

**ACCESSING THE FACILITY MANAGEMENT PROGRAM
COMMUNITY AND GOVERNMENT SERVICES**

Last Updated: April 29, 2013

CGS is responsible for the provision of Facility Management services under its Facility Management Program to ensure corporate and regulatory compliance and proper, cost effective operation and maintenance of a facility contributing to an optimal, safe environment for occupants to function.

Under the Facility Management Program, CGS is responsible for the provision of operations and maintenance services on behalf of its clients for which it has received funding and based on individual client agreements. It is essential to note that the Facility Management Program is funded to perform specific operations and maintenance work. It should not be assumed that all work that can be funded from an operations and maintenance budget is funded by the Facility Management Program. In an attempt to clarify its role, the Facility Management Office has developed a [brochure](#) outlining the services provided through the Facility Management Program.

Facility Management services are provided through the Community and Government Services regional offices. All GN facility related concerns should be reported to the respective regional office. Note that the process for accessing Facility Management Program services may vary from region to region based on the current organizational structure and the specific service arrangement for a particular community. With respect to all regions, the following contact information can only be used during regular business hours.

Iqaluit

Facilities Manager
Box 1000 – Station 630
Iqaluit, NU
X0A 0H0
Phone: (867) 975-7102
Fax: (867) 975-7154

Baffin Region

Facilities Manager
Aqsarniit Building
Pond Inlet, NU
X0A 0S0
Phone: (867) 899-7321
Fax: (867) 899-7329

Kivalliq Region

Facilities Manager
P.O. Bag 002
Rankin Inlet, NU
X0C 0G0
Phone: (867) 645-8154
Fax: (867) 645-8197

Kitikmeot

Facilities Manager
15 Omingmak Street
Cambridge Bay, NU
X0B 0C0
Phone: (867) 983-4153
Fax: (867) 983-4123

Facility End Users should make a point of understanding the process for accessing Facility Management services and ensuring that normal, local and emergency contact information for facility related concerns is made available to all building occupants. All work requests should be submitted using a **Work Request Form** and the **Work Request and Escalation Procedure** available from your CGS Regional Office. Emergencies should be reported directly using the attached **Emergency Contact Information for GN Buildings**.

Emergency Contact Information for GN Buildings.

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When reporting an emergency, be prepared to provide:

- Your name and phone number
- A description of the emergency inclusive of the location, the observed condition and the severity.
- Whether there is an imminent health and safety risk

Note that not every instance constitutes an emergency. Given the limited resources available, whenever possible, response to an instance will be scheduled and dealt with during the next regular shift. When there is a risk of damage or loss of an asset, an alarm or occupant safety is a factor the situation will be investigated and corrective action taken immediately. The caller will be advised accordingly.

REGION	COMMUNITY	LOCAL OFFICE NUMBER (REGULAR HOURS)	LOCAL OFFICE FAX (REGULAR HOURS)	LOCAL EMERGENCY PHONE NUMBER
Baffin	Arctic Bay	(867) 439-9953	(867) 439-8203	(867) 439-9953
	Qikiqtarjuaq	(867) 927-8824	(867) 927-8273	(867) 927-8824
	Cape Dorset	(867) 897-8955	(867) 897-8030	(867) 897-8955
	Clyde River	(867) 924-6361	(867) 924-6326	(867) 924-6361
	Grise Fiord	(867) 980-4939	(867) 252-3649	(867) 980-4939
	Hall Beach	(867) 928-8921	(867) 928-8996	(867) 928-8921
	Igloolik	(867) 934-8868	(867) 934-8743	(867) 934-8868
	Iqaluit	(867) 975-7100	(867) 975-7154	(867) 975-5650
	Kimmitut	(867) 939-2330	(867) 939-2267	(867) 939-2330
	Pangnirtung	(867) 473-8916	(867) 473-8787	(867) 473-8916
	Pond Inlet	(867) 899-8813	(867) 899-8953	(867) 899-8813
	Resolute Bay	(867) 252-3655	(867) 252-3622	(867) 252-3655
	Sanikiluaq	(867) 266-8818	(867) 266-8974	(867) 266-8818
Baffin Regional Emergency Contact Number (Iqaluit Excluded):				(867) 899-1341
Kivalliq	Arviat	(867) 857-2661	(867) 857-2661	(867) 857-2559
	Baker Lake	(867) 793-2744	(867) 793-2278	(867) 793-2744
	Chesterfield Inlet	(867) 898-9914	(867) 898-9914	(867) 898-9914
	Coral Harbour	(867) 925-9914	(867) 925-9016	(867) 925-9914
	Rankin Inlet	(867) 645-8172	(867) 645-8196	(867) 645-2412
	Repulse Bay	(867) 462-4093	(867) 462-4093	(867) 462-4093
	Whale Cove	(867) 896-9305	(867) 896-9304	(867) 896-9305
Kivalliq Regional Emergency Contact Number:				(867) 645-2412
Kitikmeot	Cambridge Bay	867-983-4218	867-983-4219	867-983-5098
	Gjoa Haven	867-360-7063	867-360-4647	867-360-6427
	Kugaaruk	867-769-7047	867-769-7042	
	Kugluktuk	867-982-4225	867-982-5204	867-982-2542 cell
	Taloyoak	867-561-5221	867-561-5057	
Kitikmeot Regional Emergency Contact Number:				(867) 983-4205 (867) 983-5100

