



**WAKE FOREST**  
UNIVERSITY

**Facilities and Campus Services**

# Special Event Services Guide

[facilities.wfu.edu](http://facilities.wfu.edu)

336-758-4255

H.S. MOORE BUILDING

1834 Wake Forest Road, Winston Salem, NC 27106,

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# Work Order System

In order for Facilities and Campus Services (FACS) to support your event, all requests must be done through the work order (WO) system.

The work order system can be found on the FACS website, or through this [link](#).

Detailed instructions on how to place a work order can be found [here](#).

If you have questions or concerns about possible work orders that may be needed for your event, please contact Tim Kerr at [kerrt@wfu.edu](mailto:kerrt@wfu.edu) or 336-758-5151, or Customer Service at [fcscsc@wfu.edu](mailto:fcscsc@wfu.edu) or 336-758-4255.

## Timeline:

- To make sure FACS can accommodate your event, submit work orders 5-7 business days prior to your event. Requests submitted within 4 business days of the event will be honored only if F&CS personnel can reasonably accommodate the event.
- For a dig permit or locating requests, please submit requests at least two weeks prior to any staking or digging.
- We understand that emergencies and last-minute changes do come up, and we will try our best to accommodate, but please note our ability to assist may be based on staffing, supplies and other campus wide activities.
- For after hour (outside 8a-4:30p M-F) urgent requests, please call 336-758-4255 and leave a voicemail, on-call personnel will listen and assist when able.
- Make sure to reserve your space in DeaconSpace well in advance so there are no conflicting requests.

## Important Information to Include in Work Order

- **Location**
  - Use the SELECT SITE/AREA OF CAMPUS drop down to narrow down locations.
  - Use the SELECT BUILDING & ROOM drop down to find and select the location of the request.
    - The more detailed the better, if the room or area is large, please provide a detailed description of the exact location in the REQUEST DETAIL box. (i.e., Northwest corner of Hearn Plaza, across from the bookstore, the Wait Chapel stage)

- o If supplies/equipment must be picked up or dropped off, please make sure to have the following in the REQUEST DETAIL section:
    - Location of items that must be picked up (building, room #)
    - Location for items to be delivered to after event (building, room #)
    - Labeling any items that must be picked up and delivered is greatly appreciated.
- **Contact for Event**
  - o Please enter a phone number in case FACS has questions about your request.
  - o It is also helpful to have the name and cell number of someone we can contact who will be onsite, in case there are any setup or day of questions. You can enter this in the REQUEST DETAIL section.
- **Name of Event**
  - o For our records, it is helpful to include the name of your event in the work order REQUEST DETAIL section. This is helpful for recurring events.
- **Organization or Department Affiliation**
  - o For our records, it is helpful to include the name of your organization or department in the work order REQUEST DETAIL section. This is helpful for recurring or student run events.
- **Dates and Times**
  - o Dates are vital to the WO process. Please consider the following when submitting your WO:
    - Date that setup work can start, and must be completed by
    - Date of the event
    - Date that breakdown work can start and must be completed by
  - o Times are also vital to the WO process. Please consider the following when submitting your WO:
    - Time that setup work can start, and must be completed by
    - Start and end time of event
    - Report times for staff, and approximate ending time of event
    - Time that breakdown work can start and must be completed by
- **Quantities**
  - o If you are requesting items that may come in various quantities, please make sure to include quantities needed.

- Examples of this include trash and recycling cans, power cords, banners, porters, staff, etc.
- **Budget Code**
  - A budget code is necessary for all event work orders
  - Make sure to include your Fund, Cost Center, and Spend Category.
  - If a budget code is not submitted, your work order will not be assigned until one is provided.
- **Photos or Diagrams**
  - Although not required, photos and diagrams can be very helpful when FACS staff are working on your requests. Please attach them using the UPLOAD DOCUMENT/IMAGE tab.
  - If your event is recurring, make sure to take photos of your event setup to attach to future WO's.
- **Inclement Plan**
  - If your event is held outside, you must think of an inclement weather plan.
  - This plan may require separate WO's to be submitted. If so, please put "RAIN PLAN" at the top of your WO, so we know to only do this if the plan is enacted.
  - It is important you communicate with FACS if the rain plan is enacted, please try to give at least 24 hours' notice before the event.

