Helpful phone numbers

Campus Facilities’ Customer Service Center
882-8211
Utility emergencies/outages
882-3333
University Police
882-7201
Environmental Health & Safety
882-7018
Business Services
882-7254

Helpful Web sites

MU’s home page
http://www.missouri.edu
Campus Facilities
http://www.cf.missouri.edu/
Building Coordinators Handbook
http://www.cf.missouri.edu/bldgcoor
Online Service Request Form
http://www.cf.missouri.edu/servicerequest/servicerequestform.php
Project Request Form
http://www.cf.missouri.edu/pdc/prf.htm
Building Coordinators List
http://www.cf.missouri.edu/bldgcoor/
Online Key Database
http://www.em.cf.missouri.edu/keys/
Online Card Access
http://www.em.cf.missouri.edu/cardaccess
Business Services
http://mubsweb.missouri.edu/default.htm
Temporary Use of Facilities reservation form
http://web.missouri.edu/~mubs/frameRM.html
University of Missouri Police Department
http://www.mupolice.com/
Environmental Health & Safety
http://web.missouri.edu/~muehs
Emergency Procedures
http://web.missouri.edu/~muehs/emergenc.htm
http://web.missouri.edu/~muehs/PDF/EHSHazMat.pdf
Radiation Safety Manual
http://www.missouri.edu/~muehs/draft/newrsm2/RSM_new_draft.htm
Introduction

Building coordinators and alternates serve as a very important liaison between occupants of their building and various campus service and support units, including Campus Facilities, Business Services, and MU’s Police and Environmental Health & Safety departments. Campus Facilities relies on coordinators to notify building occupants of events (e.g. planned utility outages, road closings, maintenance and construction) that may affect them.

Building coordinators and alternates are appointed by deans and/or, directors and/or department heads, and are usually available in their building during regular working hours. Coordinators and alternates should provide their home telephone numbers in the event of an after-hours, building-related emergency. Campus Facilities should be contacted as soon as possible when new coordinators or alternates are appointed.

A Building Coordinators list is published annually in the MU Student/ Faculty/Staff Directory. An online version (http://www.cf.missouri.edu/bldgcoor) is kept updated throughout the year. Building coordinators can be located by name and/or building on this searchable database.

Each of the following sections contains instructions and procedures — and names and phone numbers of individuals — relating to the responsibilities below.

Your Very Important Liaison Responsibilities:

- report emergencies occurring in the building
- develop a list of special equipment affected by utility emergencies
- serve as a point of contact during campus emergencies
- report occupational health and safety concerns to EH&S
• submit requests for maintenance and repairs
• disseminate pertinent construction and maintenance information to building occupants
• assist in scheduling repair and renovation projects
• approve and track building keys and electronic-access cards
• approve Business Services’ scheduling of after-hours building use
• update space-utilization reports
• assist with annual building inspections

This booklet was compiled by Campus Facilities Communications, with the assistance of Business Services, Environmental Health & Safety, and MU Police. We hope you find it useful. A PDF version of the handbook can also be accessed on the Internet at: http://www.cf.missouri.edu/bldgcoor.

Our sincere THANKS for all of your efforts as building coordinators and alternates!

Phil Shocklee
Associate Director
Campus Facilities
182 General Services Building
882-3301
Campus Facilities Customer Service Center
882-8211
Regular Hours: 7:30 a.m.-2 a.m., Monday-Friday
Service Request Form
http://www.cf.missouri.edu/servicerequest/servicerequestform.php
E-mail: umccfcustomerservice@missouri.edu

Campus Facilities is responsible for building maintenance in Education & General (E&G) buildings. Building coordinators should notify the Customer Service Center about:

- Air conditioning/heating problems
- Electrical problems
- Elevator problems
- Fire protection issues
- Light bulb replacements
- Pest control
- Plumbing repairs
- Power outages
- Water problems

Customer Service Center personnel need:

- A description of the problem
- Room number and building name or location
- Name and telephone number of the contact person
- An IOF (Internal Order Form) for recharge services

Requests are prioritized and sent to the appropriate service unit:

1. Emergency requests receive an immediate response.
2. Urgent requests receive attention the same day requested.
3. Routine service requests are scheduled based on the availability of tradespeople and materials.

Although anyone may report maintenance and repair problems to the Customer Service Center, problems should be reported through the building coordinator in order to eliminate duplicate requests.

