.
- Window air conditioners are not encouraged due to energy consumption. They are not installed nor serviced by Maintenance personnel.
- Statewide locations refer to the supplement for your specific location.

***What if my thermostat is not working?***

- HVAC adjusts and installs new thermostats as routine maintenance. Call Facility Services at 3-4227 or visit <https://in.nau.edu/facility-services/> and submit a work request.
- Statewide locations refer to the supplement for your specific location.

***What can I do about the noise coming from my office vents?***

- HVAC inspects mechanical equipment for noises and other problems as routine maintenance. Call Facility Services at 3-4227 or visit <https://in.nau.edu/facility-services/> and submit a work request.
- HVAC inspects the mechanical equipment room in your building every day as part of preventive maintenance. They oil and grease pumps, clean filters, and check fans a minimum of every 6 months.

**BUILDING ACCESS SERVICES**

***What does the Building Access Services do?***

- Building Access Services is responsible for repair and maintenance of campus locks, automatic door openers, Lenel card reader doors, repairing cabinet locks, and the production of keys for all locks on campus. Keys, changing locks or re-keying lock systems for security reasons (i.e., lost or stolen keys), and special equipment locking devices are chargeable to your department. Call Facility Services at 3-4227 or visit <https://in.nau.edu/facility-services/> to request a free estimate for this service.
- Building Access Services maintains ADA (Americans with Disabilities Act) access operators as routine maintenance.
- Building Access Services provides safe and vault service including rekeying safes. This is a chargeable service. Call Facility Services at 3-4227 or visit <https://in.nau.edu/facility-services/> to request a free estimate for this service.
- Building Access Services installs computer and office equipment security devices. This is chargeable to your department. Call Facility Services at 3-4227 or visit <https://in.nau.edu/facility-services/> to request a free estimate for this service.
- Building Access Services provides security consulting for all campus departments. There is no charge for this service.
- Statewide locations refer to the supplement for your specific location.

***What should I do if our building can no longer be secured due to lost keys?***

- Immediately notify the NAU Police Department at 3-3611
- Statewide locations refer to the supplement for your specific location.
- Changing locks or re-keying lock systems for security reasons (i.e., lost or stolen keys) and special equipment locking devices are chargeable to your department. Call Facility Services at 3-4227 or visit <https://in.nau.edu/facility-services/> to request a free estimate for this service.

***What if I need a new key?***

- Key duplicates are always chargeable. Call Facility Services at 3-4227 or visit <https://in.nau.edu/facility-services/> and submit a work request. Please include the account or speed chart number to be charged.
- Statewide locations refer to the supplement for your specific location.

***What if I am locked out of my office or my building?***

- Please contact the NAU Police Department for access at 3-3611.
- Statewide locations refer to the supplement for your specific location.

***What if I lost my bike lock key?***

- Please contact the NAU Police Department who will contact Building Access Services to verify the lock can be cut.
- Statewide locations refer to the supplement for your specific location.



## **MOVING AND RECYCLING**

### ***What does Moving and Recycling do?***

- Moving and Recycling is responsible for maintaining BigBelly and aggregate trash receptacles on campus. This does not include trash dumpsters across campus. Trash dumpsters are contracted to the City of Flagstaff for service.
- Moving and Recycling provides moving services for chairs, desks, lab equipment, etc. which are chargeable to your department. Call Facility Services at 3-4227 or visit <https://in.nau.edu/facility-services/> to submit a work request.
- Moving and Recycling provides event support including table and chair rentals, and providing assistance with rental equipment. Call Facility Services at 3-4227 or visit <https://in.nau.edu/facility-services/> to submit a work request.
- Moving and Recycling provides chargeable forklift services (maximum lifting 6,000 lbs). Call Facility Services at 3-4227 or visit <https://in.nau.edu/facility-services/> to submit a work request.

Statewide locations refer to the supplement for your specific location.

### ***What if my department needs chairs and tables for graduation or some other event?***

- Moving and Recycling provides event support including furnishing table and chair rentals, and providing assistance with rental equipment. Call Facility Services at 3-4227 or visit <https://in.nau.edu/facility-services/> to request a free estimate for this service.
- The requesting department will be required to complete a [rental agreement](#) ensuring that rental items will be used only for university functions.
- Rental fees are listed in the Moving Department's Guide that can be found at: [https://nau.edu/uploadedFiles/Administrative/Finance\\_and\\_Administration/Facility\\_Services/Operations\\_and\\_Maintenance/\\_Media/MOVINGPUBP2%20-%20Updated.pdf](https://nau.edu/uploadedFiles/Administrative/Finance_and_Administration/Facility_Services/Operations_and_Maintenance/_Media/MOVINGPUBP2%20-%20Updated.pdf)
- If rental items broken during a rental period the replacement cost will be charged to the customer at a depreciated rate.
- Please plan to reserve items at least 6 to 8 weeks in advance. Graduation is especially busy and the demand for equipment exceeds the supply.
- Statewide locations refer to the supplement for your specific location.

### ***What if my department needs to move equipment such as file cabinets, desks, and other items?***

- Moving and Recycling provides moving services for chairs, desks, lab equipment, etc., which are chargeable to your department. Call Facility Services at 3-4227 or visit <https://in.nau.edu/facility-services/> to request an estimate for this service.
- Your department is responsible for packing all items to be moved. *Please remember to limit the weight of each box so that it can be lifted by one person.*
- Please empty all counters, credenzas, and bookshelves prior to moving.
- File cabinets may *not* have to be emptied depending upon where they are being relocated. The movers will be able to advise you regarding the best way to prepare for moving after they see the specific cabinets and the new location.
- Please empty desk drawers prior to moving. Even locked drawers will not keep items in place. Desks are often placed on end in order to fit into moving trucks, elevators and / or through doors.
- Moving and Recycling staff does not move personal items or plants.
- Moving and Recycling may supply boxes for a fee if requested.
- Statewide locations refer to the supplement for your specific location.

### ***What if my department needs to move something really heavy?***

- Moving and Recycling provides forklift services for items weighing up to 6,000 pounds.

- Charge rates are listed in the Moving Department's Guide that can be found at: [https://nau.edu/uploadedFiles/Administrative/Finance\\_and\\_Administration/Facility\\_Services/Operations\\_and\\_Maintenance/\\_Media/MOVINGPUBP2%20-%20Updated.pdf](https://nau.edu/uploadedFiles/Administrative/Finance_and_Administration/Facility_Services/Operations_and_Maintenance/_Media/MOVINGPUBP2%20-%20Updated.pdf)
- Call Facility Services at 3-4227 or visit <https://in.nau.edu/facility-services/> to submit a work request.
- Statewide locations refer to the supplement for your specific location.

