



# **Facility and Property Management Building Manager Manual**

**August 15, 2012**

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# Welcome

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## Greetings & Overview

Congratulations for being selected as a Department of Behavioral Health (DBH) Building Manager. You have been chosen for this assignment because you are a trustworthy self-starter who has displayed the following:

- Organizational skills
  - Communication skills
  - Attention for detail
  - Interpersonal skills
  - Ability to handle varied responsibilities
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## The Building Manager Assignment

A Building Manager serves as the “hub” for your facility. This role is different from a Location Safety Coordinator (LSC) or a Facility Manager (FM) from Facility and Project Management (FPM), although you may be collaborating with them and others on occasion. Your duties may include:

- Collaborating with the FM
  - Coordinating with the LSC
  - Disseminating facility information to other department staff who may be sharing the building under an MOU agreement.
  - Interacting with Facility Security staff
  - Reporting daily facility issues, such as plumbing or electrical issues
  - Identifying issues and needs specific to your building and maintaining details as an addendum to this manual.
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## Back-Up Building Manager

Each facility has at least one (1) primary and one (1) back-up Building Manager. Back-up Building Managers provide the same services as the Building Manager when he or she is unavailable, and:

- Copy the primary Building Manager with communicated actions and services via email or other documentation to reduce duplication of effort
  - Coordinate with the Building Manager for requests or activities affecting the entire facility
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## Building Manager Manual

This manual is your guide to fulfilling your Building Manager assignment. There is also information included for questions you may be asked from staff at your facility.

Your Building Manager Manual should consist of everything you find in this on-line manual, which can be downloaded. Your manual may also be supplemented with information unique to your facility, such as what is contained in the **Facility Information and Contact Lists** below.

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## Welcome, Continued

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### **Facility Information and Contact Lists**

Please complete the portions of the [Facility Contact List and Information](#) form pertaining to your building and send it to FPM. FPM will complete the form and send a copy back to you. It is important to notify FPM as soon as possible of any changes to the information as they occur. Please keep a current copy with your own Building Manager Manual.

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### **Responding to Facility Issues**

Tasks, questions, facility issues and problems will vary daily. Whenever possible, please respond to them as follows:

1. Go to the location of the issue and visually review the situation
  2. Find a resolution for the issue through your FM, on site resources, or the [Facilities/Project Management Repair/Service Request](#) form
  3. Contact with the building owner or property manager is reserved for FPM and Real Estate Services. You should make contact with these resources only after all other resources have been exhausted, or when there is an emergency requiring input from the owner or manager
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# Facility and Project Management Unit

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## Overview

The FPM unit provides the following services to DBH:

- Project Management
- Facility Planning
- Facility Construction
- Staff relocation coordination
- Other facility related services such as obtaining security guards and equipment, ordering, disseminating and tracking copy machines, black-berries and other selected telecommunication devices as well as overseeing the purchase and dissemination of vehicles.

FPM also works in cooperation with other County of San Bernardino (County) departments through a contractual agreement, or Memorandum of Understanding (MOU), particularly when space is shared within a facility.

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## Facility Manager

Facility Managers (FM) in FPM maintain DBH facilities throughout the County. Each DBH facility has an assigned FM regardless of whether the facility is County owned, leased or shared under an MOU. Facility Managers are assigned by Regions as follows:

- West and Central areas of the San Bernardino Valley
- East and Central areas of the San Bernardino Valley
- High Desert and Mountain areas
- Low Desert

FM responsibilities include such actions as:

- Collaborating with facility owners or property managers
- Serving as department lead during construction projects
- Coordinating furniture and equipment relocations
- Coordinating telephone changes for large scale projects and moves
- Tasking Storekeepers
- Designing facility internal landscapes
- Serving as point of contact with alarm companies

FM responsibilities intersect with yours as Building Manager in the following ways:

1. Maintain DBH facilities to provide a safe, secure and productive work environment
  2. Support and guide the Building Manager
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## Support Staff

FPM clerical support staff assist with individual service/request tickets, equipment purchases and vehicles. FMs handle larger scale projects.

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# Safety and Security Procedures

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## Safety and Security Topics

The following Safety and Security topics are contained in this section:

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## Overview

DBH has a comprehensive Disaster and Safety Program overseen at your facility by the LSC, who has the primary role in most safety matters, usually involving management or supervision. The LSC is not usually involved with facility related safety issues.

Facility safety matters are the responsibility of FPM and include, but are not limited to:

- Maintenance
- Operation
- Configuration
- Adherence to Federal, State and Local building codes

**Note:** Safety involving facility issues may occur, requiring FPM and the LSC to work together toward resolution.

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## Building Manager Responsibility

Your role as the Building Manager includes communicating facility related safety matters to your FM, enabling him or her to provide better management and guidance. See the **Responding to Facility Issues** on page four (4) for process specifics.