Maintenance of specialized equipment (autoclaves, growth chambers, refrigerators, digesters, greenhouses, etc.) is the responsibility of campus departments. Repair services for this equipment, and other special services, are available on a recharge basis through CF’s Design & Construction Services (D&CS) unit at 882-2229.

Emergencies
Facilities emergencies are referred to the Customer Service Center during daytime hours, Monday through Friday, by phoning 882-8211.
After regular daytime hours, call 882-3333 to report emergencies.

**Building keys and electronic card access**

Building coordinators approve building key requests and grant card access to electronic exterior doors.

Building coordinators may request keys online with the Campus Facilities Key Database Program at:  

Call the Key Shop at 882-8219 for a user name and password. Most individual keys can be mailed in one business day. For security reasons, however, master and submaster keys must be picked up in person. The database is automatically updated with each key request or lock change.

Identification cards used for electronic access to exterior doors must be encoded at the Key Shop. Once encoded, building coordinators grant access to the user via the online Card Access Web program at [http://www.em.cf.missouri.edu/cardaccess](http://www.em.cf.missouri.edu/cardaccess).

Paper key-request forms (UMC Form 1) should be mailed or delivered in person to the Key Shop in the Conley Avenue Garage.

Key Shop window hours are 7:30 - 10 a.m. weekdays. Small quantities can be made “as you wait.” For larger orders, the Key Shop will notify you when your keys are ready. Keys may be picked up from the Key Shop in the Conley Avenue Garage during normal working hours.

For emergencies involving keys, call the Campus Facilities Service Desk, 882-8211. For general information and non-emergency calls, call the Key Shop, 882-8248.

**Maintenance**  
[http://www.cf.missouri.edu/m/index.html](http://www.cf.missouri.edu/m/index.html)  
882-3547

Maintenance ‘s regular hours are 7:30 a.m.-2 a.m., Monday-Friday. After regular hours, routine requests are recorded and problems resolved the next working day.

**Air-conditioning/Heating**  
882-8211

Air-conditioning and heating are activated as the season demands or, under extraordinary conditions, at the request of the building coordinator.
Electrical work
882-8211
Maintenance personnel conduct scheduled maintenance and needed repair of electrical systems in E&G space. Design & Construction Services (D&CS) personnel, 882-1170, install additional outlets and perform other special services.

Elevator repair
882-8211
Report elevator malfunctions to the Customer Service Center.

Fire protection
882-8211
Fire alarms, fire extinguishers and sprinkler systems are checked monthly. Smoke detectors are cleaned and tested annually.

Light bulbs
882-8211
Maintenance personnel replace burned-out bulbs.

Pest Control
882-8211
Campus buildings are treated twice annually — or as needed — for pests.

Plumbing repairs
882-8211
Maintenance personnel service plumbing systems of E&G buildings.

Nameplates/signs/banners
882-3248
Maintenance Sign Shop personnel produce nameplates, nametags, and custom-designed signs and banners. An IOF is required.

Energy Management
http://www.cf.missouri.edu/energy/
882-3094
To report utility emergencies, call 882-3094, 7:30 a.m.- 4 p.m., or 882-3333 after regular hours. Individual departments are responsible for emergency backup power when needed for special equipment during power outages.

If new, energy-consuming equipment is to be installed in your building, contact Energy Management to ensure that available utility
services are sufficient. Special requirements for uninterruptible utility service are the responsibility of the user.

Energy Management is the liaison with other utility suppliers and must be contacted regarding service changes or billing issues.

**Custodial & Special Services**

[http://www.cf.missouri.edu/css/index.html](http://www.cf.missouri.edu/css/index.html)

Hours of operation: Day shift: 4 a.m.- noon; evening shift: 4 p.m.- midnight, Mon.-Fri.

Custodial Services office: 882-6648

Special Services office: 882-5573

Custodial & Special Services (C&SS) is made up of two operational units: Custodial Operations and Special Services. **Custodial Operations** provides routine and periodic cleaning services to academic, research and administrative buildings on the MU campus and is supported by General Operating funding. **Special Services** provides recharge services to the MU campus though a Labor Shop, Table and Chair Rental Service and Custodial Equipment Repair Shop.

Contact the Customer Service Center at 882-8211 to report custodial emergencies and to request special cleaning (carpet shampooing, window/wall washing, graffiti removal).

