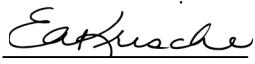


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PREPARED BY: Facilities Management (FM)	AUTHORIZED BY:  Elizabeth Krische	CLASSIFICATION: Work Procedure	EFFECTIVE: January 1, 2022 SUPERSEDES: June 1, 2015
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POLICY:

When essential services are interrupted or areas are closed for any reason including: preventive maintenance; planned repair; asbestos removal; area renovations; or equipment failure, numerous people must be advised and/or consulted. The Service Interruption Online Request form on the Facilities Management Service Desk (Jira) will be used to notify and consult with relevant internal stakeholders and initiate notification to the campus community by Client Services. The "NOTICE OF SERVICE INTERRUPTION/AREA CLOSURE" form will be used for notification to the Campus Community.

In accordance with Accessibility Standards for Customer Services (Ontario Reg. 429/07), Service Interruption Notices for both advanced notification (website) and local, on-site signage will include three criteria: a) reason for the interruption, b) duration of interruption, and c) an alternative location for same/similar service.

Essential services are defined as those building services that are normally active on a daily basis (e.g., heating, cooling, ventilation, gas, water, steam, electrical power, compressed air, fire protection systems, refrigeration, special exhaust systems, elevators, door operators, ramps, garbage compactors and/or any other devices that will interrupt services).

PLANNED SERVICE INTERRUPTION PROCEDURE:

1. The REQUESTER, who is the Facilities Management (FM) person requesting the service interruption or area closure, will complete the "Service Interruption Online Request" form on the Facilities Management Service Desk (Jira), and will include as much information as is necessary to clarify the intended shutdown or closure and the impact it will have on the campus stakeholders. Required information will include, but is not limited to, the following items at the discretion of the MAINTENANCE PLANNING COORDINATOR: timing and duration of the shutdown or closure, a description of the problem including the areas/rooms affected (depicted as a drawing or map as appropriate), which services will be interrupted and whether FM Trade or Contractor involvement is required. The REQUESTER will also indicate, under "Requested Reviewers", which stakeholders need to be consulted. The REQUESTER will submit the Service Interruption Online Request form at least seven days in advance of the planned shut down or closure.
2. The MAINTENANCE PLANNING COORDINATOR will engage all impacted internal stakeholders by adding them as Approvers or Participants, depending on the nature of their involvement. The MAINTENANCE PLANNING COORDINATOR will then send the Service Interruption Request to all participants and approvers for review. The APPROVERS will review the notice and identify any concerns or additional information to be included in the service

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interruption notice. Once the APPROVER has reviewed and responded to the plan for shutdown or closure, the APPROVERS will either approve or deny the Service Interruption to indicate/confirm acknowledgement and support of the service interruption in order to proceed with the for distribution to the Campus Community.

3. If the Service Interruption is approved by all impacted parties, the MAINTENANCE PLANNING COORDINATOR will send out a “Notice of Service Interruption/Areas Closure” to the members of the Campus Community that will be impacted. The MAINTENANCE PLANNING COORDINATOR will add the Service Interruption to the Service Interruption calendar. Whenever possible, the MAINTENANCE PLANNING COORDINATOR will distribute the “Notice of Service Interruption/Area Closure” form at least five days in advance of the shutdown to allow building occupants to review the form and identify any concerns as a result of the service interruption notice.

EMERGENCY SERVICE INTERRUPTION PROCEDURE:

Service Interruptions that cannot be planned, (e.g. power or equipment failure) will use the following procedure to notify building occupants and create awareness within Facilities Management and broader campus community.

1. The REQUESTER, who is a Facilities Management (FM) Director, Project Manager/Coordinator, FM Operations Manager or Lead identifies the equipment failure or emergency and communicates the failure directly to a MAINTENANCE PLANNING COORDINATOR.
2. The MAINTENANCE PLANNING COORDINATOR will create an Emergency Service Interruption Notification email which will provide a general overview of the failure and the expected impact. The email will notify the building occupants that more information will follow in the form of a formal Notice of Service Interruption/Area Closure in the hours or days to follow. This email will be sent to the mailing group for the building experiencing the emergency interruption and other FM stakeholders. FM will not publish an expected work completion or return of service until further investigation of the problem has occurred.
3. The MANAGER or LEAD will investigate the failure and engage other stakeholders such as Contractors, WES Control, Project Managers/Coordinators or other shops to determine the extent of the problem and estimate a reasonable timeline for the resolution.
4. The MANAGER or LEAD will then submit a Service Interruption Request and include the impacted internal stakeholders as APPROVERS as per usual routing process.
5. The MAINTENANCE PLANNING COORDINATOR will proceed with the regular planned service interruption procedure without the time constraints of the initial emergency situation.

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<p><u>NOTE 1 - DEFINITIONS:</u></p> <p>The REQUESTER can be any responsible FM person requesting the shutdown (i.e., Tradesperson, Project Manager, Project Co-ordinator/Designer, Shop Manager, etc.).</p> <p>The MANAGER will normally be the person responsible for the <u>Service</u> being shut down or the area being closed (i.e., Trades Manager, Power Plant Manager, Project Manager).</p> <p>The SUPERVISING TRADESPERSON is the Tradesperson appointed by the Trades Manager to actually oversee the service interruption/area closure.</p> <p>The APPROVER is any person that has been identified as an impacted stakeholder that is required to review and sign off on Service Interruptions or closure (i.e., Trades Managers, Trade Shop Leads, WES Control, WTS, Fire Safety, Housing or Parking Services)</p> <p><u>NOTE 2 - 'LAST MINUTE' SERVICE INTERRUPTION REQUESTS:</u></p> <p>Last minute service interruption requests are defined as those that are submitted within 48 hours (2 business days) of the anticipated interruption. These requests may be the result of extenuating circumstances that did not allow for proper planning, but aren't classified as an emergency failure or shut down.</p> <p>In cases of last-minute service interruption requests, the MAINTENANCE PLANNING COORDINATOR receiving the request will engage the Directors of Facilities Development & Engineering and/or the Director of Facilities Operations as approvers on the Service Interruption Request.</p> <p>It is the responsibility of the REQUESTER to liaise with all necessary approvers to explain the circumstances and ensure they get the approvals needed.</p> <p>The Service Interruption Request must be approved by all necessary parties, including the appropriate Director at least 24 hours (1 business day) before the anticipated interruption or it will not be approved for distribution and the work will need to be rescheduled.</p> <p><u>NOTE 3 - HVAC SHUTDOWNS:</u></p> <p>It is imperative that the Western Environmental Systems (WES) Control Room Operator be involved in all shutdowns that affect space HEATING, COOLING and VENTILATION and/or WATER TEMPERATURE. MANAGERS must co-ordinate these shutdowns with the WES Control Room in all cases.</p> <p><u>NOTE 4 - FIRE ALARM SHUTDOWN:</u></p> <p>WP-23 "FIRE ALARM SYSTEM MAINTENANCE & SHUTDOWN COMMUNICATIONS" remains in effect and is to be complied with whenever fire alarm systems are affected.</p>

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NOTE 5 - AREA SHUTDOWN:
This Procedure, WP-21, will be used to notify building occupants, related Departments and FM personnel of area shutdowns (i.e., asbestos removal, area alterations/renovations, road closures).