

How to Work With Physical Resources



Hello Everyone!

Since joining Physical Resources as Associate Vice President in June of 2014 I've met with almost every Vice President, Dean and Director and have attended many DAG's and many other meetings. I've also spent time with my own team and I've watched things happen on my own.

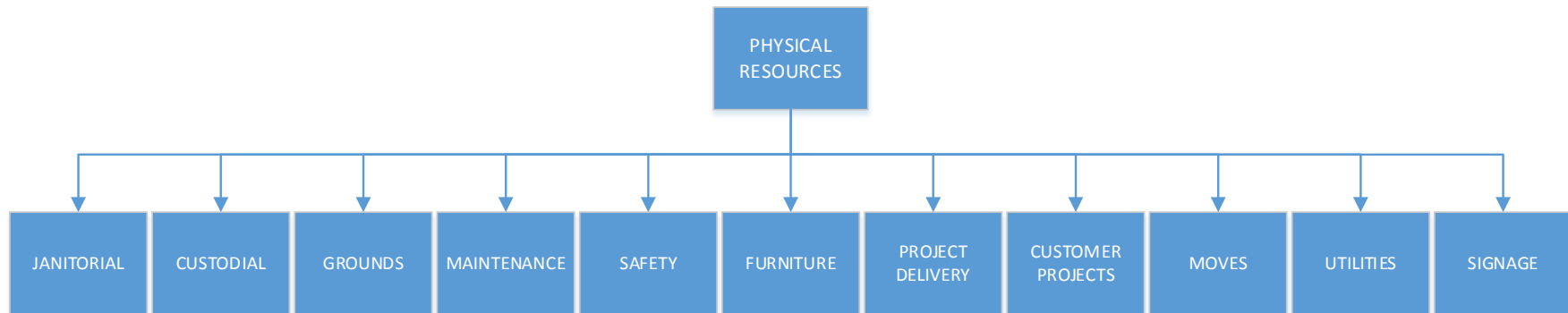
One thing I think is important is a communication to everyone about how we can best work together. We're an enabling department and everything will function more smoothly if we understand and help each other.

Regards,

[Grant Sommerfeld](#)

403-440-6419

Physical Resources has a broad range of responsibilities focused around the ongoing operation and maintenance of the physical assets of Mount Royal University. Most of our work is performed out of sight of the folks who use the buildings but we are totally dependent upon one another.



Physical Resources has a general Web page on [myMRU](#) that has links to the sites you need and all of the important phone numbers. The website can be found at <http://www.mtroyal.ca/PhysicalResources/index.htm>

The following pages will provide those links and phone numbers along with some helpful hints in working with (and understanding) Physical Resources.

**For Emergency Work Requests (any situation that requires IMMEDIATE attention)
please contact Security at 403.440.6897**

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CLEANING

The buildings are cleaned on a schedule but mistakes can occur and accidents can happen. If you have issues with how your space is being cleaned or if you need immediate assistance please call **403.440.6422** or email the folks at custodialhousekeeping@mtroyal.ca.

CUSTODIAL WORK

Custodial work involves reconfiguring the physical layout of a room and its contents to temporarily fulfill another purpose. If the activity is part of a **revenue-generating** event or is required to happen outside of the weekday core hours of 8:00 to 4:30 PM or on a holiday a Custodial charge will be applied as the resources to perform this function at no cost were eliminated during the 2013/2014 budget process. Custodial currently does not charge Continuing ED or other University departments for work done on weekdays prior to 4:30 pm. Please call **403.440.6422** or email the folks at custodialhousekeeping@mtroyal.ca for further information.

FURNITURE

Purchasing furniture or securing the use of surplus furniture is best performed by using Frontline to create a [Work Order](#) at: <https://mruf frontline.mtroyal.ca/archibus/login.axvw> and establishing a request. Only Physical Resources is authorized to purchase furniture.

GROUNDS, PEST CONTROL, AND EXTERIOR MAINTENANCE

The green space is maintained by the Physical Resources Grounds crew in the summer. In the winter they switch to snow removal. Grounds can be contacted at **403.440.6418**. This is also the number to call for Pest Control issues. This team is significantly smaller following the changes in the 2013/2014 budget.

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MOVING PEOPLE & THINGS

Moves of people or things begin with the creation of an online move request in [Lotus Notes Moves](https://notesweb/87256D7100560D52). ([notes://notesweb/87256D7100560D52](https://notesweb/87256D7100560D52)) The request must be completed and forwarded to your areas Director, Dean, or Associate Vice President. Only AFTER it has been approved will it be forwarded to the Moves Committee consisting of Physical Resources and Information Technology who will then begin the work to make the move happen. If you need assistance creating your request you can call **403.440.6767** but they cannot act until you've secured internal approval.

PROJECTS – CAPITAL EXPANSION AND DEFERRED MAINTENANCE

Physical Resources manages the major capital projects including the Conservatory and the Library. These are very major initiatives with a large group of internal and external stakeholders. MRU also receives an annual grant from Alberta Infrastructure (IMP) for the preservation of the building infrastructure on our campus excluding the Parkade and any revenue generating areas which must be self-funded. These are major projects of high complexity that planned more than a year in advance. Projects like this include replacing the boilers and chillers that heat and cool interior space, roof replacements, and so on. If you have questions or concerns about these initiatives please contact us at **403.440.6416**.

RENOVATIONS & ALTERATIONS (CUSTOMER PROJECTS)

Any requests that results in a change to the internal arrangement of an existing facility to upgrade the quality, increase efficiency, or change the purpose or use of the space must go through the Renovation and Alteration process. Requests are created and entered online into a [Lotus Notes database](https://notesweb/8725721B0064979D/) located at [Notes://notesweb/8725721B0064979D/](https://notesweb/8725721B0064979D/). You can call **403.440.7020** for assistance in creating the request. Requests must be reviewed approved by the Dean, Director, or Associate Vice President and then the Divisions Vice President.

