



FACILITIES MANAGEMENT  
**Abbotsford Campus**  
33844 King Road  
Abbotsford, BC V2S 7M8  
TEL: 604-854-4542  
FAX: 604-853-2733

**TO:** All UFV Employees  
**FROM:** Facilities Management  
**SUBJECT:** **FACILITIES WELCOME**

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Facilities Management embraces the mission of the university providing a safe, comfortable, and environmentally responsible learning environment in all our buildings and grounds. We invite your suggestions, and welcome your requests. Please visit us at <http://www.ufv.ca/facilities/>

### **WHO WE ARE**

Facilities Management includes Building Operations, Janitorial, Projects, and Campus Planning located in B150 at the Abbotsford Campus and serving all campus locations. Office hours in Abbotsford B150 are 8:00 am – 4:30 pm, Monday to Friday.

### **FACILITIES MANAGEMENT**

Facilities Management is responsible for the buildings and grounds and includes:

- Building Operations
- Janitorial Services
- Grounds Services

### **BUILDING OPERATIONS**

Building Operations is responsible for maintaining buildings and mechanical / electrical systems such as lighting, heating, cooling, and plumbing at the Abbotsford, Chilliwack and CEP campuses.

To request services, please submit a work request at: <http://www.ufv.ca/operations/work-request/>

### **JANITORIAL SERVICES**

Most janitorial staff work from 4:30 pm to midnight, Monday through Friday, with limited staff Saturdays, and are primarily responsible for housekeeping duties during this time. In order to ensure they are able to complete their daily cleaning tasks (and except for emergencies as defined below), janitors are asked not to respond to in-person special requests during their shift.

To provide a better understanding of some common janitorial tasks and the frequency in which they are performed, please see the detailed Cleaning Task Frequency Schedule at: <http://www.ufv.ca/media/assets/janitorial/UFV-Task-Schedule.pdf>

If you have an emergent need in the evening at Abbotsford or Chilliwack, please direct your request to the **Manager of Janitorial Services at 604-607-4757**. The manager will assess the need against the ability to respond and assign the task appropriately.

To request services, please submit a work request at <http://www.ufv.ca/operations/work-request/>

### **FACILITIES SERVICE DESK**

Facilities Management can be reached by calling **local 4542** or emailing [FacilitiesServiceDesk@ufv.ca](mailto:FacilitiesServiceDesk@ufv.ca). Contact our Service Desk if you have a general question, or require a quick response to a facilities-related issue. The desk is covered full time from 8:00 a.m. to 4:30 p.m., Monday through Friday. If the Facilities Assistant is busy, you'll be asked to leave a message. Messages left at this number are retrieved and responded to frequently throughout the day.

## **WORK REQUEST SYSTEM**

The use of a work request system allows us to prioritize, schedule and assign work to ensure each request is handled in the timeliest manner possible. Initiation of a work request can be completed by clicking on the “Facilities Service Desk” icon on your PC desktop or at: <http://www.ufv.ca/operations/work-request/>

**Emergency work requests** should be directed to local 4542 or made in person to B150, Abbotsford or W131b, Chilliwack. These will be attended to immediately. Emergency work requests are defined ***as an immediate threat to the safety/security of persons or damage to equipment, materials or structures***. Examples are electrical hazards, water leaks, backed up or overflowing sinks or toilets, broken glass, etc.

## **PROJECTS & CAMPUS PLANNING**

Projects and Campus Planning are responsible for major renovations / improvements to owned and leased facilities and the planning and development of new construction at UFV. Please see the following link for current projects, the planning process, and planning and space requests at: <http://www.ufv.ca/Campusplanning.htm>

## **IMPORTANT NUMBERS**

Facilities Management is happy to hear from you. Whether making an inquiry, a special request, registering a complaint or offering a compliment. Please see our contact numbers below.

<b>OPERATIONS</b>		
Director, Facilities	Mark Goudsblom	4590
Associate Director, Building Systems	Sheldon Marche	4606
Associate Director, Operations	David Shayler	4455
Assistant to Director, Facilities	Natasha Collins	4059
Assistant, Campus Planning & Capital Projects	Lisa Dekker	4059
Manager, Operations	Mark Fischer	6319
Supervisor, Janitorial	Scott Stove	4095
Supervisor, Janitorial	Jim White	4095
Grounds Supervisor	Christine Jones	4347
Mechanical Maintenance (CEP)	Brandon Tournier	2380

<b>CAMPUS PLANNING AND PROJECTS</b>		
Project Manager	Jorge Candia	4517
Project Planning Coordinator	Shelley Young	6334
Project Assistant	Colleen Heron	4586
Drafting Technician	Ed Visser	4154

## **WHEN SHOULD YOU CALL FACILITIES?**

- You plug in your overhead projector and there is no power.
- The blinking fluorescent light over your head is driving you crazy.
- You are wearing two sweaters and a coat and you are still freezing.
- You see a bird building a nest in the plant trellis inside Building A.
- You notice water dripping from the ceiling
- You are concerned about an accumulation of snow or ice on one of the pathways to the building.
- You have several boxes full of paper to be recycled.
- You just spilled your can of Coke off your desk and it spilled onto the carpet.
- Your white board is covered with non-erasable marks.
- You notice some broken glass or a tree limb in the parking lot.
- You require additional seating in your classroom.
- You notice that the washroom requires toilet tissue or hand towels.
- You notice a trip hazard in the hallway or exterior walkway.
- You get on the elevator and it doesn't go all the way to the top floor.
- You hit the button for the automatic entrance/exit doors and nothing happens.
- You are leaving the building at night and notice that the parking lot is dark.

**Call the Facilities Service Desk at 604-854-4542**

**Or e-mail [FacilitiesServiceDesk@ufv.ca](mailto:FacilitiesServiceDesk@ufv.ca)**

**Or submit a work request**

**<http://www.ufv.ca/operations/work-request/>**