Facilities and Services

Service Catalogue

Updated: June 2017
 Facilities and Services (F&S) is a service department. Its role is to facilitate the academic mission of excellence in research and teaching by providing a safe, clean, comfortable, sustainable and attractive environment for the University community and stewardship of the University’s physical assets.

This service catalogue provides a high level description of the services provided by F&S. Within each service description, services are identified as:

**Standard Services**: Provided on the St. George campus at no additional cost to departments.

**Additional Services**: Services provided by Facilities and Services that are cost recoverable to departments.

**Services offered by Facilities and Services include:**

- Building Operations
- Campus Community Police
- Campus Mail Services
- Campus Moving
- Caretaking
- District Energy and Utilities
- Elevators
- Environmental Protection Services (removal of hazardous materials; except asbestos)
- Fire Prevention
- Grounds Services
- Hazardous Materials Group (asbestos inspection surveying and asbestos management program support)
- Property Management
- Recycling Services
- Service Helpline (978-3000)
- Snow Removal
- Sustainability Operations and Services
- Sustainability Office
- Trade Services
- University Switchboard
Building Operations

Building Operations is responsible for the management of the campus buildings’ heating, cooling/ventilation, and electrical systems to buildings on the St. George campus.

Standard Services

- Responding to trouble calls (too hot/too cold), adjust controls, change filters and belts, test quality of the water treatment for heating and cooling systems and other preventive maintenance of HVAC equipment
- Inspecting, recording and troubleshooting operations of the equipment under their care
- Providing consultation on the design and management of new buildings, major renovations and upgraded electrical services
- Providing consultation for Faculty installed building equipment
- Performing diagnostic service for electrical interference problems
- Planning, implementing and notifying occupants of building service shutdowns

Additional Services

- Maintenance of Faculty specific mechanical equipment

For general inquiries, call 416-978-5532
CAMPUS COMMUNITY POLICE

Campus Community Police provide a safe, secure and equitable environment for students, staff, faculty and visitors to the St. George campus.

Standard Services

- Protecting persons and property by developing programs and conducting activities that promote safety and security
- Preventing crime, maintaining the peace and resolving conflicts
- Delivering all-inclusive programs to our diverse community
- Providing referral to community services
- Responding to emergencies and providing assistance to faculty, students, staff and visitors
- Enforcing the criminal code and selected provincial and municipal statutes as necessary

Additional Services

- Providing regular building patrols after hours and weekends including opening and closing rooms in coordination with Academic and Campus Events (ACE)
- Providing access controls/fobs

For general inquiries, call 416-978-2323
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**Campus Mail Services**

Campus Mail Services is responsible for providing sorting, delivery and metering of internal and external mail.

**Standard Services**

- Sorting and delivery of “campus mail” or internal business correspondence for the University
- Sorting and delivery of incoming Canada Post mail, including:
  - Mail addressed to University of Toronto
  - Any items for U of T with incomplete addresses/codes if possible
- Passing internal mail to the following delivery services associated with the University:
  - Drivers for UTM, UTSC, UT Press, UTIAS
  - Accuro (hospital courier) for Faculty of Medicine only
  - IUTS (Ontario universities/agencies)

**Additional Services**

- Metering mail to be billed back to departments via FIS
- Providing mail house services internal and external to the University

For general inquiries, call 416-978-2101
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CAMPUS MOVING

Campus Moving provides furniture moving, delivery and disposal services, meeting set-up and take-down services, and room cleanout services.

All Campus Moving services are cost recoverable.

Services

- Moving, delivery and disposal of furniture
- Room cleanouts
- Office moves and re-arrangement
- Examination, conference, and meeting set-up and take-down
- Bulk mail delivery
- Liquid nitrogen pick-up and delivery
- Free estimates and quotes

For general inquiries, call 416-978-0955
CARETAKING SERVICES

Caretaking Services is responsible for providing quality cleaning services to the University community.

Standard Services

- General cleaning as per Caretaking specifications
  (please refer to http://www.fs.utoronto.ca/caretaking.htm for more details)
- Carpet cleaning in public corridors, lounges, teaching space, offices
- Chalk supply
- Patrol cleaning of public areas
- Non-hazardous spill and emergency flood clean up
- Lamp replacement
- Washroom supplies

Additional Services

- Interior perimeter glass cleaning
- High frequency carpet cleaning
- Shampoo upholstered furniture
- Special events labour pool
- Restricted area cleaning
- Wall washing
- Weekend cleaning services
- Wood furniture polishing

For general inquiries, call 416-978-6252
DISTRICT ENERGY AND UTILITIES

This group is responsible for procuring, generating and distributing all of the energy used in campus buildings as well as some belonging to customers external to the University.

