

## **Guilford County Schools Maintenance Department**

### **Maintenance Emergency Support Procedure**

If a maintenance emergency occurs at a site and a request for support is needed, a call should be made **immediately** to the **Maintenance Department** at (336)370-2386 or (336)370-2389.

If the emergency occurs during the weekend or after work hours, the employee checking the site is to **contact Sentry Watch immediately**. The number for Sentry Watch is **292-6468**. Provide the watch officer with details of the emergency, a telephone number where you can be reached and the point of entrance the technician should use to enter the facility. Based on your description, a qualified maintenance technician will be dispatched to handle your request.

If possible, give your cell phone number so the technician can contact you after arriving at the site. If you give an office phone number as your call-back number, stay near that phone and be prepared to answer it when it rings. As the contact person, you must remain on site until the repair is made or until you are relieved of your responsibility by another site member. The maintenance technician will not assume responsibility for the assets of the site or for securing the site when the repairs are done.