## **Other Services**

- **Estimates**
  - FACS can provide estimates for your event. If your event is repeating, we can look up historical charges.
  - To request an estimate, submit a WO with your event title and needs.
  - Estimates are not billable.
- **Labor and Material Rates**
  - Found [here](#), a listing of billable rates for labor and frequently requested materials. Note that materials, outside vendors and WSFD permits are subject to change. Billable rates for labor are set by the University each fiscal year.
- If necessary, FACS can avoid the area of your event to limit noise and disruption. To request, submit a WO with date, time, and location.

## Athletic Turf Maintenance

The Athletic Turf Maintenance team is responsible for the upkeep of all Athletic and Campus Recreation fields. The group also takes care of outdoor trash and recycling requests at outdoor Athletic Facilities only.

- Consider the following when hosting an event to see if you need to submit a work order:
  - Will you need the irrigation systems turned off during your event?
    - If so, what dates and times should this be off and turned back on?
  - Will you need the space mowed before your event?
    - If so, when is a good time to do this?
  - Can the field be mowed the day of your event?
    - If not, place a request to make sure your field is off the mowing schedule for the day.
  - Will you be needing trash cans at an outdoor Athletic facility?
    - If so, how many cans, where, when do they need to be placed, emptied, and picked up?
  - Do you need goals or benches moved?
    - If so, put in a request with when, where, and what equipment needs to be moved and moved back.
- When planning your event, reach out to us if you will be doing the following:
  - Will any setup require a vehicle to drive on the field?
    - If so, we can explain the correct procedure.
  - Does your tent have a floor?
    - If so, please reach out to talk about your options.

## Construction

The Construction team handles medium scale construction across campus. This includes setting up temporary structures, removing bollards, building small structures and furniture.

- Consider the following when hosting an event to see if you need to submit a work order:
  - Will your event require the removal of bollards?

- If so, submit a WO with the location, time of removal, and time of replacement.
- o Do you need something built that is stored at the Surplus Warehouse?
  - If so, submit a WO with detailed instructions
- o Do you need a lull or forklift to move equipment?
  - Submit a work order with detailed instructions

## **Custodial**

Custodial support throughout interior Academic, Administrative and Athletic buildings is provided by the Budd Group. Here are some things to think about when having an event:

- Most buildings are cleaned Sunday-Thursday nights. In addition, some of the larger and most used buildings have porters during the day Monday-Friday. This is important to remember when thinking about your cleaning coverage.
- Post Cleans
  - o If your event will create an excessive amount of trash, or any cleaning needs that would take the normal porter out of their daily scope of work, you must schedule a post event clean, request through a WO.
  - o A post event clean will also be necessary for events that happen on days when a porter may not be on site. (i.e., Friday night into Saturday)
  - o Specify what areas need to be cleaned and restocked. Restrooms, gathering spaces, lobbies, etc.
  - o A post clean is vitally important if there is another event in the same space the next day.
- Porters
  - o Large scale events may want a porter to work the event to make sure spaces are kept clean and stocked. This is especially true if you are serving food, and alcoholic beverages due to the large amounts of trash, recycling, and opportunities for spills.
  - o In your WO request for porters, be sure to include how many you want, report time, and approximate event end timing.
  - o In your WO, be sure to include the location of the event, the specific areas that need to be touched up, and any times you want specific items done.

- Extra trash and recycling cans
  - Extra trash and recycling cans are available if needed, this is recommended if you are serving food.
    - Submit a WO with the quantity, location they need to go, time they must be in place and when they must be picked up.
  - Please note that these cans will be cardboard boxes, a very limited number of plastic cans are available.
- Supplies
  - If you are hosting a multi-day, or large-scale event, supplies may need to be purchased.
  - There is no WO needed from you the customer but be prepared for an additional charge post event for the supplies used.

## Dig Permit, Staking and Locating

If your event requires any digging (disturbing the soil below the surface), you will need to apply for a dig permit and request locating. This is required to avoid damage to the underground infrastructure, and to inform the appropriate personnel of digging in areas where they have a vested interest.

Please fill out a dig permit request, found [here](#).

A WO must be filled out to request locating. This will allow for a FACS staff member to mark the area provided where infrastructure is located so your vendor knows where they can dig. All digging must be at least 8 inches away from any marking.

Please allow 2 weeks from the request date for processing and approval. All signatures and final approval are required prior to proceeding.

Not sure you need a dig permit and locating? Here are some guidelines where you need a dig permit:

- If you are installing a temporary tent that is secured to the ground via staking.
  - An alternative would be using cement blocks or water barrels to secure the tent.
- Installing a frame or flag post into the ground, no matter the depth.
- Securing a stage or platform via stakes.
  - An alternative, move the stage to brick or cement and use weighted objects.



