



**Property and Facilities**

# **FACILITIES BUILDING USE MANUAL**

March 23, 2026

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LSU Health New Orleans Property and Facilities operates and maintains the facilities for the use of LSU Health New Orleans. The Use of the Buildings is guided by Chancellor's Memorandum CM-1, last revised September 5, 2023.

The buildings are owned by the State of Louisiana and are subject to all regulations and codes of the Louisiana Office of State Buildings. The guidelines in this document follow the Facilities Manual (Revised) October 30, 2025. For more information, see the [Louisiana Division of Administration Office of State Buildings](#).

## **Property and Facilities Mission Statement**

*By providing quality property and facilities maintenance, construction management, and services, this office is dedicated to offering our students, faculty, and staff a clean, reliable, and safe environment conducive to the Health Sciences Center's overall goal of providing quality education, research, patient care services and community outreach.*

The Office of Property and Facilities Management, under the leadership of the Assistant Vice Chancellor, is responsible for the planning and administration of all property and facility operations and maintenance for LSU Health Sciences Center - New Orleans. The office provides oversight of the planning of space and property, capital budgeting, construction management, and building management to include renovations, maintenance, and repair of University buildings and facilities; and the provision of utilities, grounds care, custodial, trash collection, recycling, and other services.

LSU Health Sciences Center-New Orleans buildings are purchased or constructed and maintained with public funds. Therefore, it is expected that those buildings will be utilized to their maximum capacity in pursuit of the interests of the public and the mission of the University to further education, research, patient care and public service.

### **Facility Services**

The LSU Health Sciences Center Facility Services Department has a broad range of responsibilities in overseeing the operation and maintenance of all buildings. Comprised of professionals in traditional facilities services trades trained to handle normal building maintenance, custodial, landscaping services and renovations, the department's mission is to operate and maintain a high-quality physical environment to enhance student learning, faculty teaching, research, and the University's service to the community.

Notify Facilities of maintenance problems/needs by submitting a [service request](#) or calling 504-568-7716. Students cannot submit service requests. Their school must submit it on their behalf. This includes but is not limited to structural, HVAC, electrical, painting (including any wall coverings), flooring (including all carpeting), keying, reviewing equipment prior to purchase or moving it to another location, etc. All paint and carpet specifications must be reviewed and approved by Facilities.

**The regular work schedule is Monday – Friday, 8:00 a.m. – 5:00 p.m.**

### **Divisions**

#### **Building Systems**

The Building Systems division maintains, repairs, and operates various building systems including, but not limited to, HVAC systems, fire detection, alarm and sprinkler systems, DI water systems, and refrigeration systems. This division includes the Operating Engineers, HVAC/Refrigeration Mechanics, and Electronic Technicians shops.

#### **Building Maintenance**

The Building Maintenance division manages general repairs, maintenance, and minor renovations. It comprises the electrical, plumbing, maintenance repair, carpentry, lock, sign, and contract support shops.

### **Key Policy**

Keys are assigned for individual needs based on the [Key Control policy document](#).

Service requests for keys must include the key custodian and back up key custodian names.

The request must also include:

- a. The name(s) of the employee(s) who will sign and take responsibility for the key(s) to a given room/space must be included (in the text box) on the key request along with the room number(s) of the key(s) requested in order for the request to be processed.
- b. The room number must also be chosen from the dropdown menu on the request page and not just typed in the text box.
- c. A separate request must be submitted for each room/space an employee or employees will need access, even if the keys are for the same employee or employees, with the following exceptions:
  - (1) If the same key opens multiple rooms/spaces – then only one request is necessary for the key to all of these rooms/spaces (list the lowest room number as the location on the work request).
  - (2) If a department sub-master key is being requested – then only one request is necessary (list the lowest room number as the location on the work request).
- d. If multiple employees need a key to access the same room/space, only one request is necessary as long as the names of all employees to receive a key are listed in the text box on the request.

No employee may submit a request for his/her own keys – the request must originate from the employee's key custodian or other department approving authority.

Key requests for new employees should be requested in advance in order for the department to have the key(s) available to the employee on the first report day.

Key custodians will maintain an updated list of who has been authorized keys to include name of employee, room(s) authorized to enter, and other data they may need to validate who has been given authority to access the rooms.