## **PAINT DEPARTMENT**

### ***What does the Paint department do?***

- The Paint department staff is charged with maintaining the interior and exterior painted building surfaces.
- Statewide locations refer to the supplement for your specific location.

### ***What kind of painting is routine maintenance?***

- Interior painting may be done every 5 years or as needed upon approval.
- Statewide locations refer to the supplement for your specific location.

### ***What about painting the exterior of my building?***

- The Paint department monitors the planned painting maintenance on the exterior of buildings.
- A change in paint color is generally not approved. If you are interested in changing the paint color, a project initiation form must be submitted.
- Statewide locations refer to the supplement for your specific location.

### ***What about graffiti and / or vandalism to my building?***

- Graffiti and vandalism are corrected by the Paint department at no charge. Please contact the University Police Department at 3-3611 and then go online and file an online Damage Report. Please have the Damage Report number, which will be issued after filing the online Damage Report, when you call Facility Services at 3-4227.
- Racial slurs and obscenities are corrected on an emergency basis. Call 3-4227 for services. Please have the Damage Report number available when you call.
- Statewide locations refer to the supplement for your specific location.

### ***What kind of painting is chargeable?***

- Painting floors is usually chargeable to your department. Call Facility Services at 3-4227 or visit <https://in.nau.edu/facility-services/> to request an estimate for this service.
- Color change (non-maintenance colors) and accent colors.
- Renovation projects, graphics, and wood refinishing are typically chargeable. Call Facility Services at 3-4227 or visit <https://in.nau.edu/facility-services/> to request a free estimate for this service.
- Signage additions and changes are chargeable. Call Facility Services at 3-4227 or visit <https://in.nau.edu/facility-services/> to request a free estimate for this service.
- Statewide locations refer to the supplement for your specific location.

### ***What colors of paint may I choose from?***

- Standard maintenance paint colors are University Standard White and Minimal White.
- Any other color selections are chargeable to your department. Call Facility Services at 3-4227 to request a free estimate for this service.

***What should I do to change the numbering / signage in my building?***

- Call Facility Services at 3-4227 or visit <https://in.nau.edu/facility-services/> to request an estimate for this service. All interior and exterior signage requests are reviewed for adherence to University signage standards. Interior numbering is important for class scheduling, safety issues, etc. *These numbers are linked to fire alarm panels, electric panels, etc. Please do not change any interior numbering without the approval of Facility Services and the NAUPD.*
- A-frame signs are considered temporary signage and are \$21.00 each.

**PLUMBING and GAS SERVICES**

***What does the Plumbing Department do?***

- Plumbing is responsible for the general maintenance and repair of water and sewage underground systems. They are also responsible for plumbing fixtures within all University buildings, as well as exterior hose bibs.
- Plumbing is responsible for the entire natural gas distribution system. They perform daily work on gas furnaces, stoves, and other gas related appliances.
- Plumbing performs chargeable renovation of bathrooms, kitchens, etc. Call Facility Services at 3-4227 or visit <https://in.nau.edu/facility-services/> to request an estimate for this service.
- Statewide locations refer to the supplement for your specific location.

***What if there is no water in my building?***

- In the repair of a broken water line, Plumbing may have to isolate a building or several buildings to make a repair. Generally these types of repairs are scheduled and the building manager notified by Facility Services in advance of the shutdown. Water service will usually be restored within a few hours.
- Call Facility Services at 3-4227 if there is no water and / or your department has not been notified of a water shutdown.
- Statewide locations, immediately call property manager, then follow-up with Space Management.

***What if there is water flooding my building?***

- Immediately call Facility Services at 3-4227 for water cleanup. Operations and Maintenance staff, and possibly Plumbing and Custodial staff, will be dispatched to correct the flooding.
- Go online and file an online [Damage Report](#). Once you have completed and submitted the Damage Report, the report is automatically e-mailed to Risk Management, who will issue a claim number including follow-up instructions.
- Refer to the Environmental Health and Safety [Water Damage Guideline](#) or contact the Regulatory Compliance Manager at 3-6109.
- Statewide locations, immediately call property manager, then follow-up with Space Management.

**WINDOW AND GLASS REPAIRS**

***What should I do about a broken window?***

- All glass repair is contracted annually to an outside vendor. Call Facility Services at 3-4227 or visit <https://in.nau.edu/facility-services/> and enter a work request.

- General Maintenance Mechanics repair broken window cranks as routine maintenance. Call Facility Services at 3-4227 or visit <https://in.nau.edu/facility-services/> and enter a work request.
- In the event of broken glass, immediately call Facility Services at 3-4227 for clean-up by Grounds or Custodial Departments. Please keep people in your building away from the area.
- General Maintenance Mechanics or Carpentry staff will cover a broken glass door or window until the glass is repaired.
- Contact the University Police Department at 3-3611 if broken glass is due to vandalism or criminal damage.
- Statewide locations, immediately call property manager, then follow-up with Space Management.

***What if I need a window repair on the weekend or after normal working hours?***

- All glass repair is contracted to an outside vendor. Call Facility Services at 3-4227 to report the window. Normal repairs are Monday through Friday until 5:00 p.m.
- General Maintenance Mechanics or Carpentry staff can assist with covering a broken glass door or window until the glass is repaired 24 hours a day, 7 days a week. Call Facility Services at 3-4227 for assistance.
- If the repair request is needed outside regular business hours, the additional costs incurred for overtime service are chargeable to your department.
- Statewide locations refer to the supplement for your specific location.

## CUSTOMER SERVICE

### **CUSTOMER SERVICE**

#### ***What can we do better to serve you?***

- Call Facility Services Work Control Center at 3-4227 or visit <https://in.nau.edu/facility-services/>. Choose “Contact Form” to submit a written message.
- Facility Services would love to hear from you.

#### ***What if I have a billing question?***

- Work order details can be found on <https://in.nau.edu/facility-services/> Select Submit a Work Request. Enter Username and Password.
- Or Call Facility Services at 3-4227 for assistance.

