

“Safety”: Any Service Request that requires immediate attention due to an immediate risk of injury or bodily harm. Examples may include *but are not limited to*:

- (1) Electrical faults: broken wires, sparks, “hot spots”, etc.
- (2) Structural faults: Fallen walls, structural supports, ceilings, fixtures, etc.
- (3) Equipment faults: Vehicles, scaffolds, lifts, boilers, fryers, etc.
- (4) Infrastructure faults: Broken gas lines, broken water lines in proximity to electrical equipment, etc.

“Maintenance – Immediate”: Any Service Request that requires immediate maintenance service due to an immediate risk to C.O.S. property (equipment, facilities, and/or resources) OR and immediate and direct negative impact on any C.O.S. classroom activity but does NOT pose an immediate risk of injury or bodily harm. Examples include but are not limited to:

- (1) No power or lights in a classroom
- (2) No heat in a classroom
- (3) Roof leaking into an active classroom
- (4) Abnormal equipment noises or sounds in or around a classroom/facility
- (5) Known break or failure of any fire alarm systems

“Maintenance – Routine”: Any Service Request that does NOT require immediate maintenance service as described above under “Maintenance – Immediate”.

“Custodial – Immediate” Any Service Request that requires immediate custodial service due to the nature of the incident or condition. Examples include but are not limited to:

- (1) Spills
- (2) “After Injury” (Bloodborne Pathogen) cleanups
- (3) Acts of vandalism

“Custodial – Routine”: Any Service Request that does NOT require immediate custodial service as described above under “Custodial – Immediate”.

“Operational – Immediate”: Any Service Request that requires immediate service from our staff due to the nature of the incident or condition. Examples include but are not limited to:

- (1) Sudden and unexpected preparation of an area or equipment for a class
- (2) Sudden and unexpected preparation of an area or equipment for an event
- (3) Sudden and unexpected need to transport freight/equipment

“Operational – Routine”: Any Service Request that does NOT require immediate custodial service as described above under “Operational – Immediate”. Examples include but are not limited to:

- (1) Routine paper or freight deliveries

NOTE: The Maintenance Department will review each Service Request upon receipt and reserves the right to re-classify and/or prioritize all C.O.S. Service Requests.