Key requests are routine priority with the exception of broken keys.

Keys may not be directly issued to students. Keys will be assigned to the employee that is responsible for the key the student possesses.

### **Building Services**

The Building Services division includes the custodial and grounds maintenance shops. These shops ensure the cleanliness of campus grounds and building interiors, including floor maintenance, restroom cleaning and stocking, trash removal, carpet care, and general cleaning. Ground maintenance covers the cleanliness of grounds and parking areas, as well as landscape design and maintenance.

### **Preventive Maintenance**

The Preventive Maintenance division conducts preventive maintenance on Facility Services equipment, including air handlers, boilers, chillers, cooling towers, sterilizers, glass washers, cage washers, generators, electrical systems, and other systems on campus.

### **Planning and Construction**

Comprised of professional engineers, architects and project managers, the Planning and

Construction team is responsible for planning, designing, and construction of renovations and new projects for all LSU Health Sciences - New Orleans' facilities. Our mission is to provide quality, reliable, safe, and efficient services in planning and executing all facility related projects to include new building construction, capital improvements and renovation work.

### **Environmental Health and Safety**

The LSU Health Sciences Center is committed to providing a safe and healthy environment for all faculty, staff, students, and visitors; and conducting its mission in compliance with all applicable environmental health and safety laws and regulations. Our department supports that effort through safety assessments; assisting with the identification, evaluation and control of hazards; education; training and inspections.

For emergency situations, such as a chemical spill, contact the University Police at 568-8999; University Police will then contact us to respond. For hazardous waste pickup, submit a [service request](#). For routine matters, please contact our [staff directly](#).

### **Property and Facilities Responsibilities to Users**

- Provide a habitable, clean, safe, and secure workplace.
- Provide timely attention to user's and visitor's building needs/problems.
- Provide for the operation and maintenance of heating, ventilation, and air conditioning (HVAC), electrical and plumbing equipment.
- Maintain building temperatures at 72°F ± 2°F. Rooms requiring deviations must provide documentation justifying the required temperature.
- Provide for the maintenance of interior finishes, hardware, building exterior, and landscaping.
- Provide custodial, waste management, pest control, fire protection, energy management systems, and elevator maintenance services through direct staff and contractual agreements.
- Assist and coordinate safety and monitor emergency evacuation activities.
- Notify contact person in each department in the building of upcoming major projects affecting their area.
- Enforce campus policies and procedures. Perform liaison services between the campus and state offices of Offices of State Buildings, Facilities Planning and Control, and Office of Risk Management.
- Conduct regular, scheduled building inspections for the purpose of maintaining the facility and its systems.
- Perform scheduled preventive maintenance and minor repair work on building mechanical and electrical systems and related equipment. Perform routine minor maintenance tasks, including but not limited to replacing lamps in lighting fixtures, replacing stained ceiling tiles in suspended grid lay-in-ceiling, replacing filters and other tasks as directed by the Assistant Vice Chancellor.
- Certify that contracted services such as equipment maintenance, pest control, landscaping etc. are being performed in compliance within the scopes of each contract.
- Vehicles: Provide vehicles, as justifiable, to University departments as appropriate. Perform routine

maintenance and repairs. Analyze usage, repair costs, and vehicle age to determine if replacement or removal from the fleet is needed.

- Facilities has the right of access to the premises at any time to inspect said premises. Inspections of enclosed offices intended for individual use and of workstations will be no more extensive than what is necessary to ensure compliance with the Facilities Manual.
- Facilities is required to comply with and enforce all State Fire Marshal codes and regulations.