## CUSTODIAL SERVICES

### **CUSTODIAL SERVICES**

#### ***What does the Custodial Department do?***

- Custodial Services has the responsibility of keeping the campus at the highest possible level of cleanliness.

#### ***What is team cleaning?***

- Team cleaning is a method of how a building is cleaned, by a team, as opposed to an individual.

#### ***What services are provided to our building by custodial services?***

- **Floors / Carpet** - Vacuuming, mopping, and buffing.
- **Trash** – Empties interior trash containers. (*Computer boxes, books, and other excess materials are not removed by custodians.*)
- **Restrooms** – Cleans, disinfects, and maintains supplies of soap, paper towels, and toilet tissue. (***Custodial does not supply roll towels in laboratories, classrooms, and building lunch rooms. Please call Campus Supply for assistance at 523-1108.***)
- **Furniture / Walls** - Dusts, spot cleans walls, class room desk tops and chairs, etc. (***Custodians do not dust individual desks, computers, and personal shelves.***)
- **Windows** – Washes interior windows at reach level.
- **Entrances** – Assists in keeping entrances free of litter, ice, and snow. Custodians assist in applying ice melt to building entrances. Landscaping Services clears exterior stairs and ADA ramps, sidewalks and pedways of snow, and deposits ice melt in these areas.
- **Building security** – Locks and unlocks the exterior of buildings, Monday through Friday.

#### ***What kind of custodial services are chargeable?***

- Carpet cleaning more than once a year. Cleaning and dusting window blinds.
- Stripping and waxing floors more than once a year is chargeable to your department.
- All custodial services requested for special departmental events are chargeable to your department. Call Facility Services at 523-4227 or visit <https://in.nau.edu/facility-services/>.

#### ***Who locks / unlocks my building?***

- Custodial Services unlocks **exterior** doors in the morning and locks the exterior doors in the evening, Monday through Friday.

#### ***What if our building needs new entrance floor mats?***

- Individual departments are responsible for maintaining and providing floor mats for their assigned building / area.

- For assistance with floor mat options, contact Campus Supply at 523-1108.

### **DISPOSAL OF NAU PROPERTY**

#### ***What should I do with equipment my department no longer uses?***

- Surplus Property is the **ONLY** department on campus authorized to dispose of excess and surplus University property. They will pick up and receive property no longer used or needed.
- Call Property Surplus at 3-4163 or submit an online request via e-mail at [Surplus.Property@nau.edu](mailto:Surplus.Property@nau.edu) or through the Surplus home-page at: <http://www.nau.edu/propadmin/psurplus> to arrange a pick-up of property.

#### ***What should I do with my used printer cartridges?***

- Campus Supply, located in Building 77/Facility Services, recycles these if you drop them off.

## **ELEVATOR REPAIR**

### **ELEVATOR REPAIRS**

#### ***What should I do if the elevator is stuck? Acting funny? Making noises?***

- All elevator repairs are contracted annually to an outside vendor. Call Facility Services at 3-4227 to report the elevator problem. Immediately call NAU Police Dispatch at 3-3000 if someone is stuck inside the elevator. Flagstaff Fire Department will rescue stuck passengers.
- Do not try to free someone stuck in the elevator.
- Do not submit elevator repair requests online through fsrequest. Call the Work Control Center at 3-4227 for all elevator repairs, 24 hours a day, 7 days a week.

#### ***What should I do if someone is stuck in an elevator?***

- Immediately call NAU police Dispatch at 3-3000 if someone is stuck inside the elevator. Flagstaff Fire Department will rescue stuck passengers.
- All campus elevators have an emergency phone that rings directly to a police dispatcher. If possible, remind the occupant to use the phone.
- Call NAUPD: EMERGENCY 3-3000.
- (See NAUPD Threats and Personal Safety Issues in this guide.)

## **EMERGENCY GUIDE**

### **FIRE/SMOKE**

1. Call 3-3000 and report location of fire. ALL fires, regardless of size, must be reported to NAUPD.
2. Activate fire alarm and alert others.
3. Use fire extinguisher on small fires only if you are properly trained and it is safe to do so (i.e. wastebasket size).
4. For large fires, GET OUT. Close doors if possible to confine fire as much as possible.
5. DO NOT USE ELEVATORS.
6. DO NOT BREAK WINDOWS. Oxygen feeds fires.
7. Stay low if moving through smoke.

### **FLOOD**

1. Call 3-4227 and report location of flooding. Facility Services will notify NAUPD.
2. USE EXTREME CAUTION around appliances or outlets near the leak and / or water.
3. If possible, secure vital records of your department.
4. Facility Services will dispatch custodial staff with equipment to remove water and technicians to control the flooding.

### **GAS**

1. Leave the building immediately. Call 3-4227 from the nearest building. Facility Services will dispatch personnel to your building to check for gas leaks, etc.
2. Facility Services will contact NAU PD, which will contact the Fire Department.
3. Do not turn off equipment.
4. Do not switch off lights. You do not want to create any sparks.

### **HAZARDOUS MATERIALS**

#### **SPILL:**

1. ACTIVATE THE FIRE ALARM.
2. EVACUATE THE AREA.
3. Call 3-3000 (NAU PD) AND REGULATORY COMPLIANCE AT 3-7799.
4. DO NOT ATTEMPT TO RESPOND OR CLEAN UP A SPILL OR RELEASE.

NOTE: See Regulatory Compliance for hazardous material storage.

### **POWER FAILURE**

1. Contact Facility Services at 3-4227. They will dispatch staff to determine the cause of failure and correct the problem.
2. If your phones do not work, try calling from another building.



## **NAU FIRE MARSHAL**

### **NAU FIRE MARSHAL**

#### ***What does the NAU Fire Marshal do?***

- Ensures Northern Arizona University meets fire and life safety codes in all buildings. Violations and deficiencies found are prioritized and proper notifications are initiated for corrections.
- Performs inspections campus wide.
- Issues construction permits for work in any university building.
- Reviews all new construction and remodel plans relative to fire, life and safety. Coordinates with appropriate building inspectors and / or Project Managers to insure compliance is completed.
- Develops and institutes Fire Prevention Awareness information and Emergency Evacuation Procedures plans and provides training to students, faculty, and staff.
- Acts as a liaison between local, state, or federal agencies dealing with fire prevention and the university in fire related matters.
- Detailed information may be obtained by visiting the NAU Fire Marshall web site for the following issues:
  1. Fire Life Safety Code Compliance;
  2. New construction and renovation plans review;
  3. Fire Life and Safety awareness and training;
  4. Investigate, research, and document safety concerns;
  5. Liaison between Local, State and Federal agencies, and NAU;
  6. NFPA (National Fire Protection Association).

