

Campus Administrator Need to Knows for Maintenance and Custodial

This is designed to be a quick guide for campus administrators.

What is an Emergency?

1. Administrators should use their best judgement to determine what an emergency is in an effort to protect the safety and well-being of students and staff.
2. Some examples of what might be considered an emergency that immediate response is required:
 - a. Fire alarm panel going off.
 - b. Someone entrapped in elevator.
 - c. HVAC is not cooling or heating to a large section or entire building.
 - d. Power outage to the building or large section of the building.
 - e. Water outage to the building.
 - f. Sewer stop up or backing up multiple areas of the building.
 - g. No hot water in the kitchen during school day.
 - h. Someone smells what they think might be natural gas.
 - i. Someone smells or sees smoke.
 - j. Water leak that is considered a large volume of water that may cause serious damage to CISD Facilities.
 - k. Major roof leak in which you can see daylight from the ground through the roof.
3. Some examples of what would NOT be considered an emergency and should be addressed by submitting a work order:
 - a. HVAC is not cooling or heating in one room or space.
 - b. One or two lights out in a classroom or area.
 - c. Outlet not working.
 - d. Any type minor water drip or leak whether inside or outside that the water is running into a drain and the water is not causing damage to CISD facilities.
 - e. Roof leak that is not significant in nature that is not being absorbed by the ceiling tiles or the water cannot be held by a trash can temporarily. Campus custodians should put a trash cans under active leaks until Maintenance can respond.

How do I report a Maintenance and Custodial emergency?

1. During normal business hours of 7:00 AM – 4:00 PM, Monday through Friday, excluding holidays contact the Maintenance & Custodial Department @ 936-709-8750.
2. Outside normal business hours as listed above contact CISD Police Department Dispatcher.
3. Campus event supervisor or campus administrator will need to report the nature of the problem, provide name, and provide a mobile phone number for call back.
4. On-call employees or department supervisors or administrators may contact the person making the report for clarification of problem or concern.
5. Dispatcher will contact on-call Maintenance Department employee who will either respond to the need or contact appropriate personnel to resolve reported issue.
6. In those cases where areas are being requested that a facility request have not been submitted for, it will require communication from the campus principal for approval. For facility rentals communication will need to take place between the renter and the CISD facility rentals staff for approval and coordination.