### **Campus Users Responsibilities**

- Submit a [service request](#) to request physical signs. Contact Information Technology to request a digital sign posting.
- Treat facilities with respect. Do not place signs, scotch tape, or marks on interior or exterior walls, interior or exterior doors, etc. These items will be removed without notification. All signs, artwork, or similar items must be appropriate for a business setting and are subject to approval from Property and Facilities.
- Tape, pens, nails, screws, putty, etc. should not be applied to wall surfaces, built-in millwork, free standing furniture, or system/modular furniture - resultant costs from damage shall be borne by the end user.
- Do not prop open doors with anything other than a doorstop designed for that purpose (e.g., jamming broom handles in hinges). Use of improvised doorstops can damage the doors and door frames. Doors designed to shut automatically are never to be propped open.
- Keep corridors, hallways, electrical closets, HVAC equipment rooms, and elevator equipment rooms clear of furniture, equipment, boxes, and storage of any type. Maintain a minimum 3' x 3' clear space around all electrical panels.
- Bikes and motorized vehicles are not allowed inside buildings. These items bring dirt into the facilities, may damage wall and elevator panels and are a safety hazard.
- Coordinate with Facilities when arranging furniture to avoid extension cords, telephone, cable, and damage to walls and floors. Submit a service request to have furniture moved. Target date must be a minimum of 10 work days after request date.
- Submit a service request for Facilities to review equipment prior to purchase or moving it to another location.
- Report deficiencies in construction or maintenance, or accidents caused by deficiencies to Facilities and Environmental Health and Safety.
- There is one designated kitchen per floor. Personal food storage or food prep items are to be stored in the kitchen refrigerators or cabinets, not on countertops, tables or on top of refrigerators.
- Coffee makers, mini-refrigerators, microwaves, or other small appliances are not allowed in private offices. The appliances are to be located only in the kitchen.
- Coffee makers are to be unplugged when not in use.
- No portable heaters are allowed in the building or any open flames (i.e., candles, incense burners, potpourri burners).
- Toasters, toaster ovens, air fryers and any other small appliance which would be subject to activating smoke alarms and/or fire alarm systems are only allowed in the kitchen and must be approved by Facilities prior to purchase. Submit a [service request](#) for approval.
- No pets or animals are allowed in buildings. (Exception: Service and support animals).

- Promptly notify Facilities of maintenance problems/needs by submitting a [service request](#) or calling 504-568-7716. This includes but is not limited to structural, HVAC, electrical, painting (including any wall coverings), flooring (including all carpeting), keying, reviewing equipment prior to purchase or moving it to another location etc. Include the technical specifications and point of contact information for equipment and select problem code: Equipment-Purchase-Review. All paint and carpet specifications must be reviewed and approved by Facilities. All projects must be channeled through and are managed by Facilities.
- Use the freight elevator when moving carts and large items if there is a freight elevator in your building.

## Procedures Requesting Work Orders / Reporting Maintenance Problems

For items such as inoperable doors, burned-out lights, electrical circuit outages, temperature control that deviates from  $72^{\circ}\text{F} \pm 2^{\circ}\text{F}$ , plumbing problems, broken pipes, no toilet paper, safety hazards, elevator issues, grounds issues, etc., campus users should submit a [service request](#). Please provide your name, the location of the problem (i.e., building, floor, and room number), and the point of contacts name and phone number where Facilities can reach the point of contact, and a description of the problem. The account field is optional. Select a priority level for your request. **Emergency** issues involve immediate life or safety risks, such as fires or floods. **Urgent** requests are those that could become emergencies if they are not addressed within two hours. Your request will be dispatched via a service request to the appropriate facilities shop to correct/address the problem. It will also be assigned a work priority based on criteria such as “safety and security, potential damage, inconvenience, or routine.”

Emergency situations will prompt an immediate phone or radio call from facilities services to the appropriate agency, staff, or personnel. If it is an emergency (i.e. overflowing toilet, gas, or water leak, etc.) please contact Facilities Services directly at phone number (504)-568-7716.

When an outside contractor performs work, Facilities will manage project development and execution, monitor the work in progress, assist with scope changes, and recommend payments. Facilities must inspect the work after completion.

The requester will receive an email when the service request is closed. If a problem persists, please contact Facilities Services at (504)-568-7716.

If the problem involves a request for changes to an existing condition to satisfy your agency’s growth or changes in function, or simply aesthetic needs, please refer to the section below concerning renovations.

In response to the Energy Management Act of 2001, state facilities will not routinely provide heating or cooling on weekends and after 6pm in most buildings (see La. R. S. 39:251 through 257). Request for air-conditioning after 6pm, and during weekends and holidays must be submitted as a [service request](#) at least 10 working days prior. Workplace temperatures will be maintained at  $72^{\circ}\text{F} \pm 2^{\circ}\text{F}$ . Rooms requiring deviations must provide documentation justifying the required temperature.