<https://nau.edu/Facility-Services/Operations/Office-of-the-Fire-Marshal/>

#### ***Who inspects my building for fire and safety code compliance?***

- The NAU Fire Marshal will perform a complete, documented inspection of your building or area of concern by simply calling 3-4227.

#### ***Can I turn the alarm off if I know it was just burnt popcorn?***

- No, the area needs to be investigated by NAU PD. They will determine when to silence the bells and allow people to re-enter the structure.

#### ***We are going to have an open flame in our building, what should we do?***

- Contact the NAU Fire Marshal at 3-4227 and the Marshal will provide you with a burn permit.
- Statewide locations, immediately call property manager, then follow-up with Space Management.

#### ***Our organization would like to have an open flame outside on a campus site, what should we do?***

- Contact the NAU Fire Marshal at 3-4227. He will confirm the safety of your site and provide you with a burn permit.
- Statewide locations, immediately call property manager, then follow-up with Space Management.

### **TRAINING**

#### ***What type of training do you provide?***

- Fire Prevention Awareness and Emergency Evacuation Procedures training is available. Please call 3-4227 to schedule. (see the NAU Fire Safety Manual <https://nau.edu/Facility-Services/Operations/Office-of-the-Fire-Marshal/>)

***Are we going to have an evacuation drill in this building?***

- Evacuation Drills are performed in all residence halls twice a year.
- Drills in academic buildings are scheduled by the NAU Fire Marshal. Call 3-4227 if you have any questions.

## **RECYCLING**

### **RECYCLING AND ENERGY CONSERVATION**

***What should I do if my department has items to recycle?***

- Recycling is provided through the City of Flagstaff, which manages the trash dumpsters on campus.
- Items to be recycled may be placed in the nearest green dumpster.
- Statewide locations refer to the supplement for your specific location.

***What should my department do to conserve energy?***

- Please turn off lights when not in use.
- Please avoid use of portable heaters and window air conditioners.
- NAU conservation measures include reclaimed water on playing fields, motion sensors to save electricity in classrooms, and waterless restroom features.
- NAU has adopted sustainable standards in new construction and renovation. Please visit the U.S Green Building site for more information: <http://www.usgbc.org>

## **SNOW REMOVAL**

### **SNOW REMOVAL**

#### ***What are priority areas?***

- The first priority of snow removal is to provide access for people with disabilities. Access includes ramps, parking spots, connecting sidewalks, disability support services bus parking areas, residence halls, dining halls, and service and classroom buildings used by students, faculty, and staff with disabilities.
- Subsequent priorities include:
  1. Streets, fire lanes, bus turn-ins, and heavily used service drives.
  2. Sidewalks, stairways, bus shelters, commuter and staff parking lots, family housing, parking lots, and student resident parking lots.
  3. Delivery ramps and loading docks.
  4. Event parking lots.

#### ***What if my department has handicapped personnel and needs more attentive snow removal?***

- Please contact Facility Services at 3-4227 so that your building can be re-prioritized for snow removal. Ask to speak to a Grounds supervisor.

#### ***Is each priority area completed before moving to another area?***

- Although areas are prioritized, specialty teams of Facility Services personnel remove snow concurrently in all areas.

#### ***What if our building entrance needs to be cleared?***

- Custodians keep building entrances free of ice and snow.
- Custodians apply ice melt to building entrances.
- Custodians treat exterior stairs and ADA ramps.
- Facility Services personnel clear sidewalks and pedways.
- Call Facility Services at 3-4227 or visit <https://in.nau.edu/facility-services/> and ask for snow removal if needed in these areas.

#### ***What if classes are canceled?***

- Priorities shift to clearing streets and fire lanes.
- Parking lots and sidewalks serving essential services staff are kept clear.

***Why are some parking lots closed from midnight to 7:00 a.m.?***

- Various parking lots on campus are designated as snow removal lots and are marked with red and white signage.
- These lots facilitate snow removal efforts.

***How can I find out about road safety?***

- Visit [www.AZ511.com](http://www.AZ511.com)

***What if my car is plowed in?***

- Individuals are responsible to dig out their own vehicle. If a car is stuck and needs help, Motorist Assistance can help push. Call 928-523-9066 for assistance.

**TEMPORARY SIGNAGE**  
(NAU WHITE A-FRAME SIGNS)

***How can my department use the white A-frame signs to notify others about an event?***

- Call Facility Services at 3-4227 or visit <https://in.nau.edu/facility-services/> and enter a request for this service. Please allow 72 hours notice prior to delivery date.
- Sign rental will be limited to three days; any additional days will be considered a new rental agreement and the department will be charged the commensurate fee.
- Signs are not intended for commercial advertising.
- All departments are charged for signage, including a department sponsoring an outside vendor using campus facilities. Examples include, but are not limited to, 3A basketball tournaments, Home Show, Senior Olympics, Cardinals, Phoenix Suns, Blacksmith Conference, etc.

Current Fee Structure: □

A-frame signs are considered temporary signage and are \$21.00 each.

Examples: 10 signs delivered: \$21.00 x 10 = \$210.00

***What if I wish to create my own signs?***

- Departments, organizations, students, or staff wishing to create their own signs for use in the A-frame signs must receive prior approval from Facility Services. NAU has approved font type and size.

***What about vandalism of a sign?***

- Renting departments are responsible for theft, vandalism, or damage to any sign. The value of each A-frame sign is \$250.00. Department may be charged \$250.00 for each sign to be replaced.

***I've scheduled signs and it is snowing, what happens?***

- In the event of adverse weather, high winds, snow removal, etc., signs will not be placed and the department will be notified and will not be charged.

***What information must I provide for signage?***

- Facility Services will need the event name or title, time and date of event, the locations you need signage placed, time and date signs need to be placed and removed, an account to charge, and any other information you deem important.
- Call Facility Services at 3-4227 or visit <https://in.nau.edu/facility-services/> and enter a request for this service.
- Please contact Work Control at 3-4227 for assistance or further information.

