

SHAPE | A BUILDING SERVICES STUDY

BUILDING SERVICES STUDY



Western 

Facilities Management

SHAPE: A Caretaking Study Update

- **S**trengthen our knowledge
- Focus on **H**ealth and wellness of our staff
- **A**dvance operational sustainability
- Support our **P**ride of ownership
- Advance our culture of **E**xcellence

At town hall meetings earlier this year and again at team meetings this fall, we reviewed our plans to embark upon an important initiative for Building Services – one that would carry our professional team forward and build on our strengths and successes. At that time, we invited you to contribute to our ongoing dialogue as we set out on an information gathering exercise that would ultimately enhance our understanding of our environment.

We referred to this initiative as *A Caretaking Study - Working Together to SHAPE our Future*. The acronym **SHAPE** was developed to convey the scope of and rationale behind the project noting that, as a team, we want to:

- o **S**trengthen our knowledge
- o Focus on **H**ealth and wellness of our staff
- o **A**dvance operational sustainability
- o Support our **P**ride of ownership
- o Advance our culture of **E**xcellence

Review our processes and industry best practices in;

- Cleanliness processes and standards
- Staffing levels and scheduling
- Health & safety and work wellness
- Employee orientation and training
- Organizational structure
- Financial sustainability
- Environment sustainability

We know we have a tremendous body of knowledge within our team – over 2,000 years of caretaking experience! We also recognized that we would need to partner with an external consultant to complement our internal knowledge base as we need access to industry best-practices and standards, particularly in the following areas:

- Cleanliness processes and standards
- Staffing levels and scheduling
- Health & safety and work wellness
- Employee orientation and training
- Organizational structure
- Financial sustainability
- Environment sustainability

This initiative is about strengthening internal capacity – this is about investing in our people and our future.

- Partnered with the **Surge Group**
- **Stage 1** (started September 24th)
 - Biological & Geological Sciences
 - Physics & Astronomy
 - Thompson Engineering
 - University Community Centre

We have partnered with an external consultant, the Surge Group, with many years of experience and expertise in the caretaking field.

As The Caretaking Study is a large undertaking and our campus is vast and diverse, the initiative will roll out in stages. As a starting point (Stage 1), a full assessment was conducted on four buildings:

- Biological & Geological Sciences
- Physics & Astronomy
- Thompson Engineering
- University Community Centre

As the project unfolds, other buildings, including residence operations, will be added for review until the assessment of campus is complete.

As noted above, Judy and Richard from the Surge Group began their work on Sunday, September 24th. At that time, and in the four buildings identified for Stage 1, they performed cleaning audits (using APPA standards), started conducting workloading analysis, reviewed equipment, products, procedures, job descriptions/duties, schedules, training documentation, health and safety, work wellness and scheduling.

They also spent some time with our Building Managers and stopped to engage directly with our caretaking team.

Next Steps

- Review preliminary results early fall
- Adjust process if necessary
- Continue with review of remaining buildings and processes
- We will continue to provide updates via;
 - Email
 - Team Meetings
 - FM Intranet Website
- Questions;
 - Building Services Leaders / Union Executive
 - fm-shape@uwo.ca

Once Stage 1 of The Caretaking Study is complete (early fall), we will review preliminary results with the consultant and make adjustments if necessary. The Surge Group will be returning late fall to complete their review of our entire operations/facilities. We will provide further information about the next Stages, including the review schedule and timing, as we finalize details.

We are committed to ongoing two-way communication and transparency. We will continue to provide updates via email, face-to-face meetings and via our communication page on the FM Intranet website (under “Employee Tools”). This website contains information and communications relating to this Study and will be continually updated.

If you have questions or comments, please connect with your Building Manager or another member of the leadership team, your union executive or Lead Hand. You can also pass along information/questions in an email to fm-shape@uwo.ca and a member of the Study Team will follow up.

Thank you for your commitment to Building Services and for contributing to this important initiative. Remember, we both want and need your input for this initiative to be successful; please share your expertise as we move forward.