Standard Services

- Supplying heating and/or cooling media and high voltage electricity to multiple buildings from centralized production plants on the St. George campus through a district energy system consisting of our Central Steam Plant, 3 chiller plants, and Central Electrical Distribution System
- Generating 6MW of power at the combined heat and power facility housed in the central power plant (co-generation) and emergency electrical power systems
- Operating and maintaining the University tunnel, electrical duct bank and direct buried piping systems
- Procurement of natural gas, electricity, fuel oil, water and purchased steam for the University
- Coordinating all actions affecting campus district heating and cooling systems, electrical duct banks and other buried mechanical services including conducting underground service locations
- Interaction with TSSA (Technical Standards & Safety Authority) in regard to pressure vessels

Additional Services

- Providing service and advice to the University’s external customers regarding power, heating and cooling

For general inquiries, call 416-978-5532
ELEVATORS

Elevator Services is responsible for ensuring the optimal operation, safety and reliability of all vertical transportation systems on the St. George campus.

Standard Services

- Managing contracts with elevator maintenance service supplier/s
- Ensuring all systems are inspected and maintained as required by code
- Maintaining elevator cars and responding to requests for call back services

For general inquiries, call 416-978-2427
ENVIRONMENTAL PROTECTION SERVICES

Environmental Protection Services is responsible for the removal of hazardous materials (excluding asbestos) as well as providing training, information and advice relating to storage, handling and disposal of chemical and radioactive wastes, incompatible chemical combinations and environmental legislation.

Standard Services

- Biological Waste Disposal
- Chemical Waste Disposal
- Radioactive Waste Disposal
- PCB Disposal
- Responding to major Chemical Spill Emergencies
- Update the Generator Registrations and signing off waste manifest
- Laboratory Closures (including Moving and Renovating) - EPS will act as the lead contact for the lab closure for notifications and laboratory surveys and will ensure the proper and safe disposal of any waste chemicals, biohazardous materials and radioactive materials. EPS will appoint one staff member as the EPS Closure Specialist for each project.

For general inquiries, call 416-978-7000

For scheduling, supplies and service, call 416-946-3473
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Fire Prevention

Fire Prevention is responsible for implementing and maintaining a comprehensive program to minimize liability and the risk of loss of life, personal injury or property damage due to fire within the University community.

Standard Services

- Creating and maintaining detailed fire safety plans & facilitating code-mandated fire drills
- Providing emergency response for alarms, abnormal conditions and reports of smoke or natural gas odours during business hours, and implementing emergency fire watch protocols if required
- Conducting investigations after fires, making recommendations to improve University fire safety
- Providing written guidelines for hazardous processes, cutting and welding procedures, etc.
- Providing specialized fire safety training for the community (fire extinguishers, lab fire safety, health and safety committee members, residence fire safety, general hazard awareness)
- Conducting routine building fire safety inspections per Ontario Fire Code with an emphasis on due diligence, accountability to the community and increased awareness
- Responding to community queries regarding fire safety related issues
- Reviewing special events and planned renovations for fire safety concerns and egress/exiting
- Reviewing proposed occupancy changes and determining occupant loads per Ontario Fire Code
- Act as an “Agent of the Owner” in liaising with Municipal and Provincial Fire Officials for all fire safety matters
- Fire and life safety systems management including regular testing and maintenance of fire alarm systems, the University’s central fire alarm monitoring system, portable fire extinguishers, kitchen hood systems, fire hydrants, and fire sprinkler systems

Additional Services

- Arranging / carrying out life safety system isolations to facilitate construction, renovation, maintenance or special processes that may otherwise cause nuisance alarms
- Providing sprinkler / standpipe relocation or installation for additional coverage
- Providing a comprehensive fire safety program for ancillaries (residences & parking facilities)

For general inquiries, call 416-978-0950

Please visit our website at www.fs.utoronto.ca for further information
GROUND SERVICES

Grounds Services is responsible for maintaining exterior hard and soft landscaping on the St. George campus and the maintenance of underground utilities including water mains, sewers, and irrigation systems.

Standard Services

- Ensuring year-round safety on our 16 km of sidewalks and 6 km of walkways
- Maintenance and care for all shrubs, trees, and turf
- Planting and maintaining flowerbeds
- Construction, repair and maintenance of signs and waste receptacles including removal of bills and graffiti and changing of waste receptacles
- Monitoring and maintaining all curbs within the campus

For general inquiries, call 416-978-2329
HAZARDOUS MATERIALS GROUP

The Hazardous Materials Group is responsible for implementing the policies/programs, provides reports on asbestos-containing materials, plans abatement projects, provides monitoring during abatement work and updates the records.