## Fleet Services

### What Does Fleet Services offer?

- Information regarding Fleet Services can be found at: <https://nau.edu/Facility-Services/Operations/Transportation/Fleet-Services/>.
- Manages, maintains, and repairs the NAU fleet of state vehicles including rental, lease, and service vehicles throughout Arizona and in other states.
- Manages the fuel system on NAU Flagstaff Campus and the Voyager fuel cards used in NAU vehicles.
- Along with Purchasing, helps manage damage to the vehicle fleet.

### Vehicle Rentals

#### Who can rent a vehicle? How do I make a reservation?

- Fleet Services rents state vehicles to NAU employees to use for NAU business. Rates and rental request methods are available on the Fleet Services website.

### Outside Vendor Rentals

#### What if Fleet Services doesn't have a vehicle available for me to rent? Can I rent a vehicle outside of Flagstaff or in another state?

- If Fleet Services is unable to fulfill a vehicle request, outside vendors Budget or Enterprise may be utilized.
- Enterprise vehicles under the State of Arizona contract can be reserved through Fleet Services in cities and states outside of Arizona.
- Fleet Services will process the invoices for outside vendor rentals.

### Charter Bus Rentals

#### Does Fleet Services rent charter buses?

- An NAU charter bus is available to rent. Please contact Fleet Services for inquiries.
- Fleet Services can provide a list of outside charter bus vendors approved by the State of Arizona.

### Authorized Driver Policy & Van Training

#### Do I have to be an Authorized driver to drive NAU vehicles? Do I need special training to drive passenger vans?

- Yes, the Authorized Driver policy must be followed in order drive any NAU vehicle and to be covered by state insurance.
- Yes, van training is required to drive a 12-passenger van. A van training certification card must be physically present if renting a 12-passenger van.
- Fleet Services DOES NOT MANAGE the Authorized Driver Policy or van training. Information regarding the Authorized Driver Policy and van training can be found at: <https://nau.edu/facility-services/safety-training/>.
- Safety & Training is now part of the Environmental Health & Safety department.

### Incidents While Traveling

#### What should be done if an accident occurs in an NAU vehicle?

- For on campus accidents, notify NAU PD at 3-3611.
- If accident occurs off campus, contact the local police agency to file an incident report.
- Check vehicle's glove box for required documentation. *An accident form and insurance identification card are located in the vehicle's glove box.*
- Report all accidents and / or damage to Transportation Services Center at 3-2469 and then file an online [Damage Report](#).
- A completed [Automobile Loss Report](#) form shall be submitted to Risk Management on all motor vehicle accidents, regardless of the amount of damage, within 24 hours of the time of the accident.

- Risk Management is required to report all liability claims to the Arizona Department of Administration Risk Management Division within one day if there is bodily injury or if damage is expected to exceed \$10,000. All other losses are to be reported to Risk Management within 10 days.
- See <http://www4.nau.edu/cas/TSC/policy&procedures.htm>

## **Parking**

### **Is there parking available for personal vehicles at Fleet Services when renting vehicles?**

- Limited, designated parking is available near Fleet Services for personal vehicles with any NAU parking permit. Parking at any other location on campus is subject to Parking Services regulations.
- Outside vendor vehicles may be returned to designated parking spaces at Fleet Services. Parking outside vendor vehicles at any other location on campus is subject to Parking Services regulations.

## **Service & Repairs**

### **How do I get my NAU vehicle serviced or repaired?**

- Contact Dan Tajc ([Daniel.Tajc@nau.edu](mailto:Daniel.Tajc@nau.edu), 928-523-6441) regarding service or repairs for NAU vehicles.

**RISK MANAGEMENT**  
**Contracting and Purchasing Services**

**RISK MANAGEMENT**

***Where is Risk Management located?***

- Risk Management is located at Contracting and Purchasing Services, Building 98B. The mailing address is PO Box 4067 and the fax number is 3-1343. Any questions concerning Risk Management should be directed to 3-2009.

***What does Risk Management do?***

- Risk Management is responsible for the management of the University's property and liability insurance coverage programs which include the following areas that can be researched by accessing the website at [nau.edu/ics](http://nau.edu/ics).

<b><u>Online claims Damage Report</u></b>	<b><u>Property Insurance</u></b>
	Art Work Coverage
<b><u>Vehicle Insurance</u></b>	Damage/Theft Reporting Procedures
Personal Vehicles	Exclusions in Coverage
Rental Vehicles	NAU-Owned Property Coverage
University-Owned Vehicles	Shipping Insurance
Vehicle Accident Reporting	Third-Party Property Coverage
<b><u>Liability Insurances</u></b>	<b><u>Loss Prevention</u></b>
Employee Coverage	Training
Pilot Insurance	
Student Internship Coverage	<b><u>Property and Liability Claims</u></b>
Volunteer Coverage	Property Claims Filing Procedures
<b><u>Travel Insurance</u></b>	Third-Party Liability Claims Filing Procedures
Domestic Travel Insurance for Students/Volunteers	Third Party Report of Injury
International Travel Insurance	Vehicle Claim Filing Procedures
Mexican Automobile Insurance	Claims adjusting
Renting a Vehicle in a Foreign Country	Liaison with the Arizona Department of Administration Risk Management Division
<b><u>Forms</u></b>	<b><u>Forms</u></b>
Acknowledgement of Risk – Mandatory Programs	Assumption of Risk – International Travel to Countries under Travel Warnings
Assumption of Risk – Minors	Assumption of Risk – Voluntary Programs
Auto Loss Report	Independent Contractor Agreement
Request for Certificate of Insurance	Sole Proprietor Waiver
TULIP Insurance Program	Volunteer Registration

***Who insures the University?***

- The University is insured by the Arizona Department of Administration Risk Management Division (ADOA RMD). This self-insurance program, in accordance with Arizona Revised Statutes (A.R.S.) §41-621, et. seq. provides liability and University owned property coverage to all Arizona state agencies, including the Universities.

***What is the procedure to file an insurance claim if University owned property is damaged or stolen?***



- Theft of University owned property: Contact the NAU Police Department at 3-3611 (Dispatch) to file a police report then file an online [Damage Report](#) on the loss.
- Criminal damage to University owned property: Contact the NAU Police Department at 3-3611 (Dispatch) to file a police report and then file an online [Damage Report](#) on the loss.
- Damage to University owned property: (Not involving criminal activity) File an online [Damage Report](#). Once you have completed and submitted the online [Damage Report](#), the report is automatically e-mailed to Risk Management which will issue a claim number including follow-up instructions.
- University vehicle accident: If a University vehicle is involved in an accident, contact the appropriate law enforcement agency to file an accident report. If a University vehicle accident occurs on the NAU campus, contact NAU Police Dispatch at 3-3611 and then file an online [Damage Report](#).
- Damage to University vehicle: (Not involving criminal activity) File an online [Damage Report](#). Once you have completed and submitted the Damage Report, the report is automatically e-mailed to Risk Management, who will issue a claim number including follow-up instructions.

