

Facilities - Central/Campus

What is the difference between Central Facility and Campus Facility responsibilities?

Campus Facility Responsibly:

- 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 and utilizing the ticket system.

Central Facility Responsibility:

- Project based, when a facilities request is outside of the skill set or budget of the Campus
- Projects that have safety concerns (electrical) or change the design or décor of the building should be done in coordination with Central Facilities
- Helps prioritize projects and budgets
- Oversees the ticket and request systems
- Sets standards and annual maintenance programs

What is the best way to get help with a facilities request from Central Support?

Creekhelpticket:

- When something that is already installed needs fixed or repaired and fits in the campus skill set.
- Creekhelpticket Link - <https://creekhelpticket.com/support-request/>
- Once a Creekhelpticket Ticket is filled out, a Central Support representative will be in touch
 - o Timeframe will depend on the urgency of the ticket request

What is the best way for campus staff and Dream Team to get help with a facilities request from the campus?

- Creekhelpticket Link - <https://creekhelpticket.com/support-request/>
- Once a Creekhelpticket Ticket is filled out, the Next Steps Director or DT facilities representative will be in touch
 - o Timeframe will depend on the urgency of the ticket request

List of where Creekhelpticket tickets currently route to at Campus level: The Senior Direct of Facilities is **copied** on all tickets.

Findlay - routes to Phil W.

Oregon - routes to Andy R.

Perrysburg - routes to Jim C.

South - routes to Chad S.

West - routes to Craig H.

Whitehouse - routes to Noah H.

Project Request Form:

- When something falls outside of the budget of the Campus Facilities team or is a change that needs approval.
- Creekhelpticket Link: Facilities Ticket
 - o <https://creekhelpticket.com/support-request/> Under Priority level choose "Improvement Request".
- Once Project Request form is completed, a Central Facilities representative will be in touch within five business days.

Can an example be provided on how this really plays out?

Practical examples:

1. Campus needs a room painted. Campus will create a [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 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.
2. HVAC stops working at a campus: Campus fills out a [ticket](#). Senior Director of Facilities communicates campus facilities to talk it through. It's determined to call out Commercial Comfort. Campus Facilities make themselves available to get Commercial Comfort up on the roof. Report and communicate through TeamWork/Desk.
3. Weekly cleaning: The Campus is responsible to recruit and fill the Dream Team 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.
4. Campus needs a sign put up: A [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 fill out a ticket requesting Central staff to help. The sign should be within the approved standards.
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 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.
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 Dream Team, Central Staff or a contractor. The Senior Director will make a task in TeamWork and the communication will run through it.

Campus Structure:

PB:

- Director of DT
- Director of Groups
- Director of Facilities

WT:

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

WH, FN & ST:

- Director of DT
- Director of Groups (WH is PT)

OR:

- Campus Pastor
- Director of DT (PT)

Central Facilities Structure:

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