



Student Handbook

For using facilities on campus

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Introduction to Facilities: What We Do?

Facilities Operations is a team of NorQuest and contract staff whose goal is to provide and maintain safe and enjoyable campus spaces for learners, staff, faculty, and visitors.

This team is accountable for an extensive list of tasks, including:

- Safety system maintenance (elevators & fire alarms).
- Custodial services.
- Electrical and lighting system maintenance.
- Heating and cooling systems.
- Snow removal and landscaping.
- Furniture repair.
- Event setups and teardowns.
- Shipping and receiving.
- Fleet management.

Cleaning Standards

The College is maintained and cleaned according to Association of Physical Plant Administrators (APPA) standards to ensure orderliness and tidiness of floors, light fixtures, washroom fixtures and waste receptacles.

Washroom Guidelines

Washrooms are cleaned frequently, and checklists are signed by our custodial staff after each cleaning. Our custodial staff are dedicated to keeping the campus clean.

By following proper washroom etiquette, you allow everyone a better washroom experience.

Washroom guidelines include:



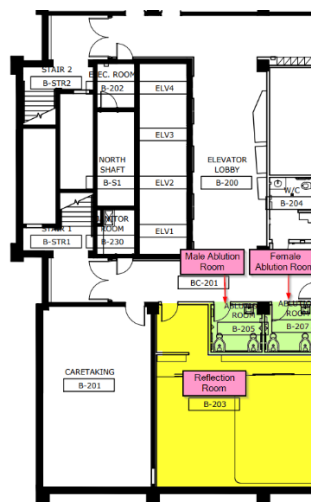
QR Codes to Report Washroom Issues

Your feedback helps us address concerns efficiently and ensure a pleasant experience for all users. To streamline our efforts in maintaining cleanliness and equipment in good operating order, we have implemented a QR code system for reporting issues. Simply scan the code located in the washroom using your smartphone camera and you will be directed to a reporting platform.



Ablution Rooms

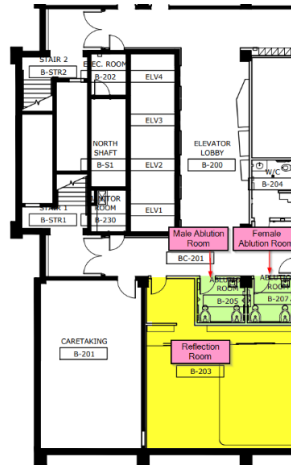
The ablution rooms are in the basement of the Civic Employees Legacy Tower (CELT B-203) on the right-hand side of the elevator lobby.



Reflection Rooms

NorQuest College is a vibrant, inclusive, and diverse community that recognizes the spiritual and religious needs of our learners and employees. We are committed to providing a neutral room that is accessible to members of all faiths within the college community.

The reflection room is in the basement of the Civic Employees Legacy Tower (CELT B-203) on the right-hand side of the elevator lobby.



Sustainability

The Singhmar Centre for Learning is a LEED Silver-certified building. Learn how the Singhmar Centre for Learning demonstrates NorQuest College's commitment to [Green Building and Sustainability](#)

Accessibility

All four buildings are accredited by the Rick Hansen Foundation Accessibility Certification (RHFAC). Learn what this means for our [campus](#).

Waste Diversion Bins

NorQuest uses a centralized waste collection and diversion strategy that utilizes point of collection sorting. Using the detailed signage at each station, please take a few moments to ensure your waste is placed in the appropriate bin. If you are not sure which bin to use, use the 'garbage' bin.

Your individual effort to properly sort waste is critical to ensure that bins do not become contaminated. Contaminated bins are sent to landfill. For example, placing plastic in the food scraps bin contaminates the entire bin. Waste sorting stations consist of four waste streams.



Scent Free Campus

There are students and staff who are sensitive to scented products. Help provide a safe learning and working environment for everyone at NorQuest. Avoid wearing or using scented products and help make our campuses safe and comfortable for everyone.



Fire Alarm System

Campus buildings are protected with automatic fire alarm systems.

Depending on the building you are in, you may hear different alarms:

- SCFL & CELT utilize a two-stage, cascading system.
 - Listen to and follow the instructions of the automated voice system.
 - Stage 1: Notification – no need to evacuate.
 - Stage 2: Evacuation – exit the building.
- Centre 106, Career Development Centre utilizes a single-stage system.
 - Evacuate the building on alarm.

In the event of an evacuation, follow the instructions from NorQuest staff and security teams.

Fire Alarm Pull Stations

One of the components of the campus fire alarm system is the pull station.

Pull stations are often confused with automatic door openers. Please be aware that pull stations do not operate the doors.



Activating a pull station triggers the building fire alarm system, which consists of loud alarms. Deliberately activating a pull station when there is no emergency creates a false alarm. In addition to causing a significant disruption and draw on resources, false alarms can also create unnecessary panic among building occupants.

Period Care

Facilities collaborates with a vendor, Joni, who supplies our campus with organic toxin-free period care. There are dispensers on campus that are set with a thirty second timer to provide both pads and tampons. These items are free of charge. Our custodial team also places hygiene products throughout high traffic washrooms on the counters every morning and are replenished once a day. Our motto is 'sharing is caring', so be mindful of others who may need these emergency use items.



Joni uses compostable organic and biodegradable materials with various certifications that make their products sustainable and toxin free. The Centre for Growth and Harmony also provides period care free of charge.

Elevator Guidelines

Be considerate when using the elevators. Respect and care make for a smooth ride for everyone. If you can walk up two levels or down one level, you are guaranteed to beat your classmates to your scheduled class.

- Wait your turn.
 - Allow others to exit before entering.
- Press and go.
 - Press your floor button.
- Mind the space.
 - Stand to the side to let others enter and exit.
- Do not ride the elevator up just to go down.

- When you do this, you are preventing others from getting on.
- The capacity of the elevators is ten people.
 - Anything above this will result in downtime of the elevator cab due to repairs.



If you require more information, reach out by email.

Facilities@Norquest.ca