



# WILLIAM & MARY

CHARTERED 1693

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## **DIRECTIVE 715**

**TITLE:** Process for Campus Snow Removal

**EFFECTIVE DATE:** October 26, 2015

**REVISION DATE:** First Version

### **I. SCOPE:**

The Snow Response Policy applies to all Facilities Management (FM) personnel in support of campus buildings and grounds owned, rented, or leased by the University. Responsibilities of other departments in support of this directive are also identified.

### **II. PURPOSE:**

To delineate responsibilities and processes to make advance preparations for a snow event, execute recovery of the campus to allow for re-opening, and finalize clean up after the storm. It establishes a chain of command to oversee operations. It assigns the clearing of buildings/areas on campus to specific crews within Facilities Management during the storm. Overlap has been built into the plan to ensure that all areas required to open the College are addressed during a storm event.

### **III. POLICY:**

Facilities Management is responsible for maintaining a safe campus before, during, and after a snow storm. All FM employees are designated as essential personnel in accordance with the William and Mary Emergency Closing Policy, dated August 7, 2014, as amended, and FM Directive 200, Essential Positions, Department of Facilities Management, dated April 21, 2015. Once snow/ice conditions exist, **all** Facilities Management essential personnel are on call and shall be prepared to respond unless given other direction by their respective supervisor or a member of the Snow Coordination Group.

## A. RESPONSIBILITIES

1. Associate Vice President, Facilities Management
  - a. Responsible for the planning and execution of snow emergency preparation, response and recovery.
  - b. Provides input, with Chief of William and Mary Police, on whether to delay opening or closing the University.
2. Director of Operations & Maintenance
  - a. Coordinates all Operations and Maintenance Staff (non-grounds) in the removal of snow/ice on main walkways and feeder walkways from three feet away from lowest building step.
  - b. Ensures that the action is carried through on subsequent days until the walks are cleared.
  - c. Serves as member of the Snow Coordination Group.
3. Director of Building Services
  - a. Coordinates the Housekeeping Crews removal of snow/ice from stoops/steps/handicap ramps and entrance walks to three-feet away from the lowest step.
  - b. Ensures that the task is carried through on subsequent days until the stoops/steps/handicap ramps/walks are clear of snow/ice.
  - c. Serves as a member of the Snow Coordination Group.
4. Director of Business Services
  - a. Coordinates accommodations for essential personnel who opt to stay near campus during a snow event.
  - b. Establishes emergency work order to cover labor and material costs incurred in support of snow response activities.
  - c. Facilitates procurement of requested snow response supplies through the Facilities Management Warehouse.
  - d. Serves as a member of the Snow Coordination Group.
5. Director, Environment, Health and Safety Office
  - a. Makes recommendations for personal protective equipment.
  - b. Provides Cold Weather Injury Prevention training to FM staff prior to the winter season as part of emergency preparedness planning.
  - c. Provides safety oversight during snow removal operations.
6. Associate Director (AD) of Grounds
  - a. Serves as the Snow Coordination Group leader to ensure that this policy is consistently applied during a snow event.
  - b. Coordinates the Grounds crews on the removal of snow from main roads, adjacent walkways, intersections, main walkways outside the O&M team zones, parking lots, and other main walkways (in coordination with O&M Teams).

- c. Maintains snow removal equipment inventory.
7. Snow Coordination Group (SCG)
    - a. Staffed by Directors of O&M, Business Services, Building Services and the Associate Director of Grounds
    - b. Updates the AVP of snow conditions and removal activities on campus throughout the event.
    - c. Directs the physical removal of the snow campus-wide.
    - d. Oversees the post-event clean-up activities.
    - e. Contacts additional employees as required to support effort.
  8. Facilities Management Essential Personnel
    - a. Report to work during snow events per supervisor's direction.
    - b. Provide a phone number where you can be reached in the event of a snow storm.
    - c. Notify your supervisor if you will be late in response to a snow event.
  9. Athletics (supporting department)
    - a. Clears all stoops and steps at William and Mary Hall.
    - b. Requests assistance from Facilities Management as needed.
  10. Assistant Dean for Accessibility Services, Dean of Students Office (supporting department)
    - a. Provides a list of student names, campus addresses, and student schedules for any students with mobility or sight impairments or who otherwise may need assistance due to snow and/or ice.
  11. W&M Police (supporting department)
    - a. Notifies the AD, Grounds of campus conditions when a snow event occurs at night or on a weekend.
    - b. In conjunction with the AVP for FM, provides input to the University Administration on whether or not to delay opening or closing the University.
  12. Parking Services. (supporting department)
    - a. Assists Facilities Management with clearing parking spaces/lots per mutual agreement. Coordinates with SCG if providing contractor support for the clearing of parking lots.