Your LSC should forward all such Safety issues through you, the Building Manager.

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## Safety and Security Procedures, Continued

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### Building Manager Responsibility (continued)

Your assistance may also be requested by supervisory and management staff in taking precautions for employee or client safety activities during certain incidents involving clients or outside threats to the building. You should read and print pertinent [SPM Safety policies and procedures](#), some of which are highlighted in the blocks of information below.

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### Facility Physical Security and Access Control

Facility entrance and exit involves the issue and use of the following:

- Traditional metal keys
- Door codes
- Access Cards
- Arming and disarming security alarm system

All of these issues are addressed in the SPM Safety section as [Facility Physical Security and Access Control Policy](#) and [Procedure](#). Please read and print these documents for your Building Manager Manual.

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### Office Ergonomics Intervention Program

You may receive queries regarding an ergonomic review for staff. Follow the [Office Ergonomics Intervention Program Policy](#) and [Procedure](#) in the Safety section of the SPM for these issues. The employee's immediate supervisor is usually the person to handle these issues. Please read and print these documents for your Building Manager Manual.

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### ADA Issues

On rare occasions, requests or concerns regarding Americans with Disabilities Act (ADA) accommodations will come your way. Please refer anyone in need of information on ADA to the [DBH ADA Coordinator](#).

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### Reporting Incidents

Accidents will sometimes be reported to you before anyone else is notified, particularly when a member of the public is involved. Please follow this procedure for such circumstances:

Step	Action
1	<p>Notify, even if medical attention is not needed;</p> <ul style="list-style-type: none"><li>• Immediate supervisor or designee, who will follow the appropriate SPM procedure as described in the next few pages</li><li>• LSC</li><li>• FPM when the incident involves the physical building site</li></ul> <p><b>Note:</b> Refer to the SPM safety section, <a href="#">How to Report an Incident</a> for specifics and print it for your Manual.</p>

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## Safety and Security Procedures, Continued

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### Reporting Incidents (continued)

Step	Action
2	Enter the accident on the Incident Report Log.
3	The LSC will investigate the incident and submit additional information to the appropriate parties.
4	The LSC will advise you if a hazard played a part in the incident.
5	The LSC and FM may work together with you to remove the hazard.  <b>Note:</b> You may also read and print for your own manual from the SPM Safety section, <a href="#">Hazard Reporting Policy</a> .
6	If your building has a closed circuit video system for security surveillance, and it videotapes camera images, <b>do not review videotapes on your own.</b> Privacy issues limit review of surveillance videos to specified individuals only. For directions about handling videotaped surveillance, please contact FPM.

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### Vehicle Accidents

You may receive requests for assistance on how to report a vehicle accident. The SPM Safety section [Vehicle Accident Reporting Procedure](#) should be followed when you receive this request. Please read the procedure and print it for your own manual.

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### Threats of Assault on DBH Staff

Threats or actual assaults are crimes. The immediate supervisor is responsible for handling these issues. The SPM Safety section, [Threats of Assault on DBH Staff Policy](#) and [Procedure](#) should be followed when such crimes occur. Please read these documents and print them for your manual.

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### Occupational Injuries

Accidents occur in spite of our best efforts to prevent them. It is the immediate supervisor's responsibility to handle these issues. Follow the SPM safety section entry, [Occupational Injury or Illness Reporting Procedure](#). Please also read it and print it for your own manual.

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### After Hours Security Procedures

You should compile and maintain a list of Supervisors and Managers in your building designated as contacts for any emergencies which may occur after hours. The contact list should include home or cellular phone numbers. This list should be kept in the strictest confidence, but a copy should be provided to FPM upon request.

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## Safety and Security Procedures, Continued

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### After Hours Security Procedures (continued)

Use this [After Hour Contact Information](#) list for companies prepared to provide after hours board-up services in the event of broken windows, chain link fences, etc. The list is also available on the DBH Intranet site under DBH Forms, Facility/Project Management section.

Supervisors and Managers may access complete after hours instructions in [Facility Physical Security and Access Control Procedures](#), in the **Emergency** section and this **After Hours** section.

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### Security Personnel

Your supervisor should advise facility staff to notify you of all building security issues if your facility does not have security personnel on site. You can then report such issues to your FM.

Security personnel may be provided to DBH buildings by contracted vendors. Security guards are directed to "Observe and Report" only, unless additional contracted duties are obtained for elevated services. Guards perform their duties based on Post Orders. Building Managers may be requested to provide input when developing Post Order, since they usually receive expressed concerns about security. Typical post orders include:

- Operating Procedures
- Number of guards
- Written report expectations
- Patrol patterns for walking the inside of the building
- Patrol patterns for walking the outside perimeter of the building
- Monitoring closed circuit camera images
- Conducting end-of-day walk-throughs and assisting in closing and building lock-up
- Walking employees to their cars and ensuring all staff have left the building site for the day

Modifications to post orders can be requested through FPM.