### Requests for Renovations / Enhancements & Projects

Modifications to facilities shall **not** be made to the premises by users. Self-Help work is not allowed on

campus. All requests for renovations or enhancements, such as erecting walls, **must** be submitted in writing for review and approval to Facilities after the applicable Dean's office has approved the request.

Multiple service requests to make changes in a room will be considered a renovation, enhancement or project and must be submitted as such.

All office/modular furniture additions are to match existing furniture colors and patterns whenever possible. When fabrics/colors etc. are no longer manufactured or are not available, a substitution will be allowed. If and when this occurs, prior review and approval is required by Facilities.

The written project request must indicate: the department requesting the project, a description of the work to be done, source of funding, location (building name, floor, room), name of requestor, name of contact person, telephone number or email address.

When an outside contractor performs work, Facilities construction coordinators will manage project development and execution, monitor the work in progress, assist with scope changes, and recommend payments. Facilities must inspect the work after completion.

Written approval is required from Facilities prior to purchasing any equipment. Include the technical specifications and point of contact information for equipment and select problem code: Equipment-Purchase-Review. These items include but are not limited to: built-in furniture (such as cabinets, shelves, counters and workstations), decorative trim, window treatments, window tint film, carpet, lab, office and kitchen equipment.

### **Building Safety /Access Control**

LSU Health New Orleans, subject to the authority of the State Fire Marshal, is required to maintain buildings for which it is responsible in accordance with the applicable Life Safety Codes. Compliance will provide a reasonable level of safety from injury, danger, and damage. Users should notify the Environmental Health and Safety Department of all accidents, incidents or near misses. Basic responsibilities are:

- To provide for adequate safety by implementation of reasonable and effective safeguards.
- In cooperation with the various agencies ensure that egress paths are clear and unobstructed. Ensure that exit devices are equipped with emergency release mechanisms or are unlocked.
- To ensure that egress points and routes are clearly marked to provide necessary cues and avoid confusion.
- To ensure prompt notification by providing early warning of fire via visual and audio notification.
- To provide adequate lighting.

All employees must immediately report any recognized potentially hazardous condition or practice to their supervisor or the appropriate party. The supervisor or appropriate party must promptly notify University Police and/or Environmental Health and Safety and take appropriate measures to secure the area or control the unsafe practice, as feasible.

Campus personnel should help maintain a safe and secure campus environment by not sharing ID badges; not allowing anyone to follow behind without also scanning their own ID card for entry and not allowing anyone into any State facility or secured area. The Office of Risk Management does not cover the loss of privately owned property even if it may have been taken from a state-owned building.

## **Security**

Security is provided through University Police Officers who will be present to monitor building premises as per pre-determined schedules. Modifications to extend or change security procedures should be directed to the Vice Chancellor for Governmental, Community & Multicultural Affairs or the Chief of Police.

## **Pest Control**

Qualified pest control service contractors perform spraying for pests such as roaches, ants, gnats, and other insects. Eating and drinking in the building should be restricted to break rooms or kitchen areas so as to prevent infestation of pests and avoid spills on carpets or tile floors. Live plants must be limited to state requirements as they can be home to insects. Campus users are **prohibited** from bringing their own pesticide (e.g. Raid, Bengal, etc.) into the building.

## **Elevator Operations and Maintenance**

**Campus users may not use freight elevators unless moving large items or freight.**

Elevator maintenance is provided through contractual agreement with a private company. If elevator problems do occur; the problem should be reported via a service request for issues that do not require immediate attention. Entrapments should be reported to the LSU Police at 504-568-8999 who will immediately notify Facilities at 504-568-7716.

If trapped in an elevator, please refer to the instructions posted inside the elevator.

## **Tobacco**

All Tobacco use (including cigarettes, smokeless tobacco, and electronic cigarettes etc.) is prohibited in all campus buildings and grounds.

## **Americans with Disabilities Act (ADA)**

The provisions of ADA cover all public entities, activities, and services. One of the important provisions of the act that jointly impacts Property and Facilities and campus users is facility accessibility. Architectural barriers must be eliminated, making both new construction and alterations “accessible,” and/or must include an “accessible path of travel” to all “primary function areas.” In order to meet the given requirements, Property and Facilities performs compliance evaluations.

