
FACILITIES OPERATIONS – WINTER WEATHER PLAN

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FACILITIES OPERATIONS - WINTER WEATHER PLAN

Facilities Operations Managers will review the current version of the "Winter Weather Plan" with their respective staff members in November of each year.

BACKGROUND

All Facilities Operations personnel are considered essential employees, and as such, are expected to report to work at their regularly scheduled times in the event of adverse winter weather. Essential employees may also be asked to report early, stay late, or work on weekends depending on the nature of the weather emergency. Exceptions must be requested in advance and approved by the employee's supervisor and manager. Every employee will have a role to play in support of Facilities Operation's efforts to help keep the university community safe and restore the campus to normal operation as soon as possible after the winter weather event.

ORGANIZATIONAL STRUCTURE FOR WINTER WEATHER RESPONSE

The Grounds Manager is the Head Coordinator of the Winter Weather Plan and serves as the main liaison with Campus Police during winter weather events.

Grounds and Facility Services (Housekeeping) are the primary Facilities Operations units responsible for snow and ice removal with support from the Facilities Operations trade shops and the Housing and Residence Life maintenance and housekeeping staffs. Responsibilities are generally divided as follows:

- Grounds maintains and operates all motorized equipment used for the removal of snow from campus roads, drives and sidewalks, and is responsible for the preparation and application of brine pre-treatment solutions. Grounds also administers contracted snow removal services, supplemental equipment rentals and purchase of sand and ice melt products.
- Facility Services is responsible for removal of snow and ice from building entrance landings, steps and walks outward of 25 feet from those entrances.
- Personnel from the remaining Facilities Operations trades shops will supplement and enhance the work of Grounds and Facility Services and have been assigned areas of responsibility under the existing shop supervisory structure.
- Residence Life maintenance personnel are responsible for the removal of snow and ice from the entrances and steps to all campus residence halls.

A map has been developed to guide the deployment of departmental resources across campus in

the event of adverse winter weather. The map identifies the highest priority pedestrian travel routes and the primary and secondary priorities for clearing building entrances.

This map also divides the campus into smaller geographical areas or “blocks.” Each trade shop has been assigned a specific block and will be responsible for clearing any sidewalks, steps, or entrances that fall outside of the responsibilities of Grounds and Facility Services. Trade shop personnel will also assist with the application of sand and ice melt products as directed. Block Supervisors will coordinate their efforts with the Grounds equipment operator and the Facility Services Supervisors in their block. It is important to note that it is the joint responsibility of each Manager and Block Supervisor to balance snow removal responsibilities with each shop’s core maintenance function and to staff for those tasks accordingly.

The blocks have been assigned as follows:

- Block 1 - Lock Shop
- Block 2 - Carpentry/Paint Shop
- Block 3 - Plumbing Shop
- Block 4 - PAC Zone/Sports Turf Zone
- Block 5 - Electrical Shop
- Block 6 - Zone Shop
- Block 7 - HVAC Shop
- Block 8 - Grounds Shovel Team
- Block 9 - Housing and Residence Life Shop

The Office of Waste Reduction and Recycling is responsible for clearing the areas around dumpsters to help facilitate the pick up of trash and recycled materials.

ADVANCED PREPARATIONS

On or before the 1st of November, each Facilities Operations Manager is responsible for the following:

GROUND

- The Grounds Manager will meet with the City of Greensboro to finalize strategies for snow removal on Spring Garden Street and other city streets on campus
- Inventory stocks of salt, ice melt and sand and order as necessary
- Inventory and prepare brine solution
- Operationally test all snow removal equipment:
 - Truck-mounted Snow Plows
 - Gravely Walk-Behind Plows