- Labs, restrooms and other public areas are normally cleaned daily. Classrooms are cleaned three times a week and offices are cleaned weekly; large auditoriums are cleaned daily. Office carpets are cleaned on request; carpets in public areas are normally shampooed twice a year. Buffing and/or burnishing of floors in hallways, offices and entrances is performed routinely. Floor maintenance in classrooms is completed during semester breaks. Window cleaning is available on request on a recharge basis.

- Classroom chalk and erasers are furnished daily. Whiteboard markers are the responsibility of departments.

- Labor Shop personnel move furniture, equipment and supplies. Charges are based on an hourly labor rate.

- Rental furniture should be reserved at least two weeks before events. Furniture includes wooden and plastic folding chairs; 8-foot folding rectangular tables; podiums; and wooden and aluminum staging with steps and access ramps.
Planning, Design & Construction
http://www.cf.missouri.edu/pdc/
882-2229

Design & Construction Services
http://www.cf.missouri.edu/pdc/dc_services.htm
Design Services: 882-6800; Construction Services: 882-1170
D&CS is MU’s in-house architectural, engineering, interior design and construction team. It serves the campus’ low-cost construction needs for projects costing under $65,000.

Renovation/construction projects
882-2229

For physical changes to work areas or buildings — floors, walls, ceilings, lighting, brickwork, roofing, electrical, plumbing, sheet metal work, etc. — contact PD&C. PD&C’s design and project managers will assess your needs, determine the scope of the project, provide an estimate, and assist in the preparation of a Project Request Form (PRF) for initiating the project.

Construction Services
882-1170

- Computer cable installation
- Equipment repair
- Floor tile removal/installation
- Made-to-order furniture
- Metal furniture painting
- Painting
- Refrigeration repair
- Sheet metal work
- Welding

Interior design
882-6800

Design Services personnel provide consultations on furniture, office partitions, interior finishes, etc. An ISE or PRF is required for furniture specification and selection and project design services.

Landscape Services
http://www.cf.missouri.edu/ls/index.html
882-4240

LS personnel provide landscape architecture, construction, and maintenance services.

Snow is removed by LS personnel according to the following priority:
1. hospital drives
2. walkways and wheelchair ramps (C&SS’ custodians are responsible for removing snow from building entry and entryway steps.)
3. bus service and shuttle-bus routes
4. major sidewalks
5. minor sidewalks
6. delivery zones
7. parking lots

CF contracts with the City of Columbia for campus trash and Civic Recycling for recycling pick-up service. Call LS regarding problems.

Christmas trees (redcedar trees (junipers) are prohibited) must be treated with fire retardant before being placed inside buildings. LS personnel will treat the trees free of charge.
Business Services
311 Jesse Hall
882-7254
http://mubsweb.missouri.edu/default.htm

Scheduling Temporary Use of Facilities
The Business Services Office is responsible for the scheduling of facilities for temporary use, with the exception of Reynolds Alumni Center, Memorial Union, Brady Commons, and Hearnes Center.

Applications for use of facilities are made on line at: http://web.missouri.edu/~mubs/frameRM.html and forwarded to the respective Building Coordinator who reviews for use, time and date requested then forwards to Business Services (ROOMRESERVATION).

Facilities may be scheduled for temporary use when free of classes during the day; weekdays after 5:30 p.m. when free of classes and evening group exams; weekends; holidays; and during intersessions.

Posting of Materials on University Property
The Business Services Office disseminates information regarding the policy for posting material on campus and seeks the assistance of Building Coordinators to help wherever possible to post appropriate information.

Other Policies and Procedures
The Business Services Office seeks the help of Building Coordinators in reporting the sale and solicitation of products and the distribution of non-MU publications in University buildings. Building coordinator assistance is also sought for the placement and reporting of repair needs of vending machines and with refunds for malfunctioning machines.
University of Missouri Police Department
901 Virginia Avenue
882-7201
http://www.mupolice.com

For all emergencies, dial 911.
Dial 882-7201 for non-emergencies.

**Building coordinators should report immediately:**
- Crimes in progress
- Medical emergencies
- Suspicious persons in or around building
- Violations of university rules and regulations (i.e., bicycles and pets in building, etc.)