- Securing inflatables using stakes.

**Any disturbance of the soil below the surface, no matter the depth, must be approved via this process by Facilities and Campus Services before any work is done.**

## **Environmental Health and Safety**

The Wake Forest University Department of Environmental, Health and Safety (EHS) is charged with assuring the University is compliant with all pertinent laws administered by over a half a dozen governmental regulatory agencies, and with the oversight of programs designed to protect the environment and the health and safety of students, faculty, staff, and visitors

Please contact EHS at [wfuehs@wfu.edu](mailto:wfuehs@wfu.edu), or 336-758-3427 for additional information.

Here are some suggestions of possible assistance an event planner may need from EHS:

- AED Locations
- [Safety Data Sheets \(SDS\)](#):
  - If you are using a chemical during your event, make sure to get a SDS from your supplier and share with EHS.
  - Use [this link](#) to learn how to get a SDS.
- If you are planning a color event, a SDS must be submitted to EHS for approval.
- Will your event produce chemical waste? Reach out to EHS for assistance in proper disposal.
- If your event uses aerosols, spray paint, or latex paint, EHS can help provide the appropriate container to dispose of properly.
- EHS asks that only water-based paints are used for any painting that is done on a grassy area, or that may lead into storm drainage.
- If your event will create any runoff, i.e., a car wash, please make sure EHS is contacted so we can protect our storm water.
- Will your event include carnival rides or inflatables? Please reach out to EHS to make sure the vendor has all appropriate health & safety measures in place.

## Fire and Life Safety

The Fire & Life Safety Program is responsible for supporting multiple departments with fire and life safety systems expertise and code awareness. As a subject matter expert resource, they serve Maintenance, Utilities, and Project Management departments within Facilities & Campus Services, as well as the broader campus.

Here are some possible work orders that may need to be submitted for your event:

- Requesting fire extinguishers.
- Staff to be on site for pyrotechnics.
  - A permit through the Winston-Salem Fire Department (WSFD) will be necessary.
  - The event organizers are responsible for cleanup of any pyrotechnic waste.
- Propane heater inspections prior to the event.
- Water truck for a bonfire event..
- Turning the lights off in a space, leaving only emergency lights on
- Installing emergency lights and exit signs to your structure.
- Use of a fire hydrant.
- Scheduling a walkthrough with the Fire Marshal.
- Obtaining a haunted house permit.

Here are some reasons to reach out to Fire and Life Safety before hosting your event:

- Checking to see if there are fire drills or inspections during your event.
- Making sure the appropriate permits are being applied for with WSFD for pyrotechnics.
- Applying for an occupancy permit with the WSFD:
  - These are needed for tents or structures over 700 square feet.
  - This number depends on how many “sides” are on the tent or structure
- Making sure your tent or canopy is flame retardant.
- If you are having candles for a religious ceremony.
- Arranging a WSFD truck to be on standby for your event.
- If your event will block, close, or change a traffic pattern on a campus road.

Fire and Life Safety is here to make sure you and your attendees have a safe and enjoyable time at the event.

## Heating, Ventilation & Air Conditioning

Heating, Ventilation & Air Conditioning (HVAC) is often overlooked while planning an event. Each building, and room has a specific schedule, depending on the day of the week and season, do not assume the climate controlling systems will be activated. To make sure your event space is adequate temperature, please make sure to submit work orders for any of the following:

- Alert FACS of your event, to make sure the HVAC System is up and running for the duration of your event. Specific times and locations are required.
  - If you have a large group using a space, be sure to include that in your WO so we can adjust accordingly.

To help with our ongoing goal to reduce energy consumption, keep doors and windows closed as much as possible to keep the climate-controlled air inside the building.

## Landscaping

The Landscaping division provides excellent landscape maintenance and consistently creates seasonal interest along with year-round beauty to the different sites.

Landscaping includes teams such as Arboriculture, Turf, Graylyn, Reynolda Village, Gardens and Horticulture.

- Avoid digging/staking if possible. Irrigation systems, and roots are right below the surface and can be damaged easily.
- Vehicles are not permitted to drive on any grass or dirt without approval from FACS.
- Irrigation systems are on a set schedule, submit a work order to make sure they are off for the duration of your event.
  - Note: there are limitations in the duration the system can be off.
- If your event requires a multi-day setup, be sure to submit a WO to make sure mowing is completed before your event. It is important to let FACS know when mowing can resume.
- Tarps are not permitted for painting events on grass. Use water-based paint, as approved by EHS.