- Ventrac Plows
- Skid Steer Loaders
- Sand Spreaders
- Brine Equipment
- Back Hoe
- Order any necessary replacement equipment or repair parts
- Contact snow removal contractors and negotiate fees for parking lot snow removal.
- Contact equipment rental company(s) to negotiate terms and conditions for reserving and supplying supplemental equipment:
 - 2 skid steer loaders
 - 1 four wheel drive backhoe
- Review and update staff contact information
- Review and issue PPE* to staff

FACILITY SERVICES - Housekeeping

- Inventory snow-shovels and order any necessary replacement equipment
- Coordinate stocking ice melt in building staging areas as required
- Operationally test snow blowers for proper operations
- Review and update the contractual requirements for housekeeping service providers in conjunction with this plan
- Review and update staff contact information
- Review and issue PPE* to staff

UTILITIES – Electrical Shop, Plumbing Shop, HVAC Shop

- Test operation of ramp heaters at Walker Deck.
- Inventory snow-shovels and order replacement equipment
- Test portable generators
- Block Supervisors review specific areas of concern in their assigned blocks and “lessons learned” with staff
- Review and update staff contact information
- Review and issue PPE* to staff

BUILDINGS – Lock Shop, Carpentry/Paint Shop, Pac Zone Shop, Zone Shop

- Inventory snow-shovels and order replacement equipment
- Block Supervisors review specific areas of concern in their assigned blocks and “lessons learned” with staff
- Review and update staff contact information
- Review and Issue PPE* to staff

*PPE: Minimum Personal Protective Equipment required for all personnel participating in snow or ice removal includes:

- Snow Cleats
- Gloves
- High Visibilty shirts or vests if working in or adjacent to streets
- Additional PPE required for operation of specific equipment

OFFICE OF EMERGENCY MANAGEMENT AND WEBEOC

The Office of Emergency Management will monitor winter weather advisories from the National Weather Service. Approximately 1 week in advance of the onset of adverse winter weather, the Director of Emergency Management will create a winter weather “event” on WebEOC and contact all EPART members via email that the WebEOC event has been posted. EPART (Emergency Preparedness and Response Team) members have been instructed to enter information on campus functions that are scheduled to take place within the time frame of the projected winter storm. Posting this information will allow Facilities Operations to properly plan and staff for these functions. EPART members have been further directed to continue to update event information as the actual adverse weather approaches and /or the status of the event changes. Facilities Operations has trained several members of its administrative staff to use the WebEOC System. In addition to being able to monitor the status of significant campus events, Facilities Operations will receive information about specific areas of concern through WebEOC.

PRE-EVENT MEETING

Approximately 3 days before a forecasted snow or ice event, the Grounds Superintendent will schedule a pre-event meeting of the Facilities Operations Management Team in the Campus Supply Building Training Room. Attendees to this meeting will include:

- Facilities Operations Managers
- Office of Emergency Management
- Block Supervisors
- Grounds Supervisors
- Facility Services Supervisors
- Residence Life representatives
- Work Information staff member(s)

This purpose of the pre-event meeting is to discuss the specifics of the imminent weather event. The agenda for this meeting will include:

- A review of the weather forecast
- Staffing level contingencies and any modifications to staff work schedules, shift reporting times or job assignments
- Application of brine pre-treatment

- Application of sand and/or ice melt products
- A review of the status of scheduled campus events and facilities effected
- Communications

72 HOURS BEFORE SNOW OR ICE IS FORECASTED TO BEGIN:

- Facility Services will verify building inventories of ice melt and shovels
- Block Supervisors will verify inventories of hand tools and ice melt
- Grounds will verify the operation of equipment
- Grounds will make the initial decision regarding application of brine pre-treatment based on the current conditions and the projected forecast

48 HOURS BEFORE SNOW OR ICE IS FORECASTED TO BEGIN:

- Grounds will mount snow plows on trucks and the walk-behind equipment
- Grounds Manager will contact POCAM (Parking Operations & Campus Access Management) to verify requirements for clearing parking lots
- Grounds Manager will contact the snow removal contractor to verify the availability of snow removal equipment for the parking lots.
- Grounds Manager will make the call regarding the need for supplemental equipment
- Grounds will continue brine application if necessary and effective