## **B. PROCEDURES**

1. General. Snow storms in this area typically start with rain and temperatures above freezing. As the temperature drops the snow fall produces a heavy, wet blanket of snow. Chemicals applied before a storm in colder climates to prevent a bond from forming between paved surfaces and ice are washed away by rain before it starts to snow. A light accumulation of snow with

warmer temperatures and sunshine the following day can often be cleared with minimal outside help. A heavy accumulation of snow may require the assistance of contractors to plow parking lots and multiple days to restore the campus.

2. Essential Personnel Reporting.
  - a. Essential personnel are expected to report to work in accordance with both the instructions given in the William and Mary Emergency Closing Policy, dated August 7, 2014, as amended, and this Facilities Management Directive.
  - b. Essential personnel are responsible for contacting their supervisors when they expect to be late or are unable to safely report to work at the scheduled time in the event of a University closure or delayed opening.
  - c. Supervisors may provide supplemental directions to their staff for reporting during a snow event. Examples of supplemental directions may include but are not limited to:
    - i. Pre-approved administrative leave for staff who do not need to report
    - ii. Re-directed work assignments to augment recovery operations
    - iii. Approval to work at home.
  
3. Response Activities Planning and Communication. The SCG will begin preparing plans for snow response as soon as possible after receiving the forecast of snow, and continuously during the snow event. The SCG will ensure the following steps are taken in the planning and communication process:
  - a. Identify personnel requirements.
  - b. Establish a contact person for Grounds, Building Services, and the O&M staff.
  - c. Set a schedule with start times for various shifts.
  - d. Publish a notice through the W&M Digest and Student Digest about initial priorities when clearing snow. Notice shall be posted 2-3 days in advance of the forecast event. The notice shall include a reminder to all non-essential personnel to not report to the university until it has been officially open. Early reporting interferes with snow clearing operations.
  - e. Contact Human Resources EEO section and Parking Services to obtain a list of current faculty and staff with sight or mobility impairments or who may otherwise need assistance. Ensure routes to their work areas are clear.
  - f. Publish priorities, make vehicle assignments, and give crews specific directions for the storm event.
  - g. Determine the need for contractor services and make contact when necessary.
  - h. Purchase materials/ice melt and needed supplies.

- i. Meet with the crews after the storm to discuss future improvement to clearing snow.
4. Releasing Crews from Duty. Typical work hours in a heavy snow may be as much as 12 hours on/12 hours off. Hotel rooms may be provided to personnel to ensure adequate staff is available to meet the snow removal requirements. Rooms may be made available for the duration of the snow event. Every reasonable attempt will be made to limit the shift length to combat unnecessary exhaustion and fatigue.
5. Snow Removal Priorities. Snow removal priorities are described by Attachments A, B and C. Priorities may change based upon input from the Administration, scheduled University events, and timing of as well as severity of the storm. Snow removal personnel shall ensure that pathways from residence halls housing students with special needs to dining facilities, academic buildings and the library are given additional emphasis at all priority levels.
6. Crew Assignments. Crews will be divided and assigned to zones as shown on the attached maps. Crews will be comprised of staff from the volunteer cadre drawn from all FM departments. Zone crews will have a leader from O&M and Building Services to provide updates on their respective snow removal progress. As snow cleanup progresses, the SCG may re-assign crews to different areas or tasks as may be required to better complete the cleanup.
7. Snow Removal Supplies. The AD Grounds with input from all departments assesses the need for purchasing sand, ice melt, and hand tools before the start of the winter season and prior to each snow event.
  - a. The AD Grounds purchases sand, ice melt and hand tools for all departments and charges it to an Emergency Work Order created by the Director of Business Services.
  - b. All consumable supplies and power equipment are to be secured by Grounds and will be made available for check out before, during, and after a snow event.
  - c. The Director of Business Services will assign a staff member to track the issuance and return of snow removal hand tools.
  - d. Any shortages of supplies during an event should be reported immediately to the Snow Coordination Group.
8. Surface Treatment Methods. Applications of sand/chemicals are storm specific; i.e. depth and type of snow, air temperature, and weather forecast. Sand is used for traction. Chemicals are used to melt the skim coat of snow or ice that remains after shoveling snow- or ice-covered surfaces. Chemicals shall be used according to label directions to minimize their impact on the environment; ensure that supplies last for the duration of the storm; maximize

safety; and minimize clean-up after the event. Chemical labels are to be read and fully understood before the container is unsealed. **The label is the law.**