**Report as soon as discovered:**
- Thefts and vandalism to university and/or personal property

**University Police are also responsible for:**
- Locking and unlocking of buildings in emergency situations
- Assistance in equipment malfunction determinations during non-business hours (evenings and weekends)
- Phone for assistance in obtaining periodic security training for building coordinators.

A copy of the crime statistics (Clery Report) can be viewed on http://www.mupolice.com, or picked up at the University Police Department office in the Virginia Avenue Garage.

**Crime Prevention Works**
Most crimes occurring on campus are thefts and most are preventable.

Building Coordinators are asked to assist in our campus community’s crime prevention efforts by helping building occupants understand and practice simple crime prevention strategies: Keep valuables secured. Purses, wallets, laptops and such, should be keep where they cannot be accessed by thieves. Building Coordinators are like Neighborhood Watch Block Captains who facilitate information between the police department and their building occupants. The police department looks forward to working with you to help make our campus a safe place to live and work.
Environmental Health and Safety
8 Research Park Development Building
882-7018
http://web.missouri.edu/~muehs

Environmental Health & Safety (EHS) assists faculty, staff, and students with occupational health, safety, and environmental concerns. Services include the identification, evaluation, and analysis of risks; consultative assistance on worker environmental health and safety issues; oversight of the campus safety eyeglass program; and response to spills and releases of hazardous materials. The department also develops policies to maintain compliance with applicable state and federal regulations.

General Safety

- **Emergency Procedure Guides**: EHS has available two Emergency Procedure Guides: a pamphlet and an 8 ½” x 11” poster. To receive a copy of these, contact EHS at 882-7018. Both are also available in PDF format on the EHS Website: [http://web.missouri.edu/~muehs/emergenc.htm](http://web.missouri.edu/~muehs/emergenc.htm).

- **Building Emergency Plans**: The Building Emergency Plan allows building occupants to maximize preservation of life, environment, property, and equipment. In some cases, the Building Coordinator has the responsibility to develop, administer, and update the specific Building Emergency Plan as required. EHS will provide professional assistance, guidance, MU Emergency Operations Plan coordination, and approval. The Building Emergency Plan prepares clear and concise information about building emergencies. The plan covers emergency action plans for first aid, fires, explosions, tornadoes, severe weather, power outages, earthquakes, hazardous materials, radiation, and biohazard releases. A copy of the current Building Emergency Plan template is available from the EHS Web site at: [http://web.missouri.edu/~muehs/emerprep.htm](http://web.missouri.edu/~muehs/emerprep.htm).

- **Approval of open flames and fireworks**: Open flames include, but are not limited to, candles, oil lamps, lanterns, fireworks, and pyrotechnics. EHS must grant approval for use of open flames or fireworks during special events on campus. Open flames must be approved. To obtain approval for use of open flames or fireworks, please contact the Campus Safety Representative at 882-7018, at least one (1) week prior to the sched-

- **Building fire drills**: Building fire drills save lives. Contact the EHS Safety Representative at 882-7018 if your MU group, department, or building would like to plan and participate in the university’s yearly October fire drill. A general lack of knowledge about fire safety and prevention is the major cause of most fires.

- **Safety inspections**: General safety inspections are conducted by the Safety Representative or the Assistant Fire Marshal. An inspection includes, but is not limited to, points of egress, electrical concerns, and storage issues. After completing a safety inspection, the responsible area supervisor, building coordinator, Campus Facilities’ Maintenance, and appropriate personnel are contacted for remedial action. Periodic self-inspections of your work area will prevent injury/illness and will maintain a safe work environment. For more information on safety inspections, contact the Safety Representative at 882-7018, or view the appropriate web page at: http://web.missouri.edu/~muehs/inspections.htm.

- **Holiday decorations**: Special safety procedures must be followed when using Christmas trees and decorations in university facilities. All natural trees and evergreen decorations must be sprayed with a fire-retardant material by Campus Facilities. For information on Christmas tree spraying contact Campus Facilities’ Landscape Services, 882-4240. Department trees and decorations may be put up no earlier than Dec. 1, and must be removed from the site on or prior to the first working day following New Year’s Day (Jan. 2). Trees and decorations in residence halls and family student housing should be disposed of before the fall semester ends, except for units which will be occupied. Electrical cords for lights should not be run through or under a door, especially a metal door. Such practice can lead to electrocution or a fire. For more information on holiday decorations please contact the Safety Representative at 882-7018, or view the appropriate web page at: http://web.missouri.edu/~muehs/Christmasann.htm.