***What is the procedure when water damage occurs to a facility?***

- Immediately call Facility Services at 3-4227 for water cleanup. Operations and Maintenance staff will be dispatched to correct the flooding.
- Go online and file an online [Damage Report](#). Once you have completed and submitted the Damage Report, the report is automatically e-mailed to Risk Management, which will issue a claim number including follow-up instructions.
- Refer to the Office of Regulatory Compliance [Water Damage Guideline](#) or contact the Environmental Manager at 3-6109.

***Does Risk Management pay replacement cost on University equipment/property claims?***

- University owned personal property claims (moveable property such as computers, lab equipment, furniture, video equipment) are reimbursed on Actual Cash Value basis (ACV), which is replacement cost less depreciation.
- University owned real property claims (buildings) are reimbursed on the actual repair costs (such as but not limited to cost to clean carpet, repair walls, repair windows, )
- University owned vehicle claims are reimbursed on the actual cost to repair the vehicle.

***How long does it take to get reimbursed on a claim?***

- The timeframe to settle a property claim varies with the complexity of the claim.
- Property claims under \$2,500.00 are adjusted by Risk Management and can be settled upon receipt of all required documentation.
- Claims over \$2,500.00 and those involving subrogation are submitted to ADOA RMD for settlement, which can take longer depending on the complexity of the claim.
- Claims must be reported within 90 days following the discovery of the incident, unless there is bodily injury or if damage is expected to exceed \$10,000 then those claims must be reported within 1 day.

***Is there a deductible on property and automobile claims?***

- Yes. The deductible amount is \$2,500.00 and is currently being reimbursed by Risk Management and is subject to change.
- If the loss is less than the minimum of \$100.00, a claim will not be filed and the department will be responsible for the cost.

***Does ADOA RMD cover personal property? Personal vehicles?***

- ADOA RMD does not provide coverage for employee's stolen or damaged property. Contact Risk Management at 3-2009 for more details.

- No. ADOA RMD does not provide coverage for damage or loss of personal vehicles. ADOA RMD liability coverage is excess over any valid or collectable coverage provided by the employee's automobile insurance carrier.

***If a rental vehicle is used for University business, does the employee need to purchase the rental agency's insurance coverage?***

- To rent a vehicle from an outside rental company, contact Fleet Services at 3-2469 or visit it's [website](#) to ensure compliance with the rental processes, check for billing errors, and help with check-out/check-in of the vehicles. Fleet Services can recommend nationwide rental requests as well.
- The State of Arizona has contracts in place for use by the University that offers lower prices and additional coverages including the damage waiver with no deductible. In order to take advantage of these rates and benefits, reference the contract number for [Enterprise](#), [Hertz](#), or [National](#).
- Rentals outside of Fleet Services are discouraged. If necessary these rentals should be paid for using a University purchasing card ("P-Card") and include the damage waiver.

***Does the ADOA RMD provide insurance coverage to employees traveling to Mexico on University business?***

- Yes. The Mexican authorities recognize only Mexican insurance policies.
- ADOA RMD has purchased Mexican auto, aircraft, and general liability policies for University employees traveling to Mexico on University business.
- Before driving a University vehicle into Mexico, contact Risk Management at 3-2009 (within 10 working days) to obtain a Mexican Auto Insurance packet.
- Additionally, if you drive beyond the 15 mile "free trade zone" or to areas of Mexico other than Baja, you will need a written, notarized letter from your University department administrator stating that you are authorized to drive a University vehicle in Mexico on University business.

***If another agency requests proof of insurance from the University, what is the process?***

- Send the contract or agreement to [NAU-Contracts@nau.edu](mailto:NAU-Contracts@nau.edu) using a [Contract Signature Request form](#) for review and signing.
- Or send the signed contract or agreement (including all addendums) with a [Request for NAU Certificate of Insurance](#) form to [NAU-Insurance@nau.edu](mailto:NAU-Insurance@nau.edu). Risk Management will send the request form and copy of the contract/agreement to ADOA RMD to issue a Certificate of Insurance to the non-state entity.

**Important Note:** Any facility use agreement or contract/agreement must be reviewed and signed by an individual authorized to sign on behalf of the Arizona Board of Regents. University employees do not have the authority to sign contracts or agreements. ADOA RMD will not issue a Certificate of Insurance for contracts or agreements that contain inappropriate insurance, indemnity and/or hold harmless language. University is prevented from naming a non-state entity as an additional insured or waiving the State of Arizona's right to subrogate. A.R.S. §41-621(E) stipulates that "such coverage shall be excess over any other valid and collectible insurance".

***Are employees provided liability coverage when driving a University vehicle?***

- An officer, agent, or employee of the University shall be covered within the limitations of A.R.S. 41-621, while driving a University owned or non-University owned vehicle in the course and scope of employment.
- The key to determining if a University employee (agent of the state) has coverage is whether their use of the University vehicle is authorized by the University in that particular situation.

- If the employee has clear authority to use a University vehicle for University business, then ADOA RMD will extend liability coverage to that employee, assuming no intentional wrongdoing or criminal acts are involved.
- Registered volunteers acting at the direction and supervision of a University employee, and within the course and scope of their University authorized activities, are provided liability coverage by ADOA RMD while driving a University owned or rented vehicle. Volunteers and their University supervisors must fill out the [Volunteer Registration Form](#) and submit to Risk Management.
- University drivers need to complete the Defensive Driving Course, register their driver's license in PeopleSoft and complete training for specialty vehicles as required (e.g. van training). Refer to Fleet Services policies and procedures at <https://nau.edu/Facility-Services/Operations/Transportation/Fleet-Services/>.