Standard Services

- Asbestos and mould management and abatement
- Coach and undertake small scale education of internal employees (all campuses)
- Coordinate external employee trainings on the regulations and the U of T asbestos, lead, silica and mould management plans
- Assess, survey, and tender all asbestos removal at St. George and for the other campuses when requested
- Maintain/update the “Asbestos Tracker” software program
- Actively manage and oversee all planned asbestos abatement and repair work ensuring that the contractors, employees, and consultants are following the regulations
- Oversee daily activities in Building Operations, Trades, and Property Management ensuring that staff members are following proper procedures (most of the incidents or near incidents we have captured over the past decade have been identified by this team)
- On call 24/7 for asbestos related emergencies including flood response calls in asbestos buildings

For general inquiries, call 416-978-6650
**PROPERTY MANAGEMENT**

Property Management is the principal contact for clients for all their service requirements. Every building on the St. George campus has a designated Property Manager. Property Management oversee capital renewal (deferred maintenance and facilities renewal programs) to ensure University buildings are kept in a state of good repair, general maintenance, and minor renovations on campus.

**Standard Services**

**Operations**

- Managing the operational day-to-day questions and maintenance requirements of the buildings
- Ensuring that the facilities are well-maintained and in a state of good repair
- Responding to emergencies (disaster recovery) and to routine and general repairs
- Evaluation and consultation of any work affecting structural, mechanical, or electrical systems
- Conducting building condition audits
- Conducting and implementing energy saving initiatives
- Coordinating electrical, mechanical, carpentry, locksmith, accessibility, elevators, lift devices, garage door, air quality, asbestos, hazardous materials, mould, pest, and animal control service requirements
- Assisting with the coordination of system shutdowns
- Assisting with fire drills
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PROPERTY MANAGEMENT (CONT.)

Standard Services

Infrastructure Renewal

- Maintaining a priority basis program to address backlog of deferred maintenance
- Replacement of existing out-dated roofs with new sustainable roofing systems
- Building envelope repairs (brickwork, pre-cast panels, glazing, skylights, chimneys, windows)
- Parking garage structures
- Accessibility lift devices (elevators, ramps, etc.)
- Flooring (staircases, corridors, stages, loading docks)
- Washroom retrofits and renovations
- Common area improvement and renovations

Additional Services

- Electrical, voice, and data requirements not already in place
- Mechanical and plumbing requirements not already in place
- Renovations of existing space
- Securing design services for architectural, structural, mechanical, electrical, and access control services
- Furnishing requirements for office fit-ups and renovations
- Installation of new lab equipment

For general inquiries, call 416-978-2427
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Recycling Services

Recycling Services is responsible for the collection/re-processing of non-hazardous discarded materials for re-use and/or disposal.

Standard Services

- Collecting and re-processing discarded materials for re-use such as non-hazardous laboratory glass and plastics, batteries, bottles and cans, books, coffee cups, corrugated cardboard, e-waste, films, fluorescent and incandescent light tubes and bulbs, furniture, food waste, animal bedding, paper, polystyrene, refrigerators, printer and photocopier cartridges, tapes, transparencies, telephone books, wood and metal scrap
- Managing the Swap Shop (a used furniture, equipment, and supplies exchange service)
- Promoting waste reduction strategies

For general inquiries, call 416-946-5711
**SERVICE HELPLINE (978-3000)**

The Service Helpline is the telephone contact number to report any issues that require the attention of F&S staff and/or other departments at the University.

**Standard Services**

- Answering inbound calls, problem analysis, problem tracking and referral to appropriate group within the University for problem resolution
- Helpline is answered 7 days a week, 24 hours a day, 365 days a year

For general inquiries, call 416-978-2905
**SNOW REMOVAL**

Grounds Services is responsible for the removal of snow and ice from public sidewalks, private pathways and roads around the St. George properties within 12 hours after a snowfall, freezing rain or hail and to keep them clear.

**Standard Services**

For snow falls of 5 cm or more:

- If the snow fall occurs during the night, Grounds management are notified by Campus Police as early as possible. Grounds staff are called in to begin clearing snow as soon as 5am or earlier depending on the amount.

- Snow is cleared in the following priority: sidewalks, pathways and U of T roadways, building entranceways, accessibility ramps, stairs and approaches, and emergency exits

- Initially, pathways are cleared at a width of 4 feet on walkways, stairs and approaches; sidewalks are cleared to a width of 5 feet

- Once initial clearing is done, staff will follow up and widen paths

- Grounds Services uses calcium magnesium acetate (CMA) and sodium chloride (rock salt) as de-icers

For general inquiries, call 416-978-2098
Sustainability Operations and Services

Sustainability Operations and Services is responsible for providing leadership and coordination of sustainability efforts with the goal of optimizing and sustaining improved environmental performance at the University.