**Hazardous Materials Management**

Hazardous materials are substances that are corrosive, flammable, toxic, or reactive. Different Federal and State agencies regulate
disposal of these substances. MU’s Hazardous Materials Management program manages and monitors hazardous material use on campus. All hazardous materials used at MU must be under the authority of a Registered User (RU). An RU is the individual who has primary authority for locations where hazardous materials are used. More information is available in the Hazardous Materials Management Manual, available on the Web, at: http://web.missouri.edu/~muehs/PDF/EHSHazMat.pdf.

- **Spills:** If you encounter a spill and the Registered User or an appropriate chemical worker from the area is not available, call EHS at 882-7018 during regular working hours. After hours, on weekends, or holidays call MUPD at 882-7201. EHS provides oversight for the cleanup of spills or releases of hazardous materials.

- **Hazardous material pickup and disposal:** If you suspect a hazardous material is being incorrectly placed in a trashcan or down a drain, call 882-7018. Hazardous waste regulations are complex. EHS determines whether a material is a “hazardous waste.” All unwanted chemical, biological, and radioactive materials must be disposed of through EHS or an EHS-approved method. Alternative disposal methods may be used with written authorization from EHS.

- **Chemical storage and segregation:** Information on chemical storage and segregation is available at: http://web.missouri.edu/~muehs/Separation.htm.

- **Chemical labeling:** To maintain a basic level of safety, MU requires that all chemicals in hazardous material areas be clearly labeled. The labeling should include the original manufacturer’s label when possible. Labels on containers of all chemicals must have the chemical name. Labels on containers of hazardous chemicals must also show the hazard warnings (flammable, corrosive, oxidizer, water reactive, etc.). To learn more about labeling of both good and unwanted chemicals visit the following website: http://web.missouri.edu/~muehs/labeling.htm.

- **Monitoring:** For safety and regulatory compliance, EHS monitors areas where hazardous materials are used or stored. Results are discussed with the Registered User or a chemical worker either at the time of monitoring or via email. For more information on the monitoring program see: http://web.missouri.edu/~muehs/monitori.htm.
• **Fluorescent lamps**: Special handling is required because these lamps may contain toxic metals such as mercury, cadmium, and lead. Dispose of broken or intact lamps at a fluorescent lamp collection site. For more information, contact EHS at 882-7018 or check out the following website: [http://web.missouri.edu/~muehs/labeling.htm](http://web.missouri.edu/~muehs/labeling.htm)

• **Hazardous Material Use Area posting**: The EHS Hazardous Material Unit in Fall 2001 initiated a pilot, emergency response program for hazardous materials. All hazardous material areas will eventually have standardized signage posted at the entryway to each area. More information will be available after evaluation of the pilot program.

**Radiation Safety**

MU’s Radiation Safety program manages and monitors radioactive material use on campus. The Nuclear Regulatory Commission regulates disposal of these substances. All radioactive materials used at MU must be under the authority of an Authorized User (AU), an individual who has primary authority for locations where radioactive materials are used. More information is available on the Radiation Safety program at: [http://web.missouri.edu/~muehs/radiatio.htm](http://web.missouri.edu/~muehs/radiatio.htm) and in the Radiation Safety Manual, available on the web at: [http://www.missouri.edu/~muehs/draft/newrsm2/RSM_new_draft.htm](http://www.missouri.edu/~muehs/draft/newrsm2/RSM_new_draft.htm).

• **Radiation posting**: Areas where access is controlled for purposes of radiation protection are designated RESTRICTED AREAS. Restricted areas must be posted with: RESTRICTED AREA: NO EATING, DRINKING OR SMOKING; in most instances CAUTION: RADIOACTIVE MATERIALS; and in some instances AUTHORIZED PERSONNEL ONLY. Postings must be readily visible at all doors, portals, or other defined entryways to the restricted area for easy visibility, access control, and security of the radioactive material. Control and security of the radioactive materials must be maintained at all times.