***When is the use of a University vehicle not authorized?***

- University-owned vehicles are intended for official University activities and are not to be used for other activities including personal business.
- If an employee violates any of the following, they can be found personally liable by ADOA RMD for any property damage or injury caused:
  - 1) Activities that are not University sanctioned;
  - 2) Transporting persons such as family or friends, or any persons who are not University employees or officially affiliated with the University, or essential to accomplishing the purpose for which the vehicle is dispatched;
  - 3) Conducting personal business or for personal convenience;
  - 4) Driving while under the influence of alcohol or any illegal drug;
  - 5) Operating a vehicle without possessing a valid driver's license;
  - 6) Driving as a Registered Volunteer on a field trip where the Registered Volunteer is enrolled in the class.

***Who can ride in a state vehicle?***

- Only those persons essential to the accomplishment of the purpose for which the University vehicle was dispatched.

***Are students enrolled in an internship program provided professional liability insurance through ADOA RMD?***

- Yes. ADOA RMD provides liability coverage to students enrolled in a University approved internship program.
- Students in an internship program must be performing within the course and scope of their University authorized activities (it is recognized that internship programs often take place at remote locations and there may not be direct, daily on-site supervision).

***Do volunteers have liability coverage?***

- Yes. Registered volunteers, acting at the direction and supervision of University officials, and within the course and scope of their University authorized activities, come within ADOA RMD's coverage pursuant to Arizona Revised Statutes.
- Volunteers and their supervisors must complete the [Volunteer Registration Form](#) and the form must be on file with Risk Management prior to the volunteer's start date.
- Volunteers are defined as those persons doing University work under the direction and control of University officials and are not being remunerated by anyone for these activities.
- Volunteers are not covered if they commit a felony, theft, willful gross negligence or breach of contract.

***Are volunteers covered by Workers' Compensation?***

- No. Volunteers (including students and students enrolled in an internship program) are not covered by ADOA's Workers' Compensation program.
- Workers' Compensation is provided to paid University employees, including student employees.
- It is recommended volunteers obtain their own health/medical coverage prior to assisting the University.
- ADOA RMD has purchased a minimal Accidental Death and Dismemberment and Excess Medical Coverage for University volunteers. Call Risk Management at 3-2009, for more information.

***Do students have medical coverage if injured during a University activity?***

- No. ADOA RMD does not provide medical coverage to students injured while participating in University related activities or academic programs (e.g. field trips, internship programs, science/art labs, band/flag line, theatrical performances, physical education activities, club/organization functions).
- Students are encouraged to obtain medical/health insurance prior to participation.

***Do University clubs and organizations have liability coverage?***

- Clubs and organizations do not have liability coverage through ADOA RMD.

## **Environmental Health & Safety**

[www.nau.edu/ehs](http://www.nau.edu/ehs)

### **OCCUPATIONAL SAFETY PROGRAM**

- Supervisors and employees can contact NAU Environmental Health and Safety (EH&S) using the web site above for general health and safety concerns or potential hazards arising from equipment use, chemicals, or other physical hazards while going about normal campus business.

#### ***Where do I report an injury that occurs on the job?***

- Supervisors must complete an Online Report of Injury which can be found on the HR website ([www.nau.edu/hr](http://www.nau.edu/hr)) by searching "Report of Injury".

#### ***Who do I call for a general building and safety inspections and ergonomic audits?***

- Supervisors and employees can contact NAU EH&S via email: [NAUEHS@nau.edu](mailto:NAUEHS@nau.edu)

### **ENVIRONMENTAL SAFETY PROGRAM**

- Supervisors and employees should contact NAU EH&S via email: [NAUEHS@nau.edu](mailto:NAUEHS@nau.edu)
- Questions about NAU's air and water permits, radiation (lasers, x-rays, etc.) or general information please contact 3-6109.  
<http://www.research.nau.edu/compliance/orc/staff.aspx>

#### ***Indoor Air Quality:***

- Buildings need to be well ventilated and get fresh air to ensure odd odors don't build up.
- Contact the Environmental Health and Safety at 3-6109 if you think there may be a problem with indoor air quality. <http://www.research.nau.edu/compliance/orc/staff.aspx>

#### ***It seems hot and uncomfortable in my office, am I getting enough fresh air in here? I smell something odd.***

- Air sampling for various physical and chemical parameters can be conducted by the Environmental Health and Safety, 3-6109.  
<http://www.research.nau.edu/compliance/orc/staff.aspx>

### **HAZARDOUS MATERIALS**

#### ***What if there is a hazardous material spill in my building?***

- ACTIVATE THE FIRE ALARM.
- EVACUATE THE AREA.
- Call 3-3000 (NAUPD).
- Supervisors and employees can contact the Environmental Health and Safety for small spills : <http://www.research.nau.edu/compliance/orc/staff.aspx>
- DO NOT ATTEMPT TO RESPOND OR CLEAN UP A SPILL OR RELEASE.

#### ***What if my department needs to store hazardous materials?***

- Hazardous materials need to be stored in special locations to avoid unnecessary exposure.
- Storage locations consist of uniquely designed storage rooms or cabinets.
- The quantity of hazardous materials determines storage location.
- Contact the NAU EH&S Office ([NAUEHS@nau.edu](mailto:NAUEHS@nau.edu)), 3-6109, to find out if special storage criteria pertain to your department.



**NAU POLICE DEPARTMENT  
(NAU PD)**

**BUILDING SECURITY**

***What is a building violation? What do I do?***

- A building violation is a written notice documenting when a door or window is found unsecured after normal operating hours. Violations can include, but are not limited to:  
A door not being locked;  
A door being propped open with rocks or any other object;  
A door not properly latched;  
An accessible window being left open.
- Buildings are checked by a police officer or university safety aide as staffing permits.
- Building violations are emailed to the building manager to alert them to the nature of the problem and to address responsibility.
- A building manager may determine how they wish to maintain a violations.

***What if my building has a tunnel access?***

- Know the location of tunnel access in your building.
- Know if your tunnel access area is secured and / or alarmed.
- Recognize it as a biohazard / risk management area.
- **DO NOT ENTER TUNNELS** (Authorized Personnel Only).
- Unauthorized access is trespassing.

***What should I do about skateboarders around my building?***

- If comfortable doing so, politely ask them to leave and advise them of the university rules and regulations (see link below).
- If they are causing property damage or disturbing the peace, call NAU PD at 3-3611.
- See Campus Policies <https://nau.edu/student-life/policies/>

**POLICE REPORTS**

***How do I make a police report?***

- **Emergencies** - dial 911, 3-3000 or use blue emergency phone, which are located in numerous locations throughout campus. Non-emergencies: dial 928-523-3611, which is the NAU PD non-emergency line.
- When speaking with a dispatcher:
  - 1) Try to remain calm.
  - 2) Follow the dispatcher's instructions.
  - 3) Provide specific location such as building name, building number, and room number, parking lot number, name of the street you are on, the closest landmark, etc.
  - 4) Provide specific descriptions of suspects, if any.
  - 5) Let the dispatcher know immediately if medical assistance is required.
  - 6) Do not hang up until the dispatcher has gathered as much information as needed.

