

# Facilities Ancillary Services Best Practice

---

## BC One Call

### **INTRODUCTION** (Purpose and Importance)

The purpose of this best practice is to provide a well-defined office protocol for notification of utility inquiries for the Nanaimo Campus.

As a member of BC One Call, Facilities Services will receive notification through our generic [Facility@viu.ca](mailto:Facility@viu.ca) email address, at which time the office will respond accordingly:

- Facilities Service office staff will forward email notification to Manager, Buildings & Grounds, Facilities Maintenance Coordinator and Director, Facilities Services & Campus Development, for communication purposes,
- Project Managers will notify Manager, Buildings & Grounds, Facilities Maintenance Coordinator and Director, Facilities Services & Campus Development, prior to any work commencing,
- In the case of large projects (HSC/AMTR), notification is only required if outside the construction site,
- The majority of these notifications will be projects that managers are already aware but is good communication in the event that notification is received but no excavation has been anticipated.

### Contact Information for BC One Call:

- Telephone: 1 800 474 6886
- Email: [info@bconecall.ca](mailto:info@bconecall.ca)

Prepared By: Christine Goddu/Richard Lewis  
Reviewed By: Richard Lewis  
March 2018