



# NEW MEXICO MILITARY INSTITUTE

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COMMANDANT OF CADETS  
DEAN OF STUDENTS

1 August 2020

**Memorandum for:** Staff and Faculty

**Subject:** Standard Operating Procedure for Management of Work Orders and Emergency call outs after normal business hours.

1. **Purpose:** This Standard Operating Procedure (SOP) outlines the policy and procedures for the management of work orders and emergency call outs after normal business hours.
2. **Applicability:** This SOP is effective 9 October 2018 and applies to all mission elements, staff, faculty, and NMMI contractors.
3. **Scope:**
  - a. After hours (after normal business hours, weekends, and holidays) the Facilities Department and Information Services maintains a capability to accept phone calls and respond to emergency work orders.
  - b. Emergencies are defined as:
    - 1) Issues threatening life or limb.
    - 2) Hazards that may cause damage to building or facilities if not handled after hours or cannot wait until the next business day.
4. **Responsibilities:**
  - a. **Director of Facilities** manages the response plan for after-hours emergency work orders and the routine work order online process during normal business hours for most health, safety, electrical, mechanical, and plumbing concerns.
  - b. **Director of Information Services and Educational Technology** manages the response plan for after-hours emergency work orders and the routine online work orders during normal business hours.
  - c. **Campus Police**, when cadets or summer campers are present on Post and the TLA Command Post is occupied.
    - 1) The primary duty and responsibility of police officers on duty (normally one officer per shift) is to protect individuals on post and manage criminal events or threats to Post.
    - 2) The secondary responsibility is to provide after-hours access to buildings or areas that cannot be accessed by the Commandant's staff on duty in the TLA CP.
    - 3) Coordinate with the TLA CP for processing emergency work orders.

- d. **Campus Police, when cadets or summer campers are *not* present and the TLA Command Post is unoccupied.**
- 1) The primary duty and responsibility of police officers on duty (normally one officer per shift) is to protect individuals on post and manage criminal events or threats to Post.
  - 2) The secondary responsibility is to observe and report emergency work order situations to the on-call Facilities department or Information Services phone numbers after making the determination that life, limb, or property damage may result if the situation is not handled immediately.
- e. **TLA CP on duty officer.**
- 1) **Calls 9-1-1 if an emergency situation is threatening life or limb then informs campus police.**
  - 2) Observes, or receives the report from campus police, staff or faculty on Post, or from cadets that a potential emergency work order situation is occurring.
  - 3) Determines, based upon the criteria of threat to life, limb, or damage to buildings or facilities that a call must be made to Facilities or I.S. after-hours on call numbers.
  - 4) Is prepared to answer questions about the nature and location of the event to the on-call responder who may make the decision to respond immediately or during normal business hours.
  - 5) Submits a work order through the online “Schooldude” program for routine concerns that can be addressed during normal business hours.
  - 6) May submit an emergency work order through the online “Schooldude” program when a phone call after hours is not necessary and life, limb, or property damage is not involved.
- f. **Staff, Faculty, and supporting staff (Sodexo, Infirmary, Contractors, others).**
- 1) **If observing an event that threatens life of limb call 9-1-1 then informs the TLA CP of the situation, or campus police if the TLA CP is not manned (cadets or campers are not present on Post).**
  - 2) Will use the routine work order process through the online “Schooldude” program for non-emergencies, or emergencies that do not threaten life, limb, or property damage.
- g. **Examples of events where life, limb, or damage are considered an emergency:**
- 1) Criminal activity threatening any individual on Post or physical damage to buildings or infrastructure.
  - 2) Medical emergency.
  - 3) Fire.
  - 4) Flooding.

- h. **Example of event that do not threaten life, limb, or property but do require after-hours response:**
  - 1) Fire alarm or Lynx PA alarm that cannot be silenced once it is determined no fire or threat exists (false alarm).
  - 2) A kitchen failure that will result in cadets not being fed.
- i. **Example of events that are not considered an emergency requiring after hours response:**
  - 1) Internet or email failure.
  - 2) Broken irrigation even when water is pumping from an irrigation head.
  - 3) Clogged drains, sinks, or toilets unless flooding is about to occur or is occurring that will cause physical damage.

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