***What about damage to state property?***

- Complete the Damage Report on Insurance and Claims services' web site:  
<https://nau.edu/insurance-claims-services/damage-report/>

***What if I want to report something anonymously?***

- The NAU Police Department website has an anonymous report option:  
<https://in.nau.edu/police-department/anonymous-report/>

***What should I do about graffiti?***

- Report it to the NAU PD.
- See the **Paint** section for graffiti clean-up.

***What if I find lost property in my building?***

- If Building Managers choose to retain a lost and found for their building, they are individually responsible for managing and supervising the lost and found.
- Departments are strongly encouraged to turn over all found property to NAU PD on at least a monthly basis, particularly if value is estimated at more than \$25. NAU PD has a better capability to contact the lost item's owners should the property contain personally identifiable information.

***What do I need to know about the Clery Act?***

- The Jeanne Clery Disclosure of Campus Security Police and Campus Crime Statistics Act (Clery Act) is a federal consumer protection law which applies to and covers all students, faculty and visitors to the campus.
- To review the report, please visit [nau.edu/clery](http://nau.edu/clery).
- If you need to know whether you are a Campus Security Authority (CSA) or how to make a CSA report, please visit that portion of the [NAUPD webpage](#).

***What do I need to do when I receive a Crime Alert from NAU PD via e-mail?***

- Crime Alerts or Timely Warnings are sometimes mandated by the Clery Act to warn the campus community about a crime or incident which has occurred and are posted in an attempt to prevent future incidents.
- Each building manager should have a prominent location identified where visitors or employees in the building would likely see the announcement and keep it posted for at least (7) business days.

***What should I expect when police respond to calls regarding crimes in progress (alarms, robbery, etc.)?***

- Officers will assess the situation prior to entering a building.
- Weapons may be displayed and you may be confronted/questioned about your identification.
- The area will be searched.
- Identification of persons in the area will need to be verified.
- When an alarm is set off accidentally, the employee or student needs to call NAU PD immediately at 3-3000. The employee should provide identification, explain the situation, and follow the dispatcher's directions.



### **Hazardous spill**

- Officers will assess the situation prior to entering area.
- Other resources, such as fire and ambulance, may be requested.
- Buildings may be evacuated.
- Follow directions of officers and dispatchers.
- See Environmental Health and Safety link: <https://nau.edu/nau-research/research-safety-and-compliance/environmental-health-and-safety/>

### **Bomb Threats**

- Officers will assess the situation prior to entering a building.
- Information about the bomb threat call should be documented and provided to officers.
  - The Department of Homeland Security checklist <https://www.dhs.gov/sites/default/files/publications/dhs-bomb-threat-checklist-2014-508.pdf> is a good resource to print and keep at your desk.
- Information on suspicious people and items should be documented and provided to officers.
- Building may be evacuated.
- Follow directions of officers and dispatchers.

### **Other Emergency Management Resources**

The NAU Office of Emergency Management's webpage (<https://nau.edu/emergency-management/request-resources/>) contains many resources such as:

- Emergency Procedures poster
- NAU Preparedness Handbook
- Safety videos

## **THREATS AND OTHER PERSONAL SAFETY ISSUES**

### ***What should I do if someone is threatened?***

- Make timely police reports of all threats.
- Provide details about the person making the threats, known history, threat level, etc.
- Consider victim safety issues.
- Take all threats seriously until an investigation can be completed.
- Notify your supervisor.
- NAU PD offers training programs about workplace violence.

### ***What should I do if someone is stuck in an elevator?***

- All campus elevators have an emergency phone which rings directly to a police dispatcher.
- Dispatcher will immediately contact the Flagstaff Fire Department to assist the people entrapped in the elevator.
- Provide dispatcher with location of the elevator you are in.
- If you accidentally push the emergency button, please let the dispatcher know that it was an accident and an officer is not needed.

### ***What should I do about other elevator problems?***

- See <https://in.nau.edu/facility-services/> for non-emergency and mechanical problems.

### ***What should I do if I see something dangerous on campus?***

- Report it to NAUPD at 523-3611
- **Emergencies:** dial 911, 3-3000 or use **blue emergency phone** that are I in numerous locations throughout campus)
- Call Operations and Maintenance at 3-4227.

## **EMERGENCY PHONES**

### ***What are the blue lights on campus?***

- There are more than 150 emergency phones located across campus.
- Each phone may look different, but they are identified by a **blue** light.
- When a phone receiver is lifted or red button pushed, NAU PD is automatically dialed.
- NAU PD is able to immediately identify the location of the emergency phone.

## **NAU ALERT**

### ***How do I receive notification of life safety incidents, closures, or delays?***

NAU Alert is used by Northern Arizona University to send text messages to registered mobile phones in case of an emergency or a weather-related closure.

- Those with a NAU Louie account can register their phone and add up to two additional phone numbers.
- NAU Alert only sends the emergency or other urgent text message to those registered, and the system is not used to distribute advertising or other unsolicited content.
- To register for NAU Alert, please visit [nau.edu/naualert](http://nau.edu/naualert).
- Students, faculty, and staff are encouraged to visit the site annually to confirm continued registration or update phone numbers.

## **TRAINING / EDUCATION**

### ***What kind of training or educational programs does NAU PD offer?***

- The NAU Police Department offers presentations on numerous topics that can be found on the NAU PD web page: [nau.edu/police](http://nau.edu/police). NAU PD can adapt any presentation to your unique needs.

### ***What other services does NAU PD offer?***

- Close Patrol, Special Events, Special Enforcement, and Officer Standby Requests. Contact the NAU PD Patrol Lieutenant through 928-523-3611.
- [Fingerprinting](#)
- [Escorts](#)
- Lock Outs:  
Buildings – after hours, call NAU PD  
Vehicles – [See Parking Services](#)

### ***What if I have a complaint / commendation for NAUPD?***

- Refer to our [webpage](#), [nau.edu/police](http://nau.edu/police), or call 928-523-3611