24 HOURS BEFORE SNOW OR ICE IS FORECASTED TO BEGIN:

- Grounds and Facility Services staffing levels and work schedules will be finalized
- When a snowfall of 2 inches or more is forecasted, Grounds will arrange to have the snow removal contractor preposition equipment for parking lot snow removal unless otherwise directed
- Grounds will continue brine application if necessary and effective
- Grounds will accept delivery of supplemental equipment

DURING THE WEATHER EVENT

PLAN IMPLEMENTATION PROCEDURE AND NOTIFICATION

1. The Grounds Manager will make the decision to implement the plan and mobilize the appropriate level of staffing previously discussed during the pre-event meeting
2. The Grounds Manager will contact the Grounds Supervisors, the Facility Services, Utilities, and Buildings Managers and Housing and Residence Life.
3. Each Managers will contact their Supervisors

4. Supervisors will contact their staff members
5. Staff members will report to their Supervisor for assignment

INITIAL SNOW REMOVAL PRIORITIES

1. As conditions warrant, Grounds equipment operators will begin snow removal from walks, roads, and drives based on the pre-approved, prioritized map. This map has been developed in conjunction with the campus community, including; Disabled Student Services, Housing and Residence Life, Campus Police and Environmental Health and Safety. In general the snow/ice removal priorities are:
 - a. Walking routes from the residence halls to Gove Student Health Center
 - b. Walking routes from the residence halls to the Dining Hall
 - c. Primary walking and driving routes to the academic and administrative and support buildings
 - d. Surface Parking Lots
 - e. Geographically remote administrative buildings [711 Sunset, 1100 W Market, Beecher-Weaver, 2900 Oakland, Police Station (Lee Street) and 1605 Spring Garden Street.]

Within each of these prioritized categories the designated ADA entrances and/or paths of travel will be cleared first and then the main building entrances (if these are not the same). Not all entrances to a building are required to be cleared initially. After the primary pedestrian paths and building entrances have been cleared, snow and ice removal efforts will continue until all building entrances, emergency exits, steps and walks have been cleared.

2. Facility Services will clear the designated primary building entrances and exits and monitor them throughout the event
3. Block Supervisors will direct employees to predetermined areas within the block and dispatch them to address specific areas of concern as they become known

COMMUNICATION

OFFICE OF EMERGENCY MANAGEMENT/WEBEOC

The Office of Emergency Management has publicized a centralized phone number and an email address for the campus community to use when reporting winter weather related hazards or concerns. Information provided to the Office of Emergency Management will be passed along to Facilities Operations via the WebEOC system. Facilities Operations staff will monitor the WebEOC system for areas of concern and to check the status of significant campus events posted by other WebEOC users. Facilities Operations will also use WebEOC to share information about the completion of snow removal milestones and to provide feedback on the progress of tasks assigned

