


POLICY: NOTICE OF SERVICE INTERRUPTION OR AREA CLOSURE			NUMBER: WP-21
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			SUPERSEDES: February 9, 2022

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 relevant internal parties and initiate notification to the campus community by a Client Services MAINTENANCE PLANNING COORDINATOR. 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 consider the scope and impact of the interruption and will liaise and consult with KEY BUILDING CONTACTS to minimize disruption and impact, where possible.
2. The REQUESTER 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 community. 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 internal parties need to be consulted. The REQUESTER will submit the "Service Interruption Online Request" form at least seven (7) days in advance of the planned shut down or closure.

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3. The MAINTENANCE PLANNING COORDINATOR will engage all impacted internal parties 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 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 distribution to the campus community. If the interrupted service impacts a building in its entirety or a significant portion of the building, the MAINTENANCE PLANNING COORDINATOR will engage the Directors of Facilities Development & Engineering and/or the Director of Facilities Operations as approvers on the Service Interruption Request.

It is the responsibility of the REQUESTER to liaise with all necessary approvers to explain the circumstances and ensure they get the approvals needed.

4. 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 (5) 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. In accordance with *WP-22: Infrastructure Failure Response*, 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 relevant FM parties. FM will not publish an expected time for work completion or return of service until further investigation of the problem has occurred.

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3. The MANAGER or LEAD will investigate the failure and engage other parties 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 parties as APPROVERS as per the 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.

NOTE 1 - DEFINITIONS:

The REQUESTER can be any responsible FM person requesting the shutdown (i.e., Tradesperson, Project Manager, Project Co-ordinator/Designer, Shop Manager, etc.).

The MANAGER will normally be the person responsible for the service being shut down or the area being closed (i.e. Trades Manager, Power Plant Manager, Project Manager, Project Coordinator).

The SUPERVISING TRADESPERSON is the Tradesperson appointed by the Trades Manager to actually oversee the service interruption/area closure.

The APPROVER is any person that has been identified as an impacted party 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)

The KEY BUILDING CONTACT is any person or group that occupies the building with the intended service interruption, who may be adversely impacted by the timing or scope of the interruption.

NOTE 2 - ‘LAST-MINUTE’ SERVICE INTERRUPTION REQUESTS:

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 are not classified as an emergency failure or shut down.

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.

It is the responsibility of the REQUESTER to liaise with all necessary approvers to explain the circumstances and ensure they get the approvals needed.

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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.

NOTE 3 - HVAC SHUTDOWNS:

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. In all cases, MANAGERS must coordinate these shutdowns with the WES Control Room.

NOTE 4 - FIRE ALARM SHUTDOWN:

WP-23: Response to Fire Alarms remains in effect and must be complied with whenever fire alarm systems are affected.

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). Project Notifications are issued to provide occupants with a general awareness of project activities in related areas. These are often related to but separate from Service Interruptions, which provide more specific information regarding service outages.

NOTE 6 – ENGAGING KEY BUILDING CONTACTS:

Where possible, it is the responsibility of the REQUESTER to liaise with KEY BUILDING CONTACTS about the implications and timing of their planned Service Interruption. When planning a Service Interruption and determining what level of engagement is required, the REQUESTER should consider the following factors:

- Scope of impact
- Duration of the interruption
- Time of day (business hours vs. non-business hours)
- Time of year (exam season, cold vs. warm, summer vs. school)
- Food Service or lab implications
- Academic class implications
- Accessibility

A list of key building contacts can be found on Confluence under Service Interruptions or at <https://westernu.atlassian.net/wiki/spaces/fmcs/pages/2145288499/Service+Interruptions>.