You should notify onsite security personnel when:

- Non-emergency incidents arise
- There is a theft
- Vandalism has occurred
- Other concerns not requiring immediate action occur

Your role is to:

- Ensure security personnel are not given keys or alarm codes to the building, as they are not County employees. Guards may accompany county personnel during opening and closing activities, but only County employees are permitted to lock up, alarm or disarm the building
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## Safety and Security Procedures, Continued

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### Security Personnel (continued)

- Keep copies of all Incident Reports written by Security personnel which are related to the physical building site. Please provide FPM with a copy of these reports. All other Incident Reports are kept by the building LSC
  - Send copies of unusual Incident Reports to your FM and to the Disaster and Safety Coordinator
  - Contact your FM with concerns or questions related to the Security personnel or their actions
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### Emergency Information

#### **EMERGENCY** **If there is an emergency or need for immediate action** **Call 911**

You may still be the first point of contact for any non-emergency concerns or services to the building if your building has onsite security personnel.

**Important note:** Building Managers and emergency leads have the authority to refer to the most current list of [CalCard](#) holders to pay for emergency services or vendors when FPM is not available to assist during a disaster/safety related emergency.

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# Building Maintenance and Repairs

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## Building Maintenance and Repair Topics

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## Overview

As indicated in the Welcome section, part of your role includes coordinating building and equipment maintenance and repairs by finding a resolution for the issue through:

- On-Site resources
  - The [Facilities/Project Management Repair/Service Request](#) form
  - Your assigned FM
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## Ordering Repairs

Obtaining maintenance and repairs may sometimes involve County Facilities Management or a landlord. Please follow the steps listed below which this occurs.

### Non-Emergency Issues

Follow this process for non-emergency maintenance and repair issues:

1. Complete and send the [Facilities/Project Management Repair/Service Request](#) form to notify FPM about the need.
2. FPM may assign Storekeeper personnel, contact County Facilities Management, or contact the landlord for resolution as appropriate.
3. Notify your FM once repairs or maintenance are completed.

### Emergency Issues

Immediately contact FPM by telephone and refer to [SPM Safety policies and procedures](#).

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## Equipment

Please handle equipment repairs as follows:

- Complete and send the [Facilities/Project Management Repair/Service Request](#) form to notify FPM about the need or issue at hand
  - Describe the nature of the problem in detail, including but not limited to this information:
    - Where the equipment is located
    - How long the problem has continued
  - Your FM will identify and secure the necessary items or make the necessary contact to resolve the problem.
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## Building Maintenance and Repairs, Continued

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### Equipment (continued)

#### Repair/Maintenance Vendors

FPM support staff will contact vendors as appropriate and keep you advised of progress. When a vendor service representative arrives to provide service:

- Show the service representative what is wrong with the equipment
- Ensure the equipment is working properly before the service representative leaves
- Sign the invoice presented by the service representative
- Call the FPM Service desk to notify the issue has been resolved and to close the ticket
- Copy the invoice for your records and send the original to FPM via interoffice mail

#### Releasing Equipment to a Service Representative

Avoid releasing equipment to an alleged service representative until you have received approval from FPM, as follows:

- Place a telephone call to FPM to obtain permission to release equipment to a service representative
- Obtain a receipt from the service representative to acknowledge the equipment is to be removed
- Ensure the receipt contains the following equipment information:
  - Date of removal
  - Tab number and/or serial number from the label
  - Brand and model
  - Name of the service representative's company
  - Service representative's signature

**Note:** Any equipment which may store copied or electronically communicated Protected Health Information or Personally Identifiable Information should have its memory purged and/or removed as appropriate prior to equipment removal. Check with FPM and/or IT prior to releasing the equipment.

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### Copiers & Fax Machines

Each facility has at least one copier and fax machine. Each machine has a Key Operator assigned to it. The Key Operator maintains and oversees the machines.

Your role as Building Manager is to refer staff to the Key Operator for concerns about copiers and fax machines, as listed on the equipment in question. However, in the absence of the Key Operator, for all copier repairs and toner supply requests, complete and send the [Facilities/Project Management Repair/Service Request](#) form found on the DBH Homepage.

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## Additional Duties

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**Lost and Found Items** Please follow the [Lost and Found Procedure](#) for items found and turned in to you. Please read this procedure and place it in your Building Manager Manual.

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**Furniture and Equipment Relocation** The FPM unit is responsible for relocating staff and county-owned furniture. *Equipment* moves are assigned between FPM and IT, as described in the [Furniture and Equipment Relocation Procedure](#). Please read this procedure and place it in your Building Manager Manual.

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