Work Request and Escalation Procedure

Last Updated: April 29, 2013

All work requests should be submitted using a **Work Request Form**. The form should include as much detail as possible about the work that is required. At a minimum, it must include:

1. **The Originator Name:** This is the name of the person requesting the work. Whenever possible, an individual should be assigned to submit all work requests for a facility. For Schools, work requests are normally submitted by the Principal in charge of the School and by the Nurse In Charge of the Health Centre.
2. **Originator Fax, Phone and E-mail:** The Originator Fax number is required however it is recommended that the Originator Phone Number and E-mail address also be included to support communications.
3. **Priority:** The Priority assigned by the Originator should be in accordance with the definitions provided at the bottom of the form and not as a matter of preference. The Priority of the work may be changed through consultation between the Facility Management Office and the Originator.
4. **Community:** This is the Community in which the work is required.
5. **Building Name:** This is the Name of the Building in which the work is required. If possible, this should be supplemented with the Asset Number.
6. **Work Required:** A detailed description of the work required inclusive of the room name or number if applicable.

2013-04-29 15:46:16	GOVERNMENT OF NUNAVUT WORK REQUEST	Print Form & Fax or E-mail
TO REQUEST ANY WORK IN A GN BUILDING, PLEASE COMPLETE THIS FORM. FEBIT AND FAX OR E-MAIL THE COMPLETED FORM TO YOUR CGS REGIONAL OFFICE. A COMPLETED RESPONSE WILL BE RETURNED TO YOU FOR YOUR INFORMATION		
Iqaluit: Phone: (867) 975-7102 Fax: (867) 975-7154	Baffin Region: Phone: (867) 899-7321 Fax: (867) 899-7329 baffinworkorders@gov.nu.ca	Kivalliq Region: Phone: (867) 645-8154 Fax: (867) 645-8197
Kirkmeot Region: Phone: (867) 983-4125 Fax: (867) 983-4003		
IF YOU HAVE ANY QUESTIONS PLEASE CONTACT YOUR CGS REGIONAL OFFICE		
ORIGINATOR NAME	ORIGINATOR FAX (required)	ORIGINATOR PHONE
ORIGINATOR E-MAIL		
PRIORITY (see below)	COMMUNITY:	BUILDING NAME:
▼	▼	
WORK REQUIRED (IF APPLICABLE, PLEASE INDICATE IF THE REQUIRED WORK IS A RESULT OF VANDALISM OR A BREAK & ENTER)		
CGS OFFICE USE ONLY (once WO is initiated complete below and send back to originator:		
WORK ORDER #:	DATE WORK ORDER INITIATED:	ISSUED BY:
ASSIGNED TO:	ANTICIPATED COMPLETION DATE:	
WORK REQUEST RESPONSE:		
<input type="checkbox"/> Once WO issued; has this form been completed and faxed back to the Originator?		
PRIORITY: 1. URGENT - Life/safety issues - Immediate within 1 day 2. HIGH - Complete within 1 - 2 days 3. MEDIUM - Complete within 2 - 4 days 4. LOW - Complete within 5 - 6 days 5. ROUTINE - Regular Preventative Maintenance 6. OTHER - Noted as part of response		

Your CGS Regional Office will complete the reserved section of the form and respond indicating the anticipated response time and the action that will be taken. If there is concern with the response or if the situation is not rectified in accordance with the anticipated response time, the Work Request should be escalated.

Escalation – Level 1: Repeat your request to with the word “**ESCALATION**” in capital letters in the ‘Work Required’ section of the completed Work Request form that contains the information provided by the CGS Regional Office, inclusive of the Work Order Number.

Escalation – Level 2: Ask your supervisor to send your Work Request to the Regional Facilities Manager of your CGS Regional Office.

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 Cambridge Bay, NU
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 Phone: (867) 983-4153
 Fax: (867) 983-4123

Escalation – Level 3: Ask your supervisor to send your Work Request to the Territorial Maintenance Manager.

Territorial Maintenance Manager
 Community and Government Services
 P.O. Box 1000, Station 630
 Iqaluit, Nunavut X0A 0H0
 Phone 867-975-7100 Fax 867-975-7154