



Glendale Community College District

Protocol for Construction-Related Service Disruptions

Introduction

Construction operations face the possibility of unplanned, unintentional disruption of utility services, communication and network services, building access, and general building and site damage. The following protocol is established as the procedures to follow in such cases. It is meant to address issues as quickly and effectively as possible, and to maintain timely and thorough communications to all stakeholders affected by outages and/or damage.

Process Steps

1. Triage Immediate Situation
2. Initial Communications
3. Temporary Restoration
4. Process Communications
5. Planning & Execution of Permanent Restoration
6. Final Communications

Step Details

1. Triage Immediate Situation

#	Item	Primary	Secondary
A	Assess the situation for any immediate danger or hazard.	General Contractor, Superintendent	Sub-Contractor, as required
B	<ul style="list-style-type: none"> ➤ In the event of a life-threatening emergency, immediately call 9-1-1 and the College Police Dept. at extension 4000 from a campus phone or direct dial the College Police Dept. at 818-409-5911. ➤ For any event that affects Fire Life Safety (FLS), including but not limited to a Bomb Threat/Suspicious Package, Civil Disturbance, Fire, HazMat Situation, Person Injured, Theft, Toxic Spill, Traffic Collision, or Vandalism, immediately call the College Police at extension 4000 from a campus phone or direct dial 818-409-5911. 	General Contractor, Superintendent	Sub-Contractor, as required
C	Safely isolate all dangerous and/or hazardous exposure from workers and general population	General Contractor, Superintendent	Sub-Contractor, as required
D	Install suitable barricades and other necessary warning devices to ensure ongoing isolation of hazardous conditions.	General Contractor, Superintendent	Sub-Contractor, as required
E	Notify M&O Dept., ext. 5555, from a campus phone or direct dial 818-409-5555 . M&O will open a work order to provide related support services as required.	General Contractor, Superintendent	M&O Department



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F	If simple recovery of services is possible, initiate such action with all consideration given to safety of workers, students, faculty, staff, and public visitors.	General Contractor, Superintendent	Sub-Contractor, as required
G	If simple recovery is not possible, determine the permanent recovery length of time, identify repairs, and develop alternatives for both temporary and permanent restoration.	General Contractor	Facilities M&O Manager

2. Initial Communications

#	<i>Item</i>	<i>Primary</i>	<i>Secondary</i>
A	<p>After carrying out steps 1A and 1B, communicate the immediate situation by phone, followed by written notification outlining actions taken in Items 1C-1G:</p> <ul style="list-style-type: none"> • Facilities M&O Manager (Phone) • Facilities Project Manager (Phone) • Facilities Director • Facilities Asst. Project Manager • Project Construction Manager • Project Architect/Engineer • Project Inspector • College Police • Business Services Director (Property, personal injury and/or general liability cases only), and • Human Resources Director (Employee injury cases only). <p>Each party is responsible for communicating to their own individual chain of command and related workers, as needed.</p>	General Contractor, Superintendent	As Listed
B	<p>If appropriate, provide telephonic or written notification to all District stakeholders, as applicable:</p> <ul style="list-style-type: none"> • faculty • staff • students • general public <p>Outline extent of the disruption, estimated timing of restoration, and temporary services which may be employed for required repairs.</p>	Facilities Project Manager	Facilities M&O Manager



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3. Temporary Restoration

#	Item	Primary	Secondary
A	When temporary restoration work is required, as quickly as possible, provide according to means agreed with Contractor, Inspector, Architect, Construction Manager, and District.	General Contractor	Facilities M&O Manager; Facilities Project Manager
B	Provide additional barricades and warning devices as required.	General Contractor	Sub-Contractor, as required

4. Process Communications

#	Item	Primary	Secondary
A	Provide follow-up, written communications with all District stakeholders regarding restoration measures.	Facilities Project Manager	Facilities M&O Manager
B	Include process steps being taken in all project-related meeting minutes and other documentation.	Project Construction Manager	Architect / Engineer; Project Inspector

5. Planning & Execution of Permanent Restoration

#	Item	Primary	Secondary
A	In the event permanent restoration measures are necessary, initiate planning for permanent restoration of the affected services, including input as required from: <ul style="list-style-type: none"> • Facilities Director • Facilities Project Manager • Project Construction Manager • Project Architect/Engineer • Project Inspector • Project Stakeholders, as required 	Facilities Project Manager	Architect / Engineer
B	Document permanent restoration plans and submit for final approval by District.	Architect / Engineer	Facilities Project Manager
C	Implement approved restoration work.	General Contractor	Sub-Contractor, as required

6. Final Communications

Item	Primary	Secondary
At the conclusion of full restoration of service(s), provide follow-up report to the District, including detailed descriptions of all steps taken in items 1-5. Include a separate section detailing the lessons-learned from the situation and preventative measures that may be effective for future projects.	General Contractor	Sub-Contractor, as required