- Do not tie rope, string, signs, lights, or banners to any part of a tree without checking with Landscaping.
- If you need teak outdoor furniture moved, please submit a detailed WO.
- A water truck may be requested for a bonfire event, please submit a WO.
- If you require plants for an event, submit a WO well in advance to make sure your request is accommodated.

## **Maintenance Academic-Administrative**

The Academic-Administrative Maintenance team oversees the maintenance of all academic and administrative buildings on campus. You may need their assistance if you require the following, please submit a work order.

- Hanging a banner at any of the following exterior locations, please make sure to follow the banner rules and instructions found [here](#):
  - Reynolda Hall
  - Manchester Plaza Stage Wall
  - ZSR Library
  - Wait Chapel
  - Benson University Center
  - Wellbeing Center
- Staff coverage for events
- Finding power, running power strips and drop cords for interior events

## **Maintenance Athletics**

The Athletics Maintenance team oversees the maintenance of all athletic spaces on and off campus. You may need their assistance if you require the following, please submit a work order.

- Staff coverage for events
- Setting light or HVAC schedules
- Removal of bollards
- Assistance with getting power in unusual locations
- Hanging banners or signs

## Maintenance Residential

The Residential Maintenance team oversees the maintenance of all residential buildings on campus. You may need their assistance if you require the following, please submit a work order.

- Setting up power and lights for an interior event
- Assisting in hanging exterior holiday decorations
- Hanging approved exterior banners

## Surplus Services

The Surplus team plays an essential role in many events. You may need their assistance if you require the following, please submit a work order. It is extremely important your work order includes exact location and timing for drop off and pick up, a contact name and number. Photos are also extremely helpful.

- Moving supplies and equipment from the Off-Campus Warehouse to your event
  - Podiums, tables, chairs, carpets, easels, cost racks, signs, A-frames, supply wagons, etc.
    - Be sure to reserve equipment from the appropriate department before submitting your WO
- Moving supplies and equipment from one building to another.
- Setting up the Wait Chapel stage.
- Picking up large items from the mailroom and delivering to your event.
- Rearranging furniture both inside and outside temporarily for your event.

## Utilities

The Utilities Department is responsible for managing and providing efficient and reliable utilities to the campus. This includes the acquisition, generation, distribution and energy monitoring of utilities and infrastructure that provide the following services for our campus: electricity, emergency generators, water, sewer, storm water, exterior lighting, chilled water (cooling), compressed air, and steam (heat & hot

water) that supports our campus. You may need their assistance if you require the following, please submit a work order:

- Getting power for an exterior event, installing drop cords and power strips
  - It is helpful to know how much power is needed, and the number of outlets needed.
- FACS can rent generators and light towers from various rental companies
  - In the WO, provide a quantity, location, drop off and pick up dates
  - Note: FACS does not set the rates for these rentals, that is set by the rental company.
- Dig Permit, Staking and Locating
  - The Utilities team can help with locating underground infrastructure. See the [“Dig Permit, Staking and Locating”](#) section.
- Water hookup, hose, and water key for an event
  - Can be used to fill water barrels for tents, or for other event purposes.
- Changing light schedules and timers
  - If you need area lighting to be on or off at a certain time, submit a WO
  - The lights illuminating the steeple on Wait Chapel can be changed with prior approval from the Divinity School.
- The [Wake Well](#) serves our campus community during large events with mobile water needs. We are committed to decreasing disposable bottle usage on campus with the Wake Well.
  - Note: The Wake Well may be unavailable during the cooler months due to freezing temperatures.

## **Waste & Waste Reduction**

The Waste team oversees the final collection and removal from buildings and outdoor spaces across campus. The Office of Waste Reduction & Recycling is committed to reducing the University’s environmental footprint and promoting sustainable practices. Partnering with Sustainability, they work closely with the various departments, staff, and students to create new waste reduction and recycling initiatives on campus. You may need their assistance if you require the following, please submit a work order.

- Extra trash and recycling cans/liners for outdoor events
  - Specify if you would like cardboard boxes or plastic bins for your event

- o Remember to include quantities, drop off and pick up times
- Having extra trash and recycling cans emptied
  - o If you require certain times, be sure to include these in your work order
- Assisting with picking up leftover trash from an outdoor event
  - o Outside vendors are required pick up after themselves