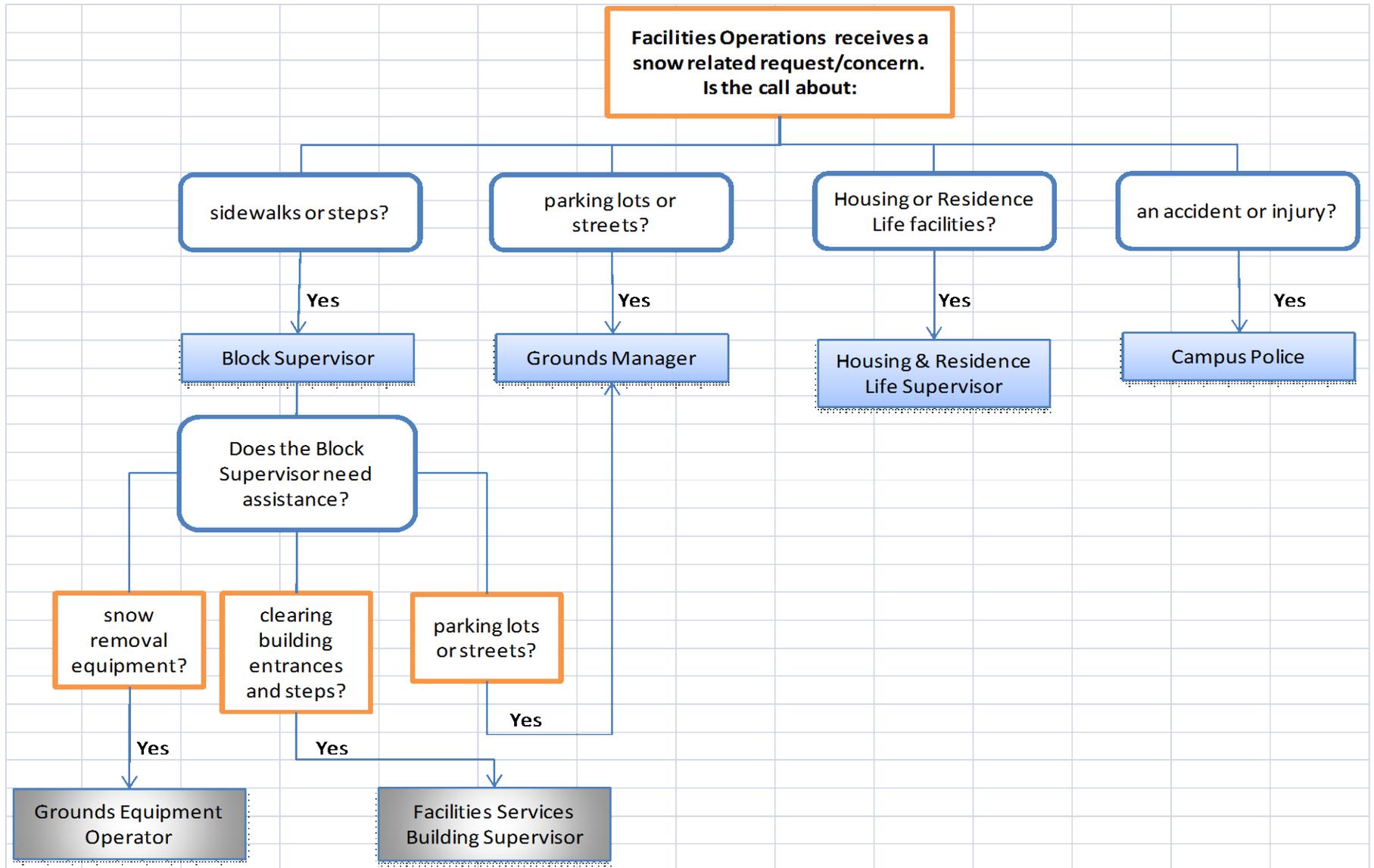
through WebEOC. Facilities Operations Work Information Center will post a “Department Status” update to WebEOC at the beginning of the business day. Additional WebEOC Updates will be posted by WIC throughout the event as appropriate.

FACILITIES OPERATIONS INTRA-DEPARTMENTAL COMMUNICATIONS

Facilities Operations recognizes that it will also receive information about potential weather related hazards and concerns from a number of different sources across campus. Facilities Operations Work Information personnel will use the attached flow chart (Appendix A) to help process requests and direct resources.

The primary means of communication during a winter weather event should be the Facilities Operations radio band. This will simultaneously broadcast information to the largest number of employees to help Facilities Operations apply the most appropriate resources to the problem in the shortest amount of time.