## **Notices, Advertisements and Soliciting**

Solicitation is not permitted within the building, nor on its grounds and parking lots. Digital bulletin boards are provided in various places throughout the buildings for posting purposes. Notices and advertisement postings are limited to these bulletin boards and must be approved in advance. Any posting of items on doors, walls, hallways, or windows in halls and common areas is prohibited and such items will be removed without notice.

## **Interior Plant Policy**

This policy has been set to protect the interior surfaces of state office buildings, protect the health

of employees working in these facilities, ensure the aesthetic quality of the building, and ensures good pedestrian traffic flow through the offices.

- A single desktop plant may be brought to the office for the enhancement of the workplace. Size limit: 6" pot.
- No plants are to be placed on the floor or on overhead storage bins.
- All plants must be set in saucers that are large enough to catch run off from the plants when watered. Foil from florists and thin plastic liners on baskets are inadequate and will not function as a saucer.
- Ivies must be contained and not allowed to vine along shelves, windows, and other furniture.

### **Interior Decorations Policy**

This policy has been set to protect the interior surfaces of the office buildings, ensure the aesthetic quality of the building, and ensure good pedestrian traffic flow through the offices.

- Interior Decorations are allowed from approximately November 20-January 10.
- Decorations should be limited to the interior of offices and cubicles; decorations should not interfere with other offices, nor should they block entrances/exits to rooms or buildings.
- Scotch tape may be utilized for interior office doors for decorations.
- All types of lighting will be limited to the interior offices.
- No lighting or decorations are to be hung from ceiling light fixtures, ceiling tiles, ceiling grids or Fire Alarm devices located within the facility.
- Decorations are allowed on desktop and workspaces in offices and cubicles. Excessive knickknacks & collectibles in open cubicles are prohibited. Decorations are not allowed to be taped or glued to exterior doors, interior or exterior walls or other areas that may be damaged by tape or glue.
- Decorations are allowed in departmental entrance lobbies but should follow all above restrictions.
- Curtains/Blinds/Window tint are not allowed except those supplied by Facilities or specifically approved by Facilities.
- Decorations of walls must meet fire code requirements not exceeding the percentage of walls space for the area they are placed.
- Offices with glass walls to the hallways shall not place items on the ledges of the window system.

### **Agency/Building Events**

All events of any type (i.e. Food drives/collection, Fund raisers, book sales, plant sales, food/bake sales, etc.) must be requested in writing and in advance to Facilities and approved by Facilities after the applicable Dean's Office has approved the request. Approval from the Vice Chancellor of Academic Affairs is required for events in multiple buildings. Only two collections can occur at the same time. Only event requests that are non-profit will be considered. CM-1 provides detailed guidance about allowable events, sponsors, and approval processes.

The request will need to include, but is not limited to the following:

- Description of the event being requested
- Building area (inside or outside) that event will be held.
- Building location (lobby, room, floor) that event will be held.
- Contact Person and contact numbers (i.e. office, cell phone, fax, etc.)
- Dates and Times of event

- Anticipated number of people to attend

These are the approved campus locations for collecting donations for a maximum of 30 consecutive days and no more than 60 days total within the calendar year:

- Center for Advanced Learning and Simulation- 2nd floor lounge by the display case in front of room 2082 & 2083
- Dental School- 1<sup>st</sup> floor glass display wall in the cafeteria- the side facing the student parking lot
- Human Development Center- 4<sup>th</sup> floor Lounge back wall (room 406)
- Lions Eye Center- 2nd floor under the digital sign
- Medical Education Building- 4th floor outside of the Medical Student Lounge
- Resource Center Building-6th floor breakroom
- School of Nursing and Allied Health- 4th floor in the open sitting area outside of the elevator lobby

An approved permit will be placed on the collection container with the name of the sponsoring organization and the dates of the collection.

**Building Fire Evacuation Procedures**  
***DO NOT USE THE ELEVATORS IN ANY EVACUATION SITUATION***  
Refer to the [Fire Safety Policy](#).