• **Spills**: If you encounter a radiation spill and the Authorized User or an appropriate chemical worker from the area is not available, call EHS at 882-7018 during regular working hours. After hours, on weekend, or holidays call MUPD at 882-7201. Radiation Safety provides oversight for the cleanup of radiation incidents or spills.
• **Pickup and disposal of hazardous material**: If you see a radioactive material being incorrectly placed in a trashcan or down a drain, call 882-7018. Due to the complexity of hazardous waste regulations, EHS makes all campus determinations of whether a material is a “hazardous waste.” All unwanted chemical, biological, and radioactive materials must be disposed through EHS. Alternative disposal methods may be used only with written authorization from EHS.

• **Radioactive material delivery**: If a package marked Radioactive Materials is incorrectly delivered to your building call *immediately* the Radiation Safety Office at 882-7018. All radioactive materials used in research and teaching are delivered to campus via the Radiation Safety office.

• **Inspections**: EHS inspects areas using/storing Radioactive Materials for safety and regulatory compliance. Results of inspections are discussed with the Authorized User or a radiation worker either at the time of monitoring or via email. For more information on the inspection program see: http://www.missouri.edu/~muehs/draft/newrsm2/rss_quarterly_inspections.htm.

• **Control and security**: The MU Radiation Safety Program exists to provide safe work conditions and to meet the regulatory requirements in the control and security of radioactive materials. For information on the control and security of radioactive materials see: http://www.missouri.edu/~muehs/draft/newrsm2/guidance_for_control_and_security.htm.

**Industrial Hygiene**

The Industrial Hygiene team strives to provide clear communication and direction, lead the University community to improve safety and health, and be a credible resource of information.

• **Laboratory/Chemical hood monitoring**: EHS monitors all hoods on campus once a year to make sure they are in proper working condition. More information about laboratory hoods is available at: http://web.missouri.edu/~muehs/hoods.htm.

• **Personal protective equipment:** Some university employees are exposed to hazardous materials or hazardous situations during routine operations. In situations where engineering controls are not feasible or do not completely control the identified hazards, personal protective equipment (i.e. protective glasses, gloves, shoes, respirators, clothing, hearing, and headwear) must be used. You may request that an EHS Industrial Hygienist conduct a hazard assessment to determine the correct protective equipment. For more information call 882-7018 or check out the following website: http://web.missouri.edu/~muehs/safety.htm.

• **Indoor Air Quality (IAQ):** IAQ complaints should first be directed to the respective Building Coordinator, who will contact Campus Facilities’ Maintenance department. If a health hazard is suspected, the building coordinator or Campus Facilities will contact the Industrial Hygiene office at EHS as a resource to provide IAQ support. If there is an immediate health hazard, please contact an EHS Industrial Hygienist at 882-7018. More information on IAQ is available at: http://web.missouri.edu/~muehs/indoorairquality.htm.

• **Hearing Conservation:** The Hearing Conservation program protects faculty, staff, and student hearing from potentially damaging levels of noise. After noise sources are identified and monitored, the implementation of engineering, administrative, and personal protective equipment controls will reduce campus noise-level exposures. For more information on Hearing Conservation please contact an EHS Industrial Hygienist at 882-7018, or visit the following website: http://web.missouri.edu/~muehs/hearing.htm.

• **Ergonomic evaluations:** In many cases, individuals guided by the EHS Self-help Ergonomics Guide can correct ergonomic problems on their own. To request an ergonomic evaluation, contact the Industrial Hygiene office at EHS, so the priority of the problem can be established. The EHS Director will be contacted for approval to perform an ergonomic evaluation. For more information on ergonomic evaluations and to view a copy of the Self-help Ergonomics Guide see the EHS website: http://web.missouri.edu/~muehs/ergonomics.htm.
Biosafety Services

MU’s Biosafety Services are being developed continually and reviewed to provide a safe, sanitary, and progressive environment for students, faculty, staff, and visitors. Biosafety Services encompass monitoring, investigations, training, and food safety, as well as other sanitation-related programs.

- **Inspection of food-service operations**: Should you have a question or complaint about any food service operations on campus, please contact the Sanitarian at 882-7018. More information is available at: http://web.missouri.edu/~muehs/foodInspections.htm.

EHS inspects all food-service operations located on the University of Missouri campus. Food-service operations that utilize reusable dinnerware (silverware, plates, glasses, etc.) are also visited routinely to perform bacteriological testing to ensure the safety of all who use those facilities.

- **Infectious agent investigations**: If you suspect that someone has been exposed to an infectious agent or biohazardous material as the result of an event in your building, please contact the Biosafety Representative at 882-7018.