- a. Sand. Sand will be staged by the Grounds Dept. in the FM parking lot in advance of a storm.
- b. Ice Melt. The SCG with input from the Grounds Supervisors determines the type and use of ice melt chemicals during a storm. Magnesium chloride is the mildest of the chemicals recommended for use on brick sidewalks. The best application method for chemical use in our climate is to put it down once the bulk of the snow has been removed from the surface.
- c. Limestone Steps. The stoops and steps of the Wren Building and the President's House are made of limestone. **No chemical use is allowed.** Ice and snow cannot be chipped off of these steps because the limestone is susceptible to damage from blows with metal tools. **Only sweeping, a light scraping with plastic shovels, and sand applications are allowed at the Wren Building, President's House, and Brafferton Hall.**

9. Vehicles and Equipment.

- a. Personnel are to make themselves familiar with the vehicles and equipment they will be operating prior to any storm event.
- b. All vehicles currently under a supervisor's direction are to be fully fueled and operational prior to a snow event.
- c. Plows and equipment attachments are to be installed by the crew using the equipment. The Grounds Mechanic will provide guidance, as necessary, during the equipment installation.
- d. Vehicles are to be cleaned each night for use the following day.
- e. Supplies specific to each vehicle or piece of equipment are charged to the department that owns the vehicle.
- f. All vehicles and equipment are to be thoroughly cleaned of chemicals after a storm event.
- g. Keys for snow removal vehicles and equipment to be used during a storm are located in a key box in the turf shop. Access to the key box is restricted to the Grounds Supervisors, Mechanic, and Spray Technician.

10. Personal Protective Equipment.

- a. Inclement Weather Gear
  - i. Grounds personnel will be provided rain suits, safety glasses, and foot traction devices. (ex. Cleats)
  - ii. All other FM personnel involved in snow removal operations will be provided foot traction devices and safety glasses.
  - iii. Employees are responsible for dressing appropriately for the weather conditions

- b. Safety Glasses. Tinted safety glasses are recommended to provide protection from reflected UV light from snow surfaces. Safety glasses can be obtained through the FM Warehouse.
11. Budget. Costs incurred for snow removal are charged as follows:
- a. Building Stoops, Steps, and Ramps – Building Charge
  - b. Main Campus Walkways, Garden Steps, Entrance Walkways and Roads – Grounds Charge
  - c. W&M Hall Ramps – Athletics charge for Facilities Management assistance requests
  - d. W&M Hall – None; Snow removed by Athletics
  - e. Parking Lots – Parking Services
12. Post-Storm Restoration. Areas identified as primary and secondary for snow clearance represent the areas necessary to re-open the campus. After the campus has re-opened and these areas are cleared, the staff will return to their normal duties. The SCG will continue to monitor conditions and will direct staff to maintain areas subject to re-freezing.

Re-opening does NOT include removal of snow and ice from all sidewalks and roads. The attached maps identify the areas necessary to return the campus to full operation. At that time, the majority of the snow removal crews will be required to support campus operations in their normal capacity.

Restoration includes the removal of sand/ice melt from stoops, steps, sidewalks, and patios. Straight sand can be swept or blown into the grass. Ice melt or a combination of sand/ice melt should be swept up and disposed of into a dumpster.

The SCG will support snow removal in areas not designated as primary or secondary on a case by case basis after the primary and secondary areas are complete.

## VI. REFERENCES

- A. William and Mary Emergency Closing Policy, dated August 7, 2014
- B. Department of Human Resource Management Policy 1.60, Standards of Conduct
- C. FM Directive 200, Essential Positions, Department of Facilities Management, dated April 21, 2015

## VII. ATTACHMENTS

- 1. Map A – Main Roads and Parking Lots  
Map B – Main Walkways and Building Entries/Handicap Ramps
- 2. Snow Removal Priorities Summary

**VIII. APPROVAL, AMENDMENT, AND GUIDANCE:**

This policy was approved by the Associate Vice President of Facilities Management. The Director of Operations and Maintenance interprets this policy and is directed to review this policy annually to ensure continued effectiveness.

A handwritten signature in black ink, appearing to read 'Van Dobson', with a long horizontal flourish extending to the right.

Van Dobson, P.E.  
Associate Vice President  
Facilities Management