APPENDIX A – FACILITIES OPERATIONS COMMUNICATIONS FLOW CHART



APPENDIX B – AVOIDING WINTERTIME SLIPS AND FALLS

- Walking on snow or ice is especially treacherous and wearing proper footwear is essential.
- A pair of well insulated boots with good rubber treads is a must for walking during or after a winter storm.
- Wear ice cleats on icy sidewalks or streets.
- When walking on an icy or snow-covered walkway, take short steps and walk at a slower pace so you can react quickly to a change in traction.
- When you must walk in the street, walk against the traffic and as close to the curb as you can.
- Be on the lookout for vehicles which may have lost traction and are slipping towards you. Be aware that approaching vehicles may not be able to stop at crosswalks or traffic signals.
- Walk carefully inside buildings when you have wet boots. Remove ice cleats. Brush snow off or remove wet boots. Walk carefully on wet floors inside buildings.
- At night, wear bright clothing or reflective gear, as dark clothing will make it difficult for motorists to see you. During the daytime, wear sunglasses to help you see better and avoid hazards.

APPENDIX C – BE SAFE WHILE SHOVELING SNOW

While snow shoveling can be good exercise, it is also a vigorous aerobic activity that can lead to back strain, injury or muscle soreness if you are not used to exercise, or even heart attacks if you have certain risk factors. Those most at risk for a heart attack include:

- Anyone who has already had a heart attack
- Anyone with a history of heart disease
- Anyone with high blood pressure or high cholesterol levels
- Smokers
- Diabetics

If you have any of these risk factors, check with your doctor before shoveling snow

The following tips can help you shovel safely:

- Avoid caffeine or nicotine before beginning. These are stimulants, which can increase your heart rate and cause your blood vessels to constrict. This places extra stress on the heart
- Treat snow shoveling like any other workout. Warm up your muscles before shoveling. Warm muscles work more efficiently and are less likely to be injured. Here are some suggestions:
 - Jog in place
 - Butt Kicks (that is, bend your knees and have your heel “kick your butt”)
 - High Knees (bring your knees up to your chest)
 - Alternately swing legs forward and back (hold on to something for stabilization if necessary)
 - Swing your arms in circles and reverse (include shoulder and neck rolls)
 - With your arms straight out, bend at the waist with flat back (repeat 10 times)
 - Twist your torso gently back and forth
- Dress for the weather – wear several layers of lightweight clothing that are easy to move in. Wearing the proper clothing keeps muscles warm and less vulnerable to strains. An inner layer of synthetic fibers helps wick away perspiration better than natural fibers. Make sure your head, including your ears, feet and hands are well covered

- Pace yourself and take breaks as needed
- Hydrate – drink water frequently
- Use a shovel that is comfortable for you height and strength. Use a small shovel or fill only one half or one fourth of a large one
- Use good shoveling technique. Try to push snow instead of lifting. If you must lift, do it properly. Keep the shovel close to your body, with your hands at least 12 inches apart. Squat, using your legs to do the work instead of your back.
- Do not throw the snow over your shoulder or to the side. This requires a twisting motion that stresses your back. If you must throw the snow, take only as much snow as you can easily lift, reposition your feet to face the direction the snow will be going and step in the direction you throw the snow.
- When you're done, remember to stretch to “undo” the forward posture you've been in. Slowly stretch your legs (hamstrings, quads, butt and hips), stretch your lower back, shoulders and neck.
- Hydrate

APPENDIX D – SNOW BLOCK CHECK-LIST

- ✓ Check your equipment and make sure it's ready to go!
- ✓ Become familiar with the chronic “trouble spots” in your block
- ✓ Know the priority walking routes in your block
- ✓ Review your block with the Facility Services Supervisors and Grounds Equipment Operators so everyone is clear about who will be responsible for doing what
- ✓ Check handicap ramps and handicap curb cuts at cross-walks
- ✓ Check steps in walks away from buildings that equipment can't clear
- ✓ Check bus stops in your block and help keep them clear for passengers
- ✓ Check parking deck pedestrian entrances and exits in your block
- ✓ Check for refreeze