- **Water and food-related illness investigations**: If you suspect that someone has contracted a water- or food-related illness as the result of an event in your building, please contact the Sanitarian or the Biological Safety Professional at 882-7018.

- **Temporary Food Permits**: If you or your organization will be serving food, even if catered, you will need a Temporary Food Service Operating Permit. There are two ways to obtain a Temporary Food Permit. 1) Call or visit the Sanitarian at EHS with the necessary information so he may produce the permit. 2) Fill out the Temporary Food Permit on line and submit it to the Sanitarian for approval and signature. A Temporary Food Permit is not official until it has been approved and signed by the EHS Sanitarian. The Temporary Food Permit form is available at: http://web.missouri.edu/~muehs/foodpermit.htm.

- **Biological Safety Cabinets**: Biosafety Cabinets are primary containment devices that protect personnel, laboratories, and equipment from exposure to biohazardous materials. EHS monitors all primary containment cabinets on an annual basis.
to confirm proper operation. More information is available at: [http://web.missouri.edu/~muehs/biocabinet.htm](http://web.missouri.edu/~muehs/biocabinet.htm).

**Training Programs**

EHS offers a wide variety of safety training courses. Classes include, but are not limited to:

- Asbestos Abatement
- Asbestos Awareness
- Back Safety and Lifting
- Ergonomics
- Fire Safety and Extinguisher Training
- First Aid and CPR
- Food Handler Safety
- Forklift Safety
- Hazardous Materials Management
- Hearing Conservation
- Hood Safety
- Laboratory Safety
- Lead Awareness
- Radiation Safety
- Respiratory Protection

EHS also provides some classes in on-line format. For more information on EHS training classes contact the Training and Development Coordinator at 882-7018, or visit our website at: [http://web.missouri.edu/~muehs/training.htm](http://web.missouri.edu/~muehs/training.htm).

EHS will create and schedule classes for your department or group. Contact the Training and Development Coordinator for more information.
**Frequently Asked Questions**

**For all E&G buildings:**

**Who...** is responsible for maintenance in my building?
Your building’s maintenance zone manager, who can be contacted through the Customer Service Center at 882-8211. The center can also be emailed at umccfcustomerservice@missouri.edu, or a Service Request Form completed online at http://www.cf.missouri.edu/servicerequest/servicerequestform.php.

*After hours emergencies are handled on a call-in basis at 882-3333.*

**Should I call about cleaning concerns or special requests?**
Custodial & Special Services: 882-6648

**Should I call about insect problems?**
Campus Facilities’ Customer Service Center: 882-8211

**What...** should I do if my office is too hot/cold?
Call the Customer Service Center, 882-8211, or fill out the online Service Request Form.

**When...** will our office be repainted?
Individual offices have a lower priority than public spaces on campus (corridors, restrooms, etc.), and will be painted after public space has been repainted. However, if department personnel elect to pay to have their office painted they may do so by contacting Construction Services at 882-1170.

**Where...** do I go to get approval for an outdoor event?
Fill out an online or paper “Application for Use of Room or Building” (http://web.missouri.edu/~mubs/frameRM.html or UMC Form 42) and send it to Business Services for approval. If there are no scheduling or policy conflicts, it will be forwarded to Landscape Services for approval.

**How...** do I get the carpet in my office replaced?
Contact your Maintenance Zone Manager to find out when and if a replacement is scheduled.

**Do I report broken building fixtures or burned-out light bulbs?**
Contact your Maintenance Zone Manager, call or e-mail the Customer Service Center or use our online service request form to report the problem.

**Often should custodians empty office trash cans?**
Office trash cans are emptied weekly. Custodians, however, will gladly empty your trash if it is placed outside your office door.

**Will...** you plant flowers at my building?
LS maintains the campus in accordance with an approved landscape management plan for maximum use of our limited resources. Annual flowers have a high maintenance cost per square foot, so they are planted only in large beds where they make the greatest impact, and not at particular buildings. However, lower-maintenance perennials have been planted around various buildings.

**Should...** custodians move items to dust under them?
Custodians do not dust in offices except on a prearranged recharge basis. In areas where they dust, custodians are instructed to avoid the risk of damaging property and dust only around objects. If you clear an area of objects, your custodian will be glad to dust it.