Twice a year (January 15 and June 15) the Vice Presidents prioritize all of the requests and then forward that smaller list to Physical Resources for a feasibility assessment and the development of a budget. Requests that have their own funding have a higher chance of being approved by the Expansion Committee as these projects are not competing for the limited pool of funds available in the Renovation and Alteration Reserve. Once completed the requests will be sent to the **EXPANSION COMMITTEE** who prioritize the entire list of requests and determine how a very limited budget will be allocated.

Approved requests become projects and are managed by Physical Resources. The Expansion Committee is a Vice Presidential level group and NOT part of Physical Resources. It is a group looking at the overall interests of MRU.

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REPAIRS TO THE BUILDING AND ITS CONTENTS

Maintenance maintains and operates all MRU buildings and equipment to ensure everything is functioning reliably, efficiently, and safely. When something in the building or directly attached to it has broken or is not functioning properly the correct response is to create a date stamped [Work Order](#) by going online to: <https://mruf frontline.mtroyal.ca/archibus/login.axvw> and establishing a request. If you have any troubles call **403.440.6417** and someone will assist. Please call **403.440.6897** if it is an emergency requiring an immediate response. Examples of the calls received include:

- Office too hot or too cold
- Unexpected noises
- Leaking faucets and toilets
- Problem doors and windows
- Elevator issues
- Electrical problems

SAFETY

Safety considerations are a factor in everything we do as Physical Resources is responsible for ensuring full compliance with the [Occupational Health and Safety Code](#), [Fire Code](#), and [Building Code](#). The issue of most frequent controversy has to do with occupancy loads. A bulletin note is located here: <http://www.municipalaffairs.alberta.ca/documents/ss/STANDATA/fire/fcb/97fcb001.pdf>. As you'll see the bulletin needs to be considered in conjunction with the other regulations.

Physical Resources has and will continue to take its responsibility for safety very seriously recognizing that this will sometimes bring us into conflict with plans for events in spaces that are not appropriate in the eyes of the law. If you have questions please [email Physical Resources](#) or contact us at **403-440-6038**.

UTILITIES

Physical Resources manages an annual utility budget that is in excess of \$4,000,000 per year. Everything that can be done to reduce consumption is being done to manage this budget. You can help MRU by reporting leaking faucets and toilets, turning off lights and computers, and letting Physical Resources know if lights are on when not required. Create a [Work Order](#) by going online to: <https://mruf frontline.mtroyal.ca/archibus/login.axvw> and letting us know or call **403.440.6417**.

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FREQUENTLY ASKED QUESTIONS

Requests

Why can't I just tell someone what I want? Why do I need to enter it into a system! Physical Resources processes too many requests to do anything other than run an electronic system. Without it things get lost or forgotten and in the end take a lot longer to get done than necessary.

What do I do if I think my request has been lost or forgotten? It can happen and sometimes a Work Order might be closed in error or before you were satisfied with the outcome. You can track your Frontline Request online. If you need help understanding how please call us at **403.440.6417**.

Furniture

Why can't I buy my own furniture? MRU has standards relative to maintaining a consistent look and feel across the campus. As well, commercial grade furnishings are required to ensure safety and longevity in our busy environment. Vendors of this type of material are not always available to the public. MRU has designated Physical Resources as the ONLY group that can buy furniture.

Can I move furniture into my office from common areas? No! There is a small budget to maintain furniture in the common areas for wide use including by students. It cannot be appropriated and moved into a private office.

Can I bring furniture and appliances in from home? No. Again it comes down to quality, safety, and consistency in appearance. Appliances may not be safety rated (CSA) or in proper working order. They also cause an unplanned draw on electricity which could cause electrical breaker problems.

Utilities

Why does the air condition system (HVAC) start so late and stop so early? This is purely a reaction to a budget situation. When the building is at a lower occupancy level fewer systems are operated to maintain what we call 'comfort parameters'. Because it is difficult to isolate specific parts of the buildings some areas which work extended hours are impacted more than others.

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Moves and Space Renovation

I thought Physical Resources controlled the Expansion Committee? No. Physical Resources works at their direction and supports the Committee.

Why does it take so long to get furniture? That's a complicated answer that involves resources allocated to the function within Physical Resources as well as the volume of requests for new furniture that have to be processed. This is currently being looked at inside Physical Resources.

How come my move did not get scheduled on the day I requested? The Moves Committee meets once per week to schedule moves and is constrained by the availability of resources. Therefore there is both a timing issue and the possibility that the move simply cannot happen when you like it.

Snow Removal

Our snow removal just isn't fast enough. There is nothing harder to manage than snow removal because snow is not predictable and it is unaffordable to maintain resources on a 24X7 standby. We have a contract with a snow removal firm that will undertake eight (8) road clearings on our behalf over the course of the winter. Our own employees focus on the parking lots, the Parkade, and 18 kilometers of pedestrian pathways across the 80 acres that comprise the MRU grounds. In a moderate to heavy snow fall the Grounds crew works to keep pace as opposed to staying ahead of it.

Other

Who does the recycling? The Janitorial crew brings all refuse (garbage, paper, tin, glass, refundable materials, and organics) to the loading dock where everything except the refundables are hauled to the landfill. In the New Year that will change and MRU will begin a major recycling program that will eventually divert around 70% of the refuse away from the landfill.

I think we've gone too far with the safety stuff, especially around how many people can be safely accommodated into a room. Sometimes it is a black and white decision and sometimes there is an element of judgment. If in doubt we will always err on the side of safety.

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