

PRIORITY OF EMERGENCY VS. URGENT VS. ROUTINE CALLS

1. **Emergency:** Immediate danger to staff and/or student health/safety

(30 – minute response time)

- Broken steam line causing flooding
- Major plumbing stoppage
- Gas leak
- No electrical power
- Overheated electrical circuits
- Exterior doors, gates or windows that are broken or will not lock
- Refrigeration failure
- Break downs that would stop food production
- No hot water

2. **Urgent:** Less immediate danger to health/safety

(48 – hour response time)

- Broken gate hinges
- Water leaks
- Pest activity

3. **Routine:** No immediate danger to health/safety

(30 – day response time)

- Breakdowns that pose no danger to health/safety
- Breakdowns that will not stop or delay food production

Craft Listings

Carpentry	Heating & Ac Equip. Repair	Plastering & Cement Finishing
Ceramic Tile/Marble	Lock Repair	Plumbing
Electrical	Office Machine Repair	Refrigeration Repair
Equipment Move & Repair	Painting	Roofing Repair
Fire Extinguisher Servicing	Pest Control	Sheet Metal Work
		Tools Sharpening
		Walls & Window Washing

If craft needed is not known – accurately describe problem to trouble call unit and allow them to determine appropriate craft.