Standard Services

- Targeting and developing conservation projects for energy management and reduction of utilities, water use, recycling and waste reduction
- Collaborating with faculties in the promotion of projects aimed at reducing energy and water usage in buildings
- Supporting new and retrofit projects with the goal of sustained reduction of the consumption of energy and natural resources
- Developing and employing policies and programs to improve the sustainability footprint of the University
- Preparing and coordinating reports regarding performance based analytics and metrics for measurement and verification of energy reduction and sustainability measures
- Liaising with utilities and government incentive programs to maximize the benefit of funding for resource reduction measures
- Assisting with the preparation and implementation of energy and sustainability standards in new, retrofit, and renovation projects

Additional Services

- Provide service and advice to the University’s operations, project management, design & engineering, and project development teams for integration of sustainable concepts

For general inquiries, call 416-978-4700
Sustainability Office

The Sustainability Office works with students, staff and faculty to develop and support projects, policies, awareness and initiatives that reduce consumption of resources by enhancing social engagement and inclusion.

Standard Services

- Develop and promote a culture of sustainability with staff, students and faculty members
- Function as a resource hub for sustainability awareness, services and collaboration on campus
- Engage the campus community through a variety of programs, social media, communications, and outreach.

Sustainability Office Programs

- Green Ambassadors: A group of like-minded staff and graduate students at St. George, supported by the Sustainability Office, who work together to enhance their leadership roles on campus by contributing to the culture of sustainability
- Green Courses: Courses receive certification for their paper conservation in the classroom
- Green Offices: Certification process that evaluates an office’s level of sustainability as well as the work being done to improve upon it
- Green Res: Certification program catered towards students living in U of T residences that evaluates a residence’s level of sustainability as well as the work being done to improve upon it
- Green Ribbon Awards: Recognition given to members of the U of T community who do work around creating a more sustainable campus; presented at the annual Green Gala
- Green Champions: Individuals who pledged to adopt a new eco-friendly behaviour and share their journey through our Green Champions blog
- Sustainability Yearbook: Offers a quick overview of the many successes around the University of Toronto

For general inquiries, call 416-978-6792 or email: sustainability@utoronto.ca
**TRADE SERVICES**

The Trade Shop provides professional services in the skilled trades to academic and administrative departments on the St. George campus. The following trades services are provided: electrical shop, locksmith shop, carpentry shop, machine shop, sheet metal shop, plumbing shop, steam fitting shop.

**Standard Services**

- Coordination of trade services is done through the property manager.

**All trade services are cost recoverable.**

**Additional Services**

**Electrical Shop**

- Maintaining, troubleshooting and repair of electrical equipment including lighting, motors and cable
- Maintaining, troubleshooting and repair of lab equipment, centrifuges, sterilizers, stills and medical equipment
- Performing electrical work on motor generator units and compressors
- Refurbishing existing electrical assets
- Maintenance and repair of high voltage distribution transformers

**Locksmith Shop**

- Adjusting, servicing and replacing door locksets and exit door hardware
- Rekeying of door cylinders; cutting of new and replacement keys
- Supplying, installing, troubleshooting and service of electronically controlled door operators
- Supporting the interface of existing or new card access systems with door controllers
TRADE SERVICES (CONT.)

Additional Services

Carpentry Shop

- Performing a wide variety of duties related to the building and maintenance of drywall, recycling bins, bathroom hardware, ceiling and floor tiles, furniture, shelving, tables and chairs
- Constructing and finishing cabinetwork and furniture

Machine Shop

- Producing and repairing precision metal parts for existing machinery
- Welding and fabrication of metal items and products
- Repairing pumps and motors
- Performing rigging and hoisting of heavy loads

Sheet Metal Shop

- Making, installing and maintenance of heating, ventilation and air-conditioning duct systems, roofs, siding, rain gutters, downspouts, skylights, drip pans and machine guard

Plumbing Shop

- Installing, maintaining and performing repairs on potable water lines, wastewater lines and a variety of plumbing fixtures such as sinks, lavatories, toilet units, bathtubs, shower units, automatic flush valves, faucets, traps, laundry equipment, sterilization equipment, kitchen equipment, irrigation systems

Steam Fitters Shop

- Installing, maintaining and repair of steam converters, steam heating and process steam systems, steam radiators, steam traps, steam valves, high temperature hot water piping and systems, hot water heating radiators, chilled water systems for air conditioning, pressurized air for building and laboratory use, natural gas systems

For general inquiries, call 416-978-0175
UNIVERSITY SWITCHBOARD

The Switchboard is responsible for answering inbound calls received at the University’s main listed number – 416-978-2011

Standard Services

- Answering calls at the University’s main listed number – 416-978-2011
- Ensuring callers are directed to the correct person/department – provides direct telephone number to all callers before the transferring the call
- Referring listing changes to ITS – Telecom as they are identified

For general inquiries, call 416-978-2101