

Facilities Ancillary Services Best Practice

Elevator Notification

INTRODUCTION (Purpose and Importance)

The purpose of this best practice is to provide a well-defined office protocol for communication within Facilities Services as well as notification to the campus community concerning elevator issues on campus.

When the Facilities Services office is notified that an elevator is not working, the following protocol will take place:

- Facilities office staff (FOS) to call for assistance (via base radio) from operational staff to investigate elevator issue and ensure no one is trapped inside:
 - Operational staff to acknowledge/investigate and report back findings to FOS,
 - If no response is received from operational staff, FOS to contact Security (local 6512) to investigate
- FOS to notify (via telephone) Technical Systems Manager (TSM):
 - If (TSM) is not available, contact Manager, Buildings & Grounds (MBG) or Director,
 - Manager will make decision to call Schindler, direct FOS to send out notification to the campus community (notification to include Health & Safety and Security) and ask Security to post Out Of Order signage
- If Manager/Director is not available, FOS to contact Schindler, send out notification to the campus community (notification to include Health & Safety and Security) and ask Security to post Out Of Order signage
- FSCD Managers will be responsible to approve elevator service notices for circulation and forward to FOS for distribution

Notices to be communicated campus wide to the following email addresses:

- (ML Employees MG_ALL_BARGAININGUNITS@viu.ca)
- Also including Sara Segal, sarah.segal@viusu.ca Student Union Advocate. (General notices of work should also include Sara).

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