



**HEALTH
SCIENCES**

FINANCE &
ADMINISTRATION

**HOW TO REPORT
COVID-19 EXPOSURE IN WORK AREA(S)
AND
REQUESTING COVID-19 CLEANING OF AFFECTED AREA(S)**

Immediately upon notification of an occupant/visitor in your area with a positive COVID-19 test, or other circumstance that may warrant COVID-19 cleaning, inform your supervisor while remaining HIPAA, ADA and FERPA compliant, and contact the appropriate *HSC Contact* listed below.

For HSC Business and Communications Center
(1650 University)

Ryan Reynolds

Manager, HSC Capital Projects

505.331.8875

ryreynolds@salud.unm.edu

For all other North Campus areas

Carlotta Abeyta

Director, Finance and Administration Shared Services

505.272.6426 or 505.450.6406

abeytac@salud.unm.edu

Information you will be asked to provide:

- Building, room number, and exact room location
- Does the area have Badge access or key access, or both?
- Name, phone and email for department/unit contact
- Explain the circumstance of the need for COVID-19 cleaning while remaining HIPPA compliant

UNM's COVID-19 cleaning is in alignment with Department of Health recommendations and procedures, and UNM Hospitals protocols.

All requests for COVID-19 cleaning received through this process will be reviewed and prioritized.

(Internal Documentation)
COVID-19 CLEANING REQUEST PROCESS

STEP 1

HSC Contact will notify all critical areas of the COVID-19 cleaning request via email, including Facilities Management, Custodial, Safety and Risk Services, Occupational Health, and HSC Executive Leadership.

STEP 2

HSC Contact will submit a Work Request to Facilities Management iService Desk for COVID-19 cleaning.

⇒ **Refer to “COVID-19” in the request and the request will be given priority.**

<https://iservicedesk.unm.edu/home.html>

TMA iService Desk is your interactive web-based work request and work order tracking system.

IF THIS IS AN AFTER HOURS EMERGENCY PLEASE CALL UNM Police Department 277-2241

In *iService Desk* you:

- Can submit, query and print Work Requests in real time
- Will receive email alerts when your Work Requests or Work Orders change status
- Can query and print Work Order details including labor and material charges

To submit a Work Request, you **must** provide the following:

- **IF YOU ARE SUBMITTING A COVID-19 VIRUS RELATED WORK ORDER, PLEASE REFER TO "COVID-19" IN THE REQUEST**
- **Building** – If work requested is an outside area, then the nearest building
- **Name** – This person will be the primary customer contact for Facilities Management Techs
- **Phone** – This number should be for the primary contact
- **E-mail** – This e-mail address will receive status updates from *iServiceDesk*
- **Repair Center** - Your area's repair center: (i.e. Area 1 Maintenance, Area 2 Maintenance, Area 3 Maintenance, or Area 4 Maintenance)
- **Area** – Location of the work in the building (Select from list provided)
- **Request** – Description of problem or task. Please be *specific* with relevant details (i.e. building name, room #, (if there is not a room #, then compass location (i.e. N,S,E,W)), and the problem)

Questions regarding *iService Desk* should be directed to Facilities Management Work Controls at 277-1600

For physical security requests (non-IT), such as installation of video, alarms, emergency and lockdown buttons, access control, etc., as well as to schedule personal safety awareness presentations, email SecurityOperations@unm.edu

STEP 3

HSC Contact will report the need for COVID-19 cleaning to appropriate HSC leadership who will then contact the department(s) to advise how to proceed in relation to staff and faculty who may have come into contact with the affected area.

STEP 4

HSC Contact will notify Department/Unit Contact once COVID-19 cleaning has been successfully completed and will provide a return-to-work date.

Department/Unit Contact to notify department/unit faculty and staff of return-to-work date.