

At A Glance Building Operations Procedures & Reporting

Abstract from Page 17 of The EPA Operating Manual

This at-a glance document is intended to provide quick information on how and whom to report issues with building maintenance, technology, and incidents, as well as emergency CRWP contacts regarding the managing and maintaining a safe and secure environment. This document is not to replace the Employment Assistance Manual but is only an abstract of that information. The entire document can be found on [www.vcwcapital.com/about us/](http://www.vcwcapital.com/about-us/) staff resources. Access password: "Careergoals!". Exclamation point included.

As part of our commitment to ensuring the optimal functionality and safety of our facilities, Virginia Career Works- Capital Region have implemented several systems designed to streamline the process of reporting and addressing maintenance, technology, security systems and incident issues.

Recognize the Urgency Level When reporting an issue, you will be asked to categorize its urgency level. This helps our maintenance team prioritize and address critical matters promptly. The urgency levels are as follows:

- **Emergency:** Requires immediate attention (e.g., malfunctioning HVAC, entire bathrooms, bed bug situation, leaking roof etc..)
- **Urgent:** Important but not an emergency (e.g., , no hot water, isolated electrical outages).
- **Routine:** Non-urgent matters that can be addressed during regular maintenance schedules and or technology upgrades (a single toilet out, light out, carpet stains etc..).

How to Report an Issue:

- Each Section will have a reporting method for everything and contact a CRWP contract tree for emergency and urgent matters.
- **Any emailed communication sent to the responsible party and/or the reporting email must be copied to the OSO manager or Manager on Call in the absence of the OSO Manager on all reporting areas.**

As a reminder, every center has a Manager on Call list when the OSO Manager is unavailable.

Acknowledgment and Resolution: Upon submitting a reporting, you will receive an acknowledgment notification. The CRWP team will then assess the reported issue and strive to provide a resolution within the specified timeframe. Regular updates on the status of your request will be communicated via the reporting system and or call depending on the severity of the situation

Building Maintenance Reporting

1. Email crwpmaintenance@henrico.us and copy the OSO and Manager on Call.
2. For building issues identified as an Emergency or Urgent need, please call CRWPs staff.

Security System Reporting

Everyone has been issued an Alarm Code and has received training.

1. If the alarm at the center is triggered and turned off by staff, you must call the security number on the alarm console to provide them with your name, that you deactivated the alarm, and provide clarification why the alarm was triggered.
2. If you believe you are the last person leaving the center, complete a walkthrough of the center, and set the alarm. If you do not have your alarm code or need it again, contact Alice Bowyer.
3. If Alice is out of the office, Krishawn Monroe is next point of contact.

At A Glance Building Operations Procedures & Reporting

Abstract from Page 17 of The EPA Operating Manual

Risk Management: Incidents Reporting

If an incident occurs, it is important to take appropriate steps to ensure the safety of individuals involved and to address the situation effectively. An incident can qualify as disputes between staff-to-staff, staff to customer, customer to customer, or any observed activity could be deemed as strange, unusual, or dangerous behavior.

1. For Emergency, please call 911 first. Then immediately find the nearest supervisor, contact CRWP Staff and complete an incident report found [here](#).
2. Urgent and Routine matters, Please call or send an immediate note of an incident to the One-Stop Operator, Manager on Call, and email CRWPIncident@henrico.us and send electronic copy of report to One Stop Manager within 24 hours of incident.
3. For any emergency or immediate need/guidance, call Krishawn Monroe, Alice Bowyer, or Mychael Lee.

Technology Information (IT) Reporting

1. For IT, printer and Internet related issues call **(804) 501-HELP (4357)**.
2. If help desk is unable to assist, Alice Bowyer is the first point of contact and Krishawn Monroe is the second point of contact.

<u>Service Need/Point of Contact</u>	<u>Reporting Requirement</u>	<u>FOR EMERGENCY SITUATIONS</u>		
		<u>CONTACT INFORMATION</u>		
		<u>Primary</u>	<u>Secondary</u>	<u>Last</u>
Maintenance Issues	crwpmaintenance@henrico.us	Alice Bowyer, Facility Manager - bow39@henrico.us O: 804-652-3238 C: 804-389-0273	Krishawn Monroe, Assistant Director - mon23@henrico.us O: 804-652-3224 C: 804-516-9625	Elsie Best, Business Manager - bes16@henrico.us C: 804-363-5477
Incident Reporting	CRWPIncident@henrico.us	Krishawn Monroe, Assistant Director - mon23@henrico.us O: 804-652-3224 C: 804-516-9625	Alice Bowyer, Facility Manager - bow39@henrico.us O: 804-652-3238 C: 804-389-0273	Mychael Lee, Workforce Policy & Planning Specialist - lee077@henrico.us O: 804-525-9552
Technology Reporting	(804) 501-HELP (4357).	Alice Bowyer, Facility Manager - bow39@henrico.us O: 804-652-3238 C: 804-389-0273	Krishawn Monroe, Assistant Director - mon23@henrico.us O: 804-652-3224 C: 804-516-9625	<u>N/A</u>
Security System Reporting	804-501-4555	Krishawn Monroe, Assistant Director - mon23@henrico.us O: 804-652-3224 C: 804-516-9625	Alice Bowyer, Facility Manager - bow39@henrico.us O: 804-652-3238 C: 804-389-0273	Elsie Best, Business Manager - bes16@henrico.us C: 804-363-5477