

Campus Facilities Structure, Responsibilities & Support Tickets

VISION

To provide clarity on structure, roles and responsibilities, and the support ticket process for campuses.

CENTRAL FACILITIES STRUCTURE

- Senior Director of Safety & Facilities
- 2.5 employees dispatched to help with Tickets and Requests.

CAMPUS FACILITY STRUCTURE

PB:

- Director of DT (FT)
- Director of Facilities (FT)

WT:

- Director of DT (FT)
- Director of Facilities (PT)

WH, FN & ST:

- Director of DT (FT)

OR:

- Director of DT (PT)

CAMPUS RESPONSIBILITIES

- DreamTeam recruitment and scheduling
- Overall cleanliness, maintenance of the facilities, landscaping and snow removal and small projects (in their skill set)
- Be point person onsite for the annual inspections and tests.
- Manages the campus facility on a day-to-day basis
- Utilize the ticket system to communicate campus needs to central

CENTRAL RESPONSIBILITIES

- Projects and tasks that are outside of the skill set or budget of the Campus
- Projects that have safety concerns:
 - Electrical
 - Structure changes include adding or removing walls.
 - Design
 - Decor
- Project prioritization and budgets
- Ticket and request systems oversight
- Annual maintenance standards

CREEKHELP SUPPORT TICKET SYSTEM

Allows campuses to:

- Inform Central Facilities approval
- Comply with facility standards
- Report a problem
- Request support

TICKET ROUTING

The Senior Director of Facilities and appropriate CP's are copied on all tickets.

- FN - Phil W.
- OR - Paul H.

- PB - Jim C.
- ST - Seth O.
- WT -Angie D.
- WH - Noah H.

CAMPUS PROJECT REQUEST FORM

- When something falls outside of the budget of the Campus Facilities team or is a change that needs approval.
- Complete a [CreekHelp Support Ticket](#)
- Under Priority level choose "Improvement Request"
- Senior Director of Safety & Facilities will be in touch within five business days

FAQ's

What is the best way for staff and DreamTeam to request help from campus or central support facilities?

Submit a [CreekHelp Support Ticket](#)

Practical examples of how the "levels" and ticket system work between Central and Campuses:

1. Campus needs a room painted. Campus will create a [CreekHelp Support Ticket](#). Communication will begin on obtaining the approved color and paint type. Campus recruits a Dream Team member to paint the wall. The campus supplies the instructions and (if needed) products to the Dream Team volunteer through the Facilities Coordinator. If the Campus needs Central help, then it is communicated in TeamWork/Desk within that ticket. Level 3

2. HVAC stops working at a campus: Campus fills out a [CreekHelp Support Ticket](#). Senior Director of Safety & Facilities communicates to campus facilities to talk it through. It's determined to call out a vender. Campus Facilities make themselves available to get the vendor up on the roof. Report and communicate through TeamWork/Desk. Level 2

3. Weekly cleaning: The Campus is responsible for recruiting and filling the DreamTeam to make sure the building is clean and also orders the supplies for cleaning. Cleaning products must stay within the approved products and MSDS sheets must be available for each product. Level 3

4. Campus needs a sign put up: A [CreekHelp Support Ticket](#) will be created. Depending on the difficulty level of hanging the sign, the campus facilities person will put up the sign or recruit a volunteer to put up the sign. If they are unable, they will comment on the ticket requesting Central staff to help. The sign should be within the [approved standards](#). Level 1, 2 or 3

6. A ministry requests a room for a meeting and needs tables and chairs set up: The campus will work with the facilities staff to set up the room. The ideal situation is that a facilities person will equip the ministry and the ministry will help partner so that the event has everything it needs to be successful. It is important that the room is left so that so that it will be ready for the next event. Level 3

7. A Campus needs new flooring for a student room. A facilities ticket should be made choosing "*improvement request*". Communication then begins to make sure that the project has approval for color, type and funding. The Senior Director of Facilities will work with the campus to determine if the work can be done with campus DreamTeam, Central Staff or a contractor. The Senior Director will make a task in TeamWork and the communication will run through it. Level 1 or 2

